BACHELOR DEGREE IN HOTEL MANAGEMENT

(BHM)

SCHEME,SYLLABUS & REGULATIONS

FOR

BACHELOR DEGREE IN HOTEL MANAGEMENT (BHM)

(2020 ADMISSION ONWARDS)

MAHATMA GANDHI UNIVERSITY, KOTTAYAM

BHM PROGRAMME

(Bachelor Degree in Hotel Management)

Regulation, Scheme and Syllabus

1 Introduction.

The academics with hotel management focus on the core aspects of hospitality with a mix of management subjects which is required for the growth of a student. Bachelor of Hotel management has a mélange of practical and theory subjects. The four years 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 student has to undergo 20 weeks industrial exposure training in the 6th Semester which is a key aspect of the course, where there is On the Job learning and the assessments for the same is done in the form of a presentation. The programme will provide an all-round training in Hotel Management and Catering Technology, 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.

2 Course Objectives.

1. To develop young men and women in to professional experts to manage hospitality industry in general and hotels in particular.
2. To equip youngsters with conceptual and interpersonal skills and social purpose for managerial decision making and its execution in hospitality related industries.
3. To develop and encourage the entrepreneurial capabilities of young generation to make them effective change agents.
4. To meet the demand for trained and professional people in the country at the top-level management of business and industrial organization in the light of new economic and industrial policy of the country.

3 Title of the Programme

This degree shall be called **Bachelor in Hotel Management**

4 Faculty of the Course

Faculty of Tourism and Hospitality Studies.

5 Course Duration.

The BHM course (Bachelor Degree in Hotel Management) of Mahatma Gandhi University shall be spread into four years duration with eight semesters. Each semester shall comprise of a minimum of 75 instructional days of 7 hours a day. (Total contact hours 525). Continuous Internal evaluation during the course period and university examination at the end of the each semester shall be conducted. There shall be a semester break of 15 days each in addition to the usual Onam, Christmas holidays. There will be no Summer Vacations.

6 Medium of Instruction.

The medium of instruction and examinations shall be English.

7 Eligibility for Admission.

1. A pass in the higher secondary or equivalent examinations conducted by boards/departments recognized by the University with a mark not less than 45% in aggregate including language.
2. Usual concession for minimum marks as stipulated by University and the State Government from time to time shall apply to SC/ST, OBC and other Categories of candidates.

8 Admission Procedure.

50% of the candidates for admission will be selected on the basis of the Rank List published by the Mahatma Gandhi University through the Single window system for admission to Under Graduate programmes and the remaining 50% will be admitted by the Management.

9 Course Calendar

Date of announcement of course will be done by the University. The course calendar published by the University shall be followed for ensuring timely conduct of the course, examination and publication of results.

10 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.

11 Scheme of Examination and Results.

The evaluation of each course shall consist of two parts. Continuous Evaluation or Internal Assessment (CE) and End Semester Evaluation (ESE). There shall be three sets of examinations in each semester, i.e., two internal and End Semester Examination by the

University. The minimum marks required for a pass is 50% for the End Semester Examinations.

The distribution of internal assessment marks out of 20 (subject to a minimum of 2 tests for each course)

periodical tests 10 marks, assignment 5 marks and attendance 5 marks.

Each candidate shall secure a minimum of 50% marks in aggregate (i.e. marks of internal assessment and external examination for each course) for a pass. *Total marks for all the 8 semesters will be 6750*

Classification of results

Percentage of marks	Class
75% above	First class with distinction
Above 60% and below75%	First class
Above 50% and below 60%	Second class
Below 50%	Fail

Regular Semester Examinations will be conducted at the end of each semester subject to University notifications. The duration of examinations will be three hours for all subjects having 80 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 BHM Degree programme.

The internal assessment marks shall be awarded by the concerned faculty member in charge of the course based on the guidelines as follows.

a) Each faculty shall maintain record of performance of each candidate and it shall be available to the Principal / Head of the department at the end of each semester. The same should be displayed on the notice board and students can make their representations if any. However the student shall file an appeal to the Head of the Department on his grievances in awarding the internal assessment marks within 3 days from the date of display of internal marks on the notice board. Head of the Department should take an appropriate decision within 5 days of receipt of such appeal.

b) The internal marks should be communicated to the Controller of Examinations along with attendance certificate within two weeks from the last day of class in each academic year.

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. No candidate shall be allowed to take external examination more than thrice for each course. A candidate shall register for all the courses in a year to appear for examination in the respective year. Part appearance shall not be allowed.

Eligibility for appearing in examination.

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

a) His / Her progress is satisfactory and must have secured minimum 75% attendance as per the University norms.
b) 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.
c) 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.
d) Candidate shall be allowed to improve the results of any subject along with the examinations of their immediate junior batch.

Transparency of the Internal Assessment

Each faculty shall maintain record of performance of each candidate and it shall be made available to the Principal / Head of the department in case of dispute. These records of performance of each candidate duly counter signed by the Head of the department and shall be made available to the Principal / University authorities in case of dispute.

13 Registration for Each Semester

Every candidate should register for all subjects of the end semester examination of each semester. A candidate who does not register will not be permitted to attend the end semester examinations. He / She shall not be promoted to the next semester.

14 Improvement of Marks

a) A student is permitted to take improvement examination only during the chance immediately after the first appearance. There will be no supplementary examinations.
b) No candidate shall be permitted to improve the marks for practical / internal examination.
c) A candidate shall be allowed to withdraw from the whole examination of a year in accordance with the rules for cancellation of examinations of the university.

15 Examination Monitoring Cell

Head of the institution should constitute an examination monitoring cell at the institution for supervising all examinations especially the internal examinations. This cell with a senior faculty member as convener shall consist of minimum three faculty members (One shall be a lady). A clerical staff having computer skill shall be assigned for assisting the examination monitoring cell.

Following are the collective responsibilities of the examination monitoring cell.

a) Schedule and conduct all internal examinations.
b) Act as the examination squad to keep a vigil on all internal and University examinations.
c) To receive any complaints from students regarding issues like "out of syllabus" questions, printing mistakes etc., the cell shall investigate these complaints and if necessary forward to University with specific comments.
d) To receive any complaints from students regarding award of marks for internal examinations and any allegation of victimization: to enquire such incidents and file a report to head of institutions for necessary action.

16 Repetition of the course

Students are permitted to avail repetition of the course only once in a semester.

17 Industrial Exposure Training Report

Students of VI semester BHM have to undergo an 'Industrial Exposure Training' (IET) for a period of twenty weeks at a single stretch. This training will start during the 6th semester. Student should choose a recognized star hotel for this training. Once the student has been selected / deputed for Industrial training by the Institute, he/she shall not be permitted to undergo training elsewhere. In case students make direct arrangements with the hotel for training, these will necessarily have to be approved by the institute.

Students have to maintain their Log Book during their training period and the same has to be authenticated with signature of hotel authority. On completion of industrial training,

students should obtain valid training certificate from the respective hotels. Students have to submit a training project report titled “Operational Aspects of the Star Hotel” based on the t hotel where they had the training. Project report has to be in typed form and two copies have to be submitted for the examination (University copy and personal copy). The report will be evaluated by two examiners and one of the examiners will be appointed by the University . A student should secure 50% aggregate marks to pass the IET.

18 Research Project

A Research Project work will be done by the final year students connected with the specialization chosen under the guidance of the faculty member in the final semester. The Research project may be one of the following types: 1) Comprehensive study, 2) Inter-organizational study, 3) Field study (Empirical study). Total of 200 marks is allotted for the research work. (Project report 50 marks, Presentation 75 marks and Viva voce 75 marks).

19 General

For matters not covered by the provisions contained in the regulation, the university rules in force from time to time shall be reckoned with the rules and regulations applicable for the conduct of university programmes for professional courses at the Under Graduate level.

TEACHING AND EXAMINATION SCHEME OF FIRST SEMESTER

Course Code	Subjects	Hours/Week		Marks		Duration of Examination (Hrs)
		Theory	Practical	External	Internal	
BH1 CRT 01	Basics of Food Production-I	4	-	80	20	3
BH1 CRP 01	Basics of Food Production-I	-	4	80*	20	4
BH1 CRT 02	Basics of Food and Beverage Service-I	4	-	80	20	3
BH1 CRP 02	Basics of Food and Beverage Service-I	-	3	80*	20	4
BH1 CRT 03	Basics of Front Office	3	-	80	20	3
BH1 CRP 03	Basics of Front Office	-	3	80*	20	4
BH1 CRT 04	Basics of Housekeeping	3	-	80	20	3
BH1 CRP 04	Basics of Housekeeping	-	3	80*	20	4
BH1 CRT 05	Basics of Management Principles	4	-	80	20	3
BH1 CRT 06	Business English	4	-	80	20	3
	Total	22	13	800	200	

* Out of 80 marks, 50 is awarded by External Examiner and 30 by Internal Examiner and the total to be send by the External Examiner to the University.

TEACHING AND EXAMINATION SCHEME OF SECOND SEMESTER

Course Code	Subjects	Hours/Week		Marks		Duration of Examination (Hrs)
		Theory	Practical	External	Internal	
BH2 CRT 07	Basics of Food Production-II	4	-	80	20	3
BH2 CRP 07	Basics of Food Production-II	-	4	80*	20	4
BH2 CRT 08	Basics of Food and Beverage Service-II	4	-	80	20	3
BH2 CRP 08	Basics of Food and Beverage Service-II	-	4	80*	20	4
BH2 CRT 09	Application of Computers	4	-	80	20	3
BH2 CRP 09	Application of Computers	-	3	80*	20	4
BH2 CRT 10	Basics of Financial Accounting	4	-	80	20	3
BH2 CRT 11	Food Science and Nutrition	4	-	80	20	3
BH2 CRT 12	Basic French	4	-	80	20	3
	Total	24	11	720	180	

* Out of 80 marks, 50 is awarded by External Examiner and 30 by Internal Examiner and the total to be send by the External Examiner to the University.

TEACHING AND EXAMINATION SCHEME OF THIRD SEMESTER

Course Code	Subjects	Hours/Week		Marks		Duration of Examination (Hrs)
		Theory	Practical	External	Internal	
BH3 CRT 13	Food Production Operations-I	4	-	80	20	3
BH3 CRP 13	Food Production Operations-I	-	4	80*	20	4
BH3 CRT 14	Food and Beverage Service Operations-I	4	-	80	20	3
BH3 CRP 14	Food and Beverage Service Operations-I	-	4	80*	20	4
BH3 CRT 15	Front Office Operations-I	4	-	80	20	3
BH3 CRP 15	Front Office Operations-I	-	2	80*	20	4
BH3 CRT 16	Housekeeping Operations-I	3	-	80	20	3
BH3 CRP 16	Housekeeping Operations-I	-	2	80*	20	4
BH3 CRT 17	Financial Management	4	-	80	20	3
BH3 CRT 18	Travel and Tourism	4	-	80	20	3
	Total	23	12	800	200	

* Out of 80 marks, 50 is awarded by External Examiner and 30 by Internal Examiner and the total to be send by the External Examiner to the University.

TEACHING AND EXAMINATION SCHEME OF FOURTH SEMESTER

Course Code	Subjects	Hours/Week		Marks		Duration of Examination (Hrs)
		Theory	Practical	External	Internal	
BH4 CRT 19	Food Production Operations-II	5	-	80	20	3
BH4 CRP 19	Food Production Operations-II	-	4	80*	20	4
BH4 CRT 20	Food and Beverage Service Operations-II	5	-	80	20	3
BH4 CRP 20	Food and Beverage Service Operations-II	-	4	80*	20	4
BH4 CRT 21	Human Resource Management	4	-	80	20	3
BH4 CRT 22	Marketing for Hospitality and Tourism	5	-	80	20	3
BH4 CRT 23	Environmental Studies and Human Rights	4	-	80	20	3
BH4 CRT 24	Hotel Engineering	4	-	80	20	3
	Total	27	8	640	160	

* Out of 80 marks,50 is awarded by External Examiner and 30 by Internal Examiner and the total to be send by the External Examiner to the University.

TEACHING AND EXAMINATION SCHEME OF FIFTH SEMESTER

Course Code	Subjects	Hours/Week		Marks		Duration of Examination (Hrs)
		Theory	Practical	External	Internal	
BH5 CRT 25	Advanced Food Production-I	4	-	80	20	3
BH5 CRP 25	Advanced Food Production-I	-	4	80*	20	4
BH5 CRT 26	Advanced Food and Beverage Service-I	4	-	80	20	3
BH5 CRP 26	Advanced Food and Beverage Service-I	-	4	80*	20	4
BH5 CRT 27	Front Office Operations-II	3	-	80	20	3
BH5 CRP 27	Front Office Operations-II	-	2	80*	20	4
BH5 CRT 28	Housekeeping Operations-II	3	-	80	20	3
BH5 CRP 28	Housekeeping Operations-II	-	2	80*	20	4
BH5 CRT 29	Hotel Law	4	-	80	20	3
BH5 CRT 30	Organizational Behavior	5	-	80	20	3
	Total	23	12	800	200	

* Out of 80 marks, 50 is awarded by External Examiner and 30 by Internal Examiner and the total to be send by the External Examiner to the University.

TEACHING AND EXAMINATION SCHEME OF SIXTH SEMESTER

Course Code	Subject	Examination Pattern	Marks
BH6 CRP 31	Industrial Exposure Training and Project Report	Powerpoint Presentation and Project Report	200*
		Log Book	50**
		Project Viva Voce	50***
		Total	300

*Out of 200 marks ,100 is awarded by External Examiner and 100 by Internal Examiner.

**50 marks of log book will be awarded by Internal Examiner.

***50 marks of viva voce will be awarded by External Examiner.

All the above marks to be send by the External Examiner to the University.

TEACHING AND EXAMINATION SCHEME OF SEVENTH SEMESTER

Course Code	Subjects	Hours/Week		Marks		Duration of Examination (Hrs)
		Theory	Practical	External	Internal	
BH7 CRT 32	Advanced Food Production-II	4	-	80	20	3
BH7 CRP 32	Advanced Food Production-II	-	4	80*	20	4
BH7 CRT 33	Advanced Food and Beverage Service-II	4	-	80	20	3
BH7 CRP 33	Advanced Food and Beverage Service-II	-	4	80*	20	4
BH7 CRT 34	Front Office Management	3	-	80	20	3
BH7 CRP 34	Front Office Management	-	2	80*	20	4
BH7 CRT 35	Housekeeping Management	3	-	80	20	3
BH7 CRP 35	Housekeeping Management	-	2	80*	20	4
BH7 CRT 36	Research Methodology	4	-	80	20	3
BH7 CRT 37	Food Safety and Quality Control	5	-	80	20	3
	Total	23	12	800	200	

* Out of 80 marks, 50 is awarded by External Examiner and 30 by Internal Examiner and the total to be send by the External Examiner to the University.

TEACHING AND EXAMINATION SCHEME OF EIGHTH SEMESTER

Course Code	Subjects	Hours/Week		Marks		Duration of Examination (Hrs)
		Theory	Practical	External	Internal	
BH8 CRT 38	Food and Beverage Controls and Management	5	-	80	20	3
BH8 CRT 39	Travel and Tourism Management	5	-	80	20	3
BH8 CRT 40	Personality Development	5	-	80	20	3
BH8 CRT 41	Entrepreneurship Development	5	-	80	20	3
BH8 CRP 42	Hospitality Research Project	4	-	200*	-	-
	Elective (student to select any one of the following):					
BH8 ECP 01	Food Production	4	7	150**	-	5
BH8 ECP 02	Food and Beverage Service					
BH8 ECP 03	Front Office Management					
BH8 ECP 04	Housekeeping Management					
		28	7	670	80	-

*Out of 200 marks, 150 is awarded by External Examiner and 50 by Internal Examiner, and the total to be send by the External Examiner to the University.

**Out of 150 marks, 100 is awarded by External Examiner and 50 by Internal Examiner, and the total to be send by the External Examiner to the University.

FIRST SEMESTER BHM

LIST OF SUBJECTS WITH CODE

SUBJECT CODE	SUBJECT NAME
BH1 CRT 01	Basics of Food Production-I
BH1 CRP 01	Basics of Food Production-I
BH1 CRT 02	Basics of Food and Beverage Service-I
BH1 CRP 02	Basics of Food and Beverage Service-I
BH1 CRT 03	Basics of Front Office
BH1 CRP 03	Basics of Front Office
BH1 CRT 04	Basics of Housekeeping
BH1 CRP 04	Basics of Housekeeping
BH1 CRT 05	Basics of Management Principles
BH1 CRT 06	Business English

BH1 CRT 01 BASICS OF FOOD PRODUCTION - I

Module 1: Introduction to the Food Production Department.
Level, skill and experiences. Attitude and behavior in the kitchen. Professional standards for food handlers, personal hygiene, uniforms. Safety procedures in handling equipment (Ergonomics).

Module 2: Aims and Objectives of Cooking Food.
Importance of cooking food, Preparation of ingredients, Methods of mixing food, Culinary terms – Western and Indian.

Module 3: Classical Kitchen Brigade.
Organizational chart of kitchen department of a large hotel. Duties and responsibilities of Executive chef, Sous chef, Chef de partie, Commis and Trainee. Kitchen equipment and cooking fuels – advantages and disadvantages. Kitchen layout and workflow – refrigerator, storage, weighing and measuring, hand tools and small equipment.

Module 4: Methods and general principles of cookery.
Principles of heat transfer – Induction, conduction, convection and radiation. Basic principles of cooking food – medium of liquid (boiling, steaming, stewing, poaching and braising), medium of fat (frying, grilling and roasting), dry method of cooking (baking, smoking, broiling and microwave cooking). Advantages and disadvantages of all the above methods.

Module 5: Stocks, Soups, Sauces and Gravies.
Types of stocks – principles of making stock, basic mother sauces, derivatives, proprietary sauces and butter sauces. Classification of soups, garnishes for soups, popular International soups and accompaniments. Basic Indian gravies and its variations.

Reference books:
Krishna Arora., *Theory of cookery*: Franks Bros & Co.(Publishers) Ltd.
Parvinder S Bali., *Food production operations*: Oxford University Publication.
HL Cracknell& RJ Kaufmann., *Practical professional cookery*: Macmillan Education.

BH1 CRP 01 BASICS OF FOOD PRODUCTION - I
PRACTICAL

- Identifying and using different kitchen equipment with emphasis on care, maintenance and precautions.
- Identifying raw materials - collect samples from the market – list quality points.
- Basic cuts of vegetables.
- Handling knives and peelers.
- Preparation of basic soups and accompaniments.
- Basic hygiene practices to be observed in the kitchen.
- Safety practices to be observed in the kitchen, First aid for cuts and burns.
- Preparation of stocks – White, Brown (vegetables, meat and fish).
- Preparation of basic soups – Clear, Thin, Thick, Cold, International.
- Preparation of basic sauces - Béchamel, Espagnole, Velouté, Tomato, Hollandaise and Mayonnaise.
- Preparation of five sets of three course menu (any cuisine) – Soup, Main course, Dessert.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Assignment	5
Model exam	10

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Different methods of cutting vegetables.	10
Identifying and using different kitchen equipment.	5	Preparation of stocks.	10
Identification of raw materials.	10	Preparation of soups.	10
Journal.	10	Preparation of basic sauces.	10
		Viva voce.	10

BH1 CRT 02 BASICS OF FOOD AND BEVERAGE SERVICE - I

Module 1: The Hotel and Catering Industry.
Evolution of catering industry – Sarai, Dak Bungalow, Inn, Tavern and Chalets. Introduction to the hotel industry, travel and tourism industry. Sectors of food service industry – Welfare (Industrial and Institutional), Commercial (Hotels, Restaurants, Pubs and Clubs).

Module 2: Food and Beverage Service Organization.
Organisation hierarchy of food and beverage service department. Duties and responsibilities of food and beverage staff, attributes of a waiter – professional and personal. Inter-departmental relationships – front office, housekeeping, food production and other allied departments. French terms related to food and beverage staff and its description.

Module 3: Food and Beverage Outlets.
Restaurants – Speciality, Multi-cuisine, Ethnic, Destination, Fine dining, Coffee Shop, Fast food and Quick Service Restaurants (QSR). Introduction to Banquets, Bar, Pub and Discotheque. Other outlets – Bistro, Brassiere, Steak house, Drive in, Drive thru and Vending machine.

Module 4: Food and Beverage Service Equipment.
Tableware – flatware, cutleries, hollowware (sizes and brand names of each). Glassware – types, sizes and brand names. Crockeries, chinaware and silverware. Special equipments, trolleys and trays, other equipment used in food and beverage service (furniture, linen, buffet equipment and disposables). Personal equipment of service staff. French terms related to equipment.

Module 5: Introduction to Menu.
Menu - History and origin. Classes of menu - Table d'hôte, À la carte, Banquet, Cyclic, Du Jour - Carte du jour, plat du jour. Other menus – Take away, Room service. Mise-en-Scene and Mise-en-place.

Reference books:
Lillicrap D.& Cousins- J.A *Food and Beverage Service*: ELBS Delhi.
Ninemeier J.D.-*Food and Beverage Management*: Educational Institute- AH&LA.

BH1 CRP 02 BASICS OF FOOD AND BEVERAGE SERVICE - I PRACTICAL

- Identification of operating equipment
- Laying and relaying of table cloth
- Serviette folds (minimum10 numbers)
- Cover setup – Table d'hôte, À la carte
- Service of water – Normal, bottled and mineral
- Mis-en-scene and Mis-en-place
- Side board setup (Dummy waiter)
- Cleaning and polishing glassware, crockery, cutleries and flatware.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Assignment	5
Model exam	10

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personnel Hygiene and grooming.	5	Table d'hôte, À la carte setup.	10
Mis-en-place and Mis-en-scene.	5	Equipment identification.	10
Side board setup.	5	Laying and relaying of table cloth.	10
Cleaning and Polishing – Glassware, Cutlery.	5	Serviette folds.	5
Journal.	10	Service of water or aerated beverages.	5
•		Viva voce.	10

BH1 CRT 03 BASICS OF FRONT OFFICE

Module 1: History, Growth of Indian and Global Hotel Industry.
Origin, history and growth of Indian and Global hotel industry. Classification and categorization of hotels in India.

Module 2: Hotel Organization.
Introduction and basic activities performed in front office. Various sections of front office. Front office layout and equipment. Guest Cycle. Organizational structure of star hotels and the front office department. Qualities and attributes of front office personnel.

Module 3: Job Description and Specifications.
Front office manager, lobby manager, guest relation executive, receptionist, reservation assistant, telephone operator, Uniformed services - concierge, bell boy, doorman, and parking valet. Various functions of bell desk - luggage handling, left luggage handling, scanty baggage procedure, paging and other services

Module 4: Reservations.
Sources of reservation. Types - guaranteed and non-guaranteed. Reservation records. Method of receiving a reservation. Confirmation or cancellation numbers of reservation. Reservations charts used before computerization. Modification & cancellation of reservation.

Module 5: Reception.
Reception functions: Check-in – welcoming, registration, up selling, cross selling, upgrading. Issuing of keys - types of keys and key control. Check-out procedures - presenting and settling of bills, preparation of guest history card, Coordination between front office and other departments, room change procedure. Preparation of important documents - Logbook, VIP arrival list, C-form, Due out list. Duties of Night Receptionist. Front office glossary terms.

Reference books:
Sudhir Andrews., 2013, *Hotel Front Office: A Training Manual*. Mc Graw Hill Education (India) Pvt Limited. New Delhi
Sudhir Andrews., 2013, *Front Office Management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi
Jatashankar R Tewari., *Hotel Front Office Operations & Management*. Oxford Higher Education. India Pvt Limited.
Colin Dix, Chris Baird., *Hotel Front Office Operations*. Longman Publishers.

BH1 CRP 03 BASICS OF FRONT OFFICE PRACTICAL

- Grooming and hospitality etiquettes.
- Countries – Capitals, currencies, official airlines of the world.
- Preparation of various reports - room status report, discrepancy report, VIP amenities voucher, expected arrival list, guest history card, scanty baggage register, bell boy's errand card, lobby control sheet.
- Handling telephones – telephone etiquettes and manners.
- Preparation of reservation form, taking and modifying a reservation.
- Basic front office situation handling- fire, death, natural disasters (floods and earthquake), accidents, lost & found, damage to hotel property, drunk guest, scanty baggage, theft, sick guest and bomb threat.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Model exam	10
Overall performance	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Reservation (Taking reservations- Drawing the reservation form and mock handling of a reservation on telephone). Modifying the reservations.	20
Countries, capital, currencies, and official airlines of the world.	10	Basic Front office situations - (fire, death, natural disasters – (floods and earthquake), accidents, lost and found, damage to hotel property, drunk guest, scanty baggage, theft, sick guest, bomb threat).	10
Telephone etiquettes (greeting and collecting information).	10	Preparation of forms and formats.	10
Journal.	5	Viva voce.	10

BH1 CRT 04 BASICS OF HOUSEKEEPING

Module 1: Introduction to Housekeeping.
Housekeeping – Meaning, definition, importance and responsibilities. Personal attributes of housekeeping staff. Housekeeping in other institutions (hospitals, hostels, universities and residential homes).

Module 2: Hierarchy of the Housekeeping Department.
Organizational structure (in a large hotel), Layout of housekeeping department, Role of key personals in housekeeping - executive housekeeper, floor supervisor, public area supervisor, laundry manager, desk attendant and guest room attendants.

Module 3: Interdepartmental Coordination.
Coordination with - front office, maintenance department, security, food and beverage department, laundry, purchase and stores.

Module 4: Hotel Guest Rooms.
Importance of the guest room to a guest, types of guest rooms, guest room layout - single and double, guest room status, guest room supplies, amenities and guest linen.

Module 5: Cleaning Equipment and Cleaning of Public Area.
Introduction to basic cleaning. Cleaning equipment – manual and mechanical. Public area cleaning - entrances, lobby, elevators, staircases, public restrooms and restaurants.

Reference books:
G. Raghubalan & Smritee Raghubalan., 2015. *Hotel Housekeeping Operation and Management*, Oxford Higher Education, New Delhi.
Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert. AH&LA. *Managing Housekeeping Operations*
Sudhir Andrews., 2013, *Hotel Housekeeping management & Operations*: Mc Graw Hill Education (India) Pvt Limited. New Delhi.
K.S. Gusain., *Hotel Housekeeping Necessary Features*. Cyber tech publications.

BH1 CRP 04 BASICS OF HOUSEKEEPING
PRACTICAL

- Identification and use of cleaning equipment.
- Maid's cart set up.
- Bed making.
- Public area cleaning.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Model exam	10
Overall performance	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	10	Bed making.	20
Maid's cart setup.	10	Public area cleaning.	15
Journal.	10	Viva voce.	15

BH1 CRT 05 BASICS OF MANAGEMENT PRINCIPLES

Module 1: Management.
Management – meaning and nature. Difference between management and administration. Levels of management. Management as a science, art and profession. Scientific management principles by F W Taylor. Henry Fayol's 14 principles of management.

Module 2: Planning.
Planning - meaning, importance, characteristics, benefits and limitations. Steps in planning. Types of plans. Decision making – meaning, types of decisions and steps in rational decision making.

Module 3: Organization.
Organization – meaning, importance and process. Organizational structure – line organization, line and staff organization, functional organization, network organization, centralized and decentralized organization. Span of control.

Module 4: Staffing.
Staffing – meaning, definition and process. Delegation of Authority – Process and significance. Directing - meaning and elements of directing.

Module 5: Controlling.
Controlling – definition, need for control, steps in control process. Co-ordination – meaning and techniques for effective co-ordination. Management by Objective (MBO) - definition and scope.

Reference books:
T. N. Chhabra, *Principles and practice of management*, Dhanpat Rai& Co.
Harold Koontz, *Essentials of management,* Tata McGraw Hill Publishing Company Ltd.

BH1 CRT 06 BUSINESS ENGLISH

Module 1: Functional English Grammar and Comprehension.
Parts of speech, Articles, Prepositions, Modal Verbs, Tenses, Active and Passive forms, Question tags, Common errors, Effective sentences, Sentences structures, Use of connectives.

Module 2: Reading and Language Comprehension.
Reading skills, Active and Passive reading, different strategies of reading – scanning, skimming, intensive reading. Difference between reading and listening, barriers to listening.

Module 3: Summarizing and Paraphrasing.
Summarizing techniques, Selection and rejection, Substitution, Outlining and Paraphrasing.

Module 4: Professional Writing.
Resume and C V, Reference and recommendation letter, Employment letters, Online application, Business letters – Parts and layout of business letters, Business enquiry letters, Offers and quotation, Orders and execution, Grievances and redressals, Sales letters, Follow-ups letters, Circular letters, Status enquiry collection letters.

Module 5: Electronic Devices in Communication.
e-mail message and telephonic conversation. Use of e-devices in communication - Video conferencing. Translation techniques, Press release - writing of theme for press release. Soft skills.

Reference books:
Sharma R C, and Mohan K, *Business Correspondence and Report Writing*, Tata McGraw Hill, Gartside L, *Model Business Letters*, Pitman,
D'Souza Eunice and Shahani G., *Communication Skills in English*, Noble Publishing

SECOND SEMESTER BHM

LIST OF SUBJECTS WITH CODE

SUBJECT CODE	SUBJECT NAME
BH2 CRT 07	Basics of Food Production-II
BH2 CRP 07	Basics of Food Production-II
BH2 CRT 08	Basics of Food and Beverage Service-II
BH2 CRP 08	Basics of Food and Beverage Service-II
BH2 CRT 09	Application of Computers
BH2 CRP 09	Application of Computers
BH2 CRT 10	Basics of Financial Accounting
BH2 CRT 11	Food Science and Nutrition
BH2 CRT 12	Basic French

BH2 CRT 07 BASICS OF FOOD PRODUCTION - II

Module 1: Cereals and Pulses.
Cereals and its importance - rice, wheat, barley and maize. Types of flour and cereal products. Parts and types of wheat and wheat products – Semolina, Pasta. Types of pulses and its uses.

Module 2: Vegetables and Fruits.
Classification of vegetables and fruits. Processing, preservation, colour pigments of vegetables. Spices, herbs and condiments. Fats and oils.

Module 3: Meat Cookery.
Classification of meat, quality assessment and selection. Slaughtering process of meat and poultry. Cuts and Storage - beef, mutton, pork, lamb, poultry, game birds and steaks. Weight and cooking methods of meat. English and French terms related to meat cookery.

Module 4: Fish and Sea food.
Classification of fish - flat, round, lean, oily and white fish. Selection and quality assessment of fish. Cuts of fish, cooking of fish, effect of heat. Types of sea foods - shell fish and crustaceans.

Module 5: Dairy Products and Egg Cookery.
Milk - Composition and types. Cream - types and processing. Butter - types and processing. Paneer - Processing. Egg - parts, storage, quality, grading and methods of cooking.

Reference books:
Parvinder Bali., *Food Production Operations*: Oxford Publication
Jerald W Cheese., 1992, *The Art and Science of Culinary Preparation*: Education Institute of Culinary federation. AH & LA.

BH2 CRP 07 BASICS OF FOOD PRODUCTION - II PRACTICAL

- Demonstration of different methods of cooking.
- Different methods of cooking cereals and pulses.
- Different methods of cooking eggs.
- Demonstration of cuts of meat – chicken and beef fillet.
- Demonstration of cuts and cleaning of fish.
- Cooking of three course menu – Indian and Western.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Assignment	5
Performance in weekly practicals	5
Model exam	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	10	Starter / Soups	10
Plan of work.	5	Main Course	15
Indenting.	5	Accompaniments	5
Journal.	10	Dessert	5
		Viva-Voce	10

BH2 CRT 08 BASICS OF FOOD AND BEVERAGE SERVICE - II

Module 1: Menu and Menu Planning.
Menu – Introduction and planning. Menu planning - objectives, factors and steps. Priorities of a menu planner. 17 course French classical menu – examples, courses, cover and service methods. Food and accompaniments. Menu terminology.

Module 2: Ancillary Departments.
Still Room – Equipment, layout and functions. Pantry – Equipments, layout and functions. Hot plate section – Equipment, hotplate language and terminology. Silver Room – Equipments and functions. Wash-up area – Dishwashing methods (manual and automatic). Types of dishwashers. Kitchen stewarding – importance, hierarchy, Duties and responsibilities.

Module3: Types of Food Service.
Table service – silver (English), plate (American), butler (French), family, gueridon and bar counter. Assisted service - carvery. Self-service – counter, free flow, echelon, supermarket and cafeteria. Single point service – Take away (Drive thru, Fast food), Vending, Kiosks, Food court and Bar. Specialized service (In-situ) – tray, trolley, home delivery, lounge, room and drive-in.

Module 4: Non-Alcoholic Beverages.
Classification - nourishing, stimulating and refreshing beverages with examples. Water – spring, mineral and aerated. Tea - origin, manufacturing, types, brands and producing countries. Coffee - origin, manufacturing, types, brands, coffee making methods and producing countries. Cocoa and Malted Beverages – origin and manufacturing.

Module 5: A to Z of Restaurant Operations.
Layout and setting up of restaurant. Briefing and debriefing. Service sequence - Taking guest reservations, receiving and seating of guests, order taking and recording, passing orders to the kitchen, sequence of service, presentation and en-cashing the bill, presenting and collecting guest comment cards and bidding farewell to guests. Closing the restaurant. Social Skills - handling guest complaints, telephone manners, dining and service etiquettes.

Reference books:
Lillicrap. D. & Cousins., J(2013). *Food and Beverage Service*: ELBS Delhi
Sudhir.A., (2008). *Food and Beverage Service* Manual. Tata MacGraw Publishers

BH2 CRP 08 BASICS OF FOOD AND BEVERAGE SERVICE - II PRACTICAL

- Three course menu compiling in English, cover set up and service.
- Service of tea, coffee and aerated water.
- Service of food – silver service and plated service
- Service and clearance - Handling service gear, carrying two plates, three plates, glassware, clearing plates, crumbing
- Clearing of ashtray
- Table reservation process and formats
- Journal

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Skill	5
Model exam	5
Performance in weekly practicals	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Three course menu compiling in English, cover set up and service.	10
Clearing of ashtray.	5	Service of hot beverages (Tea and Coffee) and aerated water.	10
Side table setup (Dummy waiter).	5	Carrying two plates, three plates, glassware and clearing plates.	10
Cleaning and polishing glassware, crockery and cutlery.	5	Handling service gear.	5
Journal.	10	Crumbing	5
		Viva Voce	10

BH2 CRT 09 APPLICATION OF COMPUTERS

Module 1: Computer Fundamentals.
Computer – definition, classification of computers, characteristics of computers, limitations of computers, applications, block diagram of computer system.

Module 2: Input and Output Devices.
Input devices – keyboard, mouse, scanners and optical recognition devices. Output devices – monitor and printer. Storage devices – primary storage devices (RAM, ROM), secondary storage devices (external hard disk, SSD, USB, Optical storage system – CD, DVD).

Module 3: Operating Systems.
Definition, role of operating systems, functions, types. Computer networks – definition and types (LAN, WAN, MAN). Network topology-definition and types. Components of a network – server, workstation, NIC, communication medium, hub, switch. Computer virus – types. Antivirus.

Module 4: Introduction to Hotel Information System.
Need for computerization in hotels, Components of Hotel Property Management System, Property Management System interfaces in hotels, Property Management Systems used in hotels – IDS, OPERA.

Module 5: E-Commerce.
Definition, opportunities and challenges, World Wide Web – definition, elements. Internet – definition and services offered in Internet (WWW, search engines, e-mail, Usenet, Internet relay chat (IRC) and Telnet). Need for cyber laws.

Reference books:
E. Balaguruswamy, Fundamentals of computers, Tata McGraw Hill
ParthoPratim Seal, *Computers in Hotels – concepts and applications*, Oxford University Press
V. Rajaraman, *Fundamentals of computers*, PHI Learning Private Limited

BH2 CRP 09 APPLICATION OF COMPUTERS
PRACTICAL

Basic Windows Operations.
Creating folders and shortcuts, notepad, calculator, taskbar, copying and moving files and folders, renaming files and folders, deleting files and folders, windows explorer, quick menus, control panel.

Microsoft Word.
Creating document, entering text, saving the document, editing a document already saved to disk, find and replace operations, password protection and printing the document.

Formatting a Document.
Justifying paragraphs, changing paragraph indents, setting tabs and margins, formatting pages and documents, using bullets and numbering, headers and footers and page orientation.

Cut Copy and Paste Operation.
Marking blocks, copying and pasting a block, cutting and pasting a block, deleting a block, formatting a block, using find and replace in a block.

Using Microsoft Word Tools.
Spelling and grammar, mail merge, printing envelops and labels.

Tables.
Create, delete, format, graphics, inserting clip arts, symbols, word art and inserting picture from file.

Print Options.
Previewing the document, printing a whole document, printing a specific page, printing a selected set, printing several documents and printing more than one copy.

Microsoft Excel.
Starting Excel, parts of the excel screen, parts of the worksheet, navigation in a worksheet, getting to know mouse pointer shapes.

Creating a Spreadsheet.
Starting a new worksheet, entering 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 and exiting Excel.

Making the Worksheet Look Pretty.
Selecting cells to format, trimming tables with auto-format, formatting cells for currency, comma, percent, decimal and date, changing column width and row height, aligning text from top to bottom, text wrap, re-ordering orientation, using borders.

Cut Copy and Paste Operations.
Moving and copying with drag and drop, copying formulas, moving and copying with cut, copy and paste.

Deleting and Inserting.
Deleting cell entries, deleting columns and rows from worksheet, inserting rows and columns to worksheet.

Printing the Worksheet.
Previewing pages before printing, printing from the standard tool bar, printing a part of the worksheet, changing the orientation, printing the whole worksheet in a single page, adding a header and footer to a report, inserting page breaks in a report, printing formulas in the worksheet.

Additional Features of a Worksheet.
Splitting the worksheet window into four panes, freezing columns and rows on screen for worksheet title, attaching comments to cells, finding and replacing data in worksheet, protecting a worksheet and function commands.

Maintaining Multiple Worksheets.
Adding more sheets to a workbook, deleting sheets from a workbook, naming sheet tabs, copying or moving sheets from one workbook to another.

Creating Graphs or Charts.
Changing the chart with the chart toolbar, formatting the chart's axis, adding a text box to a chart, changing the orientation of a 3D 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 and sorting records in the database.

Microsoft PowerPoint.
Making a simple presentation, PowerPoints four views, creating, rearranging and modifying slides, inserting pictures or objects, setting up a slideshow, creating an organisational chart.

Internet.
Surfing and e-mail.

Internal Assessment

Internal Assessment Criteria: 20 Marks.	
Attendance	5
Assignment	5
Model exam	10

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Surfing Internet and e-mailing.	10	Microsoft Word applications (any 5)	10
Microsoft Excel applications (any 5).	10	Basic Windows operations (any 4).	10
Journal.	10	PowerPoint presentation.	20
		Viva voce.	10

BH2 CRT 10 BASICS OF FINANCIAL ACCOUNTING

Module 1: Introduction to Accounting.
Accounting – definition, functions, objectives, advantages and limitations. Book keeping. Double entry book keeping. Basic accounting terms. Accounting principles.

Module 2: Recording Transactions.
Recording business transactions. Accounting rules. Journal. Ledger – posting and balancing an account.

Module 3: Sub-Divisions of Journal.
Single column cash book, petty cash book, purchases day book and sales day book. Debit note and credit note (simple practical problems).

Module 4: Bank Reconciliation Statement.
Meaning of passbook. Reasons for difference between cashbook and passbook. Preparation of bank reconciliation statement (simple practical problems).

Module 5: Final Accounts.
Trading account - gross profit. Profit and loss account - net profit. Closing entries. Balance sheet – need for balance sheet, grouping and marshalling of balance sheet. Preparation of trading and profit and loss account and balance sheet. (practical problems without adjustments).

Reference books:
S. P. Jain,.*Business Accounting*. Kalyani Publishers.
S. N. Maheshwari, & S. K. Maheshwari. *An Introduction to Accountancy*. Vikas Publishing House PvtLtd .

BH2 CRT 11 FOOD SCIENCE AND NUTRITION

Module 1: Introduction.
Definition of health, nutrition and nutrients. Food and its relation to health. Food groups. Various factors that determine food intake and food habits.

Module 2: Nutrients.
Nutrients – Classification. Carbohydrates – Classification, functions, sources and RDA. Protein - Classification, functions, sources and RDA. Lipids – Classification, functions, sources and RDA. Vitamins – Classification, functions and sources. Minerals (Calcium, sodium, potassium, iron, iodine and fluorine) – functions, sources and deficiency disease.

Module 3: Diet Planning.
Balanced diet – Factors affecting balanced diet, diet for adolescent, adult, pregnancy and lactation. Diet planning – high and low-calorie diet, high and low protein diet.

Module 4: Food Preservation.
Definition, principles and various methods of food preservation, use of low temperature drying in preservation.

Module 5: Nutritional Changes During cooking.
Effect of heat during cooking and methods to prevent nutrient loss.

Reference books:
B. Srilakshmi., *Food Science*. 2nd edition, New Age International Publishers.
Jovancy Mathew., 2013, *Food Science and Nutrition*, 7ed, V Publishers, Kottayam
SunetraRoday., 2014 *Food Science and Nutrition*, 2nd edition, Oxford University Press.

BH2 CRT 12 BASIC FRENCH

Module 1: Introduction to the Language.
Alphabet and their pronunciation, distinction between vowels and consonant words and the use of different accents.

Module 2: Self – Introduction.
Presenting and introducing another person, how to greet and reply to a greeting. Name - Name of professions, countries and nationalities, fruits and vegetables, introduction to the number, gender of nouns and adjectives.

Module 3: Numerical from 1 to 100.
Lecture – teach numbers 1 to 100. Practical - reciting the numerical to a common tune and a game with numbers.

Module 4: The Time of The Day.
Lecture – sessions on Time of The Day. Practical - Orally making the students read the time in French.

Module 5: Members of the Family.
Lecture - teach about members of the family and their relationship. Practical - roleplay, write 5-10 simple sentences on "My Family".

Reference book:
Thamby. T.K. *French Companion* [Part I & II] Polyglot House, Chennai

THIRD SEMESTER BHM

LIST OF SUBJECTS WITH CODE

SUBJECT CODE	SUBJECT NAME
BH3 CRT 13	Food Production Operations-I
BH3 CRP 13	Food Production Operations-I
BH3 CRT 14	Food and Beverage Service Operations-I
BH3 CRP 14	Food and Beverage Service Operations-I
BH3 CRT 15	Front Office Operations-I
BH3 CRP 15	Front Office Operations-I
BH3 CRT 16	Housekeeping Operations-I
BH3 CRP 16	Housekeeping Operations-I
BH3 CRT 17	Financial Management
BH3 CRT 18	Travel and Tourism

BH3 CRT 13 FOOD PRODUCTION OPERATIONS - I

Module 1: Introduction to Bakery.
Bakery – layout, equipment and its care and maintenance. Basic ingredients in bakery, leavening agents and shortening agents. Types of dough and batter.

Module 2: Bakery Products.
Basic steps of bread and other products - burger bun, hot dog bun, sandwich bread, pitta roll, pizza base. Types of pastries - puff pastry, danish pastry, short crust pastry, choux pastry and phyllo pastry.

Module 3: Confectionary Products.
Simple sponge cake, fresh cream cake, butter cream cake, sponge cake, fatless sponge cakes, genoese. Types of icing - fondant, fresh cream, butter cream, Italian and French frosting, royal icing, and chocolate ganache, basic fudge frosting. Petit four - marzipan, marshmallow, jujubes.

Module 4: Desserts and Sugar Cookery.
Desserts – hot, cold, steamed, baked and frozen. Basic custard, creams and dessert sauces. Souffles, pancakes, gâteaux, bavaroise, mousse, trifles, tarts and pies. Types of sugar, sugar substitute and alternative sweetener and stages of sugar cookery.

Module 5: Chocolate.
Chocolate – history, manufacturing, types and uses.

Reference books:
Parvinder Bali., *Food production operations*: 2nd edition; Oxford University Publication
Alan. M Hause & Sarah R labensky., 1994: *On Cooking: A Text book of Culinary Fundamentals.* Pearson Publications
Wayne Gisslen., *Professional Baking*. 5th Edition: John Wiley & Sons, Inc

BH3 CRP 13 FOOD PRODUCTION OPERATIONS – I PRACTICAL

- Different types of pastries - puff pastry, short crust pastry, choux pastry, Danish pastry & hot water pastry.
- Different types of cakes (sponge, genoese, fatless, swiss roll, fruitcake).
- Cookies
- Light and heavy snacks

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Skill	5
Performance in weekly practicals	5
Model exam	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Preparation of bread. Bread rolls and other bread products.	15
Assignments.	10	Preparation of different pastries.	10
Journal.	5	Preparation of cakes and cookies.	10
Indenting.	10	Preparation of light and heavy snacks.	5
		Viva voce.	10

BH3 CRT 14 FOOD AND BEVERAGE SERVICE OPERATIONS – I

Module 1: Types of Meals.
Meals – Early morning tea, breakfast, brunch, elevenses, lunch, afternoon tea, high tea, dinner, supper. Breakfast menu - Continental, English and American, Indian, Middle East, Europe).

Module 2: Room Service.
Introduction to room service, hierarchy and job description, layout and design, cycle of room service, providing amenities. Forms and formats – doorknob menu card, room service control sheet and errand card.

Module 3: Cheese.
Introduction to cheese, cheese making process. Types - based on source and country. Accompaniments, storage and service of cheese.

Module 4: Banquets.
Types of banquet function – formal, semi-formal and informal functions. Banquet organization. Banquet duties – selling, planning, setting up, pricing, Master of ceremonies. Types of banquet menus. Banquet table and seating plans. Banquet Function prospectus (BFP). Banquet seating calculation.

Module 5: Buffet.
Buffet – Factors affecting buffet set-up, parts of buffet, types of buffet. Types of buffet services - finger, fork and display buffet. Buffet themes and equipment. Breakfast buffet.

Reference books:
Lillicrap - D.& Cousins- J.A *Food and Beverage Service*: ELBS Delhi.
Ninemeier- J.D.-*Food and Beverage Management:* Educational Institute- AH & LA

BH3 CRP 14 FOOD & BEVERAGE SERVICE OPERATIONS – I PRACTICAL

- Three course menu compiling in French, cover setup and service.
- Breakfast table layout (English and Continental).
- Room service tray and trolley setup.
- Banquet frilling (table skirt).
- Service of cheese.
- À la carte menu card.
- Doorknob menu card.
- Filling of banquet function prospectus.
- Banquet seating calculation.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Assignment.	5
Performance in weekly practicals.	5
Model exam.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personnel hygiene and grooming.	5	Three course menu compiling in French, cover set up and service.	10
Banquet seating calculation.	10	Breakfast table layout (English and Continental).	10
Filling of banquet function prospectus.	5	Room service tray and trolley setup.	10
Journal	10	Service of cheese.	10
		Viva voce.	10

BH3 CRT 15 FRONT OFFICE OPERATIONS - I

Module 1: Front Office Organization.
Front office organization structure of a 5 star hotel. Equipment used in front office. Coordination with other departments. Guest cycle - pre-arrival, arrival, stay, departure and post departure.

Module 2: Reservation.
Meaning, importance and objectives. Confirmation and cancellation policies. Reservation forecast. Over booking. Reservation reports. Group bookings.

Module 3: Registration.
Meaning, importance and objectives. Legal Obligations. Pre-registration process. Up selling and up grading. Registration and check in procedure of - walk-in, FITs, FFITs, VIPs, groups and crews.

Module 4: Information Section.
Role of information section. Handling of mails, handling of messages and paging. Maintaining front office logbook. Aid used for providing information.

Module 5: Reception Operation.
Handling complaints - Do's & Don'ts, handling telephone calls. Product knowledge. Departure procedure. Lost and found process. Security aspects. Front office glossary terms.

Reference books:
Sudhir Anderws., 2005 *Hotel Front Office: A Training manual*: Tata Mc Graw Hill Publishing Company Ltd. New Delhi
Bhatnagar. S.K., 2009; *Front Office Management*: Frank Bros & Co.
Jatashankar R Tewari., 2013; Hotel Front Office Operation and Management: Oxford Higher Education.

BH3 CRP 15 FRONT OFFICE OPERATIONS – I
PRACTICAL

- Handling registration – Walk-in, FIT, FFIT, VIP, group and crews.
- Check-in procedures –Walk-in, FIT, FFIT, VIP, group and crews.
- Handling guest complaints and disputes - case studies.
- Check-out procedures.
- Assignment – Brochure designing, Preparation of duty rota for front office department of a 5 star hotel.
- Up selling.
- Filling up of forms and formats - message slip, C- Form, arrival list, daily VIP movement list and guest history card

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Model exam.	10
Overall performance.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	10	Registration process – Walk-in, FIT, FFIT, VIP, groups and crews. Drawing and filling registration forms for the guest.	20
Assignment – Brochure designing, Preparation of duty rota.	10	Basic front office situations – Up selling, departure, complaint and disputes handling.	20
Journal.	10	Viva voce.	10

BH3 CRT 16 HOUSEKEEPING OPERATIONS - I

Module 1: Guest Room Cleaning.
Introduction and principles of cleaning. Daily cleaning of a guestroom - occupied room, departure room, vacant room, servicing VIP room, turn down service, second service, DND room. Cleaning agents.

Module 2: Housekeeping Control Desk.
Responsibilities of control desk attendant, handling telephone calls, types of keys, key control procedure.

Module 3: Basic Control in Housekeeping.
Lost and found procedure, gate pass procedure, discard procedure, par stock.

Module 4: Pest Control.
Types of pest, pest control goals, common pest and their control-bed bugs, cockroach, ants, mosquitoes, fly and rats.

Module 5: Linen and Uniform Room.
Planning the linen and uniform room, storage of linen, linen exchange procedure, functions of uniform and uniform room, linen control.

Reference book:
G. Raghubalan & Smritee Raghubalan,. *Hotel Housekeeping Operation and Management*. Oxford Higher Education.

BH3 CRP 16 HOUSEKEEPING OPERATIONS – I
PRACTICAL

- Bed making with foot folding and turn down service.
- Brass polishing.
- Identification and application of cleaning agents.
- Forms and formats - (Gate pass, key control sheet, housekeeping log book, lost and found register)

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Model exam.	10
Overall performance.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Bed making with foot folding and turn down service.	20
Forms and formats.	15	Brass polishing.	10
Journal.	10	Identification and application of cleaning agents.	10
		Viva voce.	10

BH3 CRT 17 FINANCIAL MANAGEMENT

Module 1: Introduction to Financial Management.
Meaning of Finance. Financial management – importance and scope. Objectives of financial management - profit maximization and wealth maximization. Finance function. Role of finance manager. Concept of time value of money.

Module 2: Financing Decision.
Sources of finance. Long term sources - equity, debt, preference shares and retained earnings. Short term sources of finance.

Module 3: Capital Structure.
Meaning of capital structure. Optimum capital structure. Factors determining capital structure. Leverage – meaning and types. Financial risk and business risk.

Module 4: Management of Working Capital.
Working capital – meaning, definition and importance. Types of working capital - gross working capital and net working capital. Factors determining working capital.

Module 5: Investment Decision.
Capital Budgeting – meaning and importance. Determination of Cash Flows. Evaluation Methods. Traditional Techniques - Pay Back Period and ARR. Discounted Cash flow Techniques – NPV and IRR (*Theory only*).

Reference books:
Pandey, I. M., *Financial Management*, Vikas publishing House Pvt. Ltd.New Delhi.
Khan, M.Y. & Jain, P.K., *Financial Management*, McGraw Hill (India) Private limited*; New Delhi.*

BH3 CRT 18 TRAVEL AND TOURISM

Module 1: Introduction to Travel and Tourism.
Tourism - Definition, meaning, significance, components and elements.

Module 2: History of Travel and Tourism.
Developments in the history of tourism - early civilization, the imperial era, silk route, European renaissance, Grand Tour. Main tourist destinations in India.

Module 3: Types of Tourism.
Cultural tourism - introduction, reasons for the growth of cultural tourism. Adventure tourism - definition, adventure tourism activities. Religious tourism - introduction, Perspective of religious tourism in India. Government initiative to stimulate the development of religious tourism in India. Business tourism - characteristics and significance of business tourism. Health tourism – introduction, healthcare tourism structure in India, opportunities of healthcare tourism in India. Eco tourism – introduction and importance.

Module 4: Transport System.
Introduction and importance of transport services, essentials of transport. Development of means of transport in India - road, water, rail and air.

Module 5: Travel Agency
Introduction and evolution of travel agency business, skills and competencies for running a travel agency. Role, services and characteristics of travel agency.

Reference books:
Sampada Kumar Swain, *Tourism Principles and Practices*. Oxford Higher Education Publications.
Sunetra Roday, *Tourism Operations and Management* 1st edition. Oxford Higher Education Publications.

FOURTH SEMESTER BHM

LIST OF SUBJECTS WITH CODE

SUBJECT CODE	SUBJECT NAME
BH4 CRT 19	Food Production Operations-II
BH4 CRP 19	Food Production Operations-II
BH4 CRT 20	Food and Beverage Service Operations-II
BH4 CRP 20	Food and Beverage Service Operations-II
BH4 CRT 21	Human Resource Management
BH4 CRT 22	Marketing for Hospitality and Tourism
BH4 CRT 23	Environmental Studies and Human Rights
BH4 CRT 24	Hotel Engineering

BH4 CRT 19 FOOD PRODUCTION OPERATIONS - II

Module 1: Indian Cuisine.
Introduction. Understanding commodities and their usage in Indian cooking - condiments, herbs, spices, masalas and paste. Basic Indian gravies. Basic Indian breads, sweets and snacks. Indian culinary terms.

Module 2: Regional and Religious Influences on Indian Cuisine.
Indian cuisine – South, North, Awadhi, Hyderabadi, Chettinad, Parsee, Bohri, Lucknowi, Malabari and Mughlai with examples of dishes.

Module 3: Quantity Food Production.
Introduction to large scale commercial cooking. Contract catering, industrial catering, institutional catering, hospital catering, flight catering, ship catering, off premises catering, and mobile catering. Equipment required for mass or volume feeding. Layout of a large quantity kitchen, staff hierarchy and production work flow. Indenting, food costing, forecasting, standard recipes.

Module 4: Buffet Preparation.
Buffet preparation, principles of buffet presentation. Types of buffet setup and design – theme and centerpieces. Menu development. Buffet display - ice carving, vegetable carving and butter sculptures.

Module 5: Cheese.
Classification of cheese, cheesemaking process. Care and cooking of cheese. Various cheese based preparations. Indian and famous cheeses of the world.

Reference books:
Sarah R Labensley& Alan M. Hause: *On cooking fourth edition, a textbook of culinary fundamentals.* Upper Saddle River, N.J. Pearson Prentice Hall, ©2007.
Parvinder Bali., *Food production operations*: 2nd edition; Oxford University Publication

BH4 CRP 19 FOOD PRODUCTION OPERATIONS – II PRACTICAL

- Cooking of five course Indian regional cuisine.
- The students should practise quantity food preparation of Indian cuisine.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Assignment	5
Model Exam	5
Performance in weekly practicals	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Soup / Starter.	10
Indenting.	10	Indian Bread with vegetable accompaniments.	10
Plan of work.	5	Rice with non-vegetarian accompaniments.	10
Journal.	10	Dessert.	10
		Viva voce.	10

BH4 CRT 20 FOOD AND BEVERAGE SERVICE OPERATIONS -II

Module 1: Alcoholic Beverages.
Introduction and definition. Classification - fermented, brewed and distilled. Production of alcohol - fermentation and distillation process. Other alcoholic beverages - Toddy, Sake, Cider and Perry (in brief).

Module 2: Vine and Wine.
Vine – Vitis Vinifera - Names of 5 white and red grape varieties (pronunciation, countries grown, famous wines made from them). Vine diseases (Phylloxera, Phomopsis, Botrytis Cinerea, Oïdium and Pierce's Disease), Oenology & Ampleography (in brief), Viticulture - Ploughing, Grafting, Pruning, Weed control and Vine training. Wine - Introduction, definition and history, factors affecting quality of wine. Basic classification of wine - Table, Sparkling, Fortified and Aromatised wines. Vinification - harvesting, destalking, crushing, pressing, fermentation, racking, maturing, fining, filtering, cold stabilisation, blending, ageing, bottling, corking and packaging).

Module 3: Sparkling and Fortified Wines.
Sparkling wines – definition. Champagne - production, types, bottle sizes, range of sweetness, Champagne houses and brand names. Other sparkling wines – Cremant, Blanquette de limoux, Cava and Sekt (in brief). Fortified wines – definition. Sherry - production, types and brand names. Port - production, types and brand names. Other fortified wines-Madeira, Marsala and Vin doux Naturels (in brief).

Module 4: Aromatised Wines, Bitters and Storage of Wines.
Aromatised wines – definition. Apéritifs - Brand names. Vermouth - manufacturing, types and brand names. Bitters- types and brand names. Storage of wines - wine cellar, wine rack, wine refrigerator. Wine faults - cork taint, oxidised wine, cloudiness and heat damage.

Module 5: Old and New World Wines.
Old world wines - France, Italy, Spain, Portugal and Germany (any 5 wine regions, soil, grapes grown, famous wines, wine laws). New world wines- USA, Australia, New Zealand, South Africa and India (any 5 wine regions, soil, grapes grown, famous wines and wine laws).

Reference books:
Andre Domaine., 2008. *Wine;* Book mine publishers, NJ
Bob & Kathie Lipinski., *Professional Beverage Management*: John Wiley & Sons, INC
Andrew Durkan& John Cousins., 1995. *The Beverage Book*: Hodder Arnold H&S.
Liilicrap- D.-& Cousins- J.A *Food and Beverage Service*: ELBS Delhi.

BH4 CRP 20 FOOD & BEVERAGE SERVICE OPERATION – II PRACTICAL

- Five course French menu compiling with wine pairing and cover set up.
- Wine order taking.
- Service of wine-Table, Sparkling, Fortified and Aromatized wines.
- Identification of wine equipment (any 10).
- Wine tasting (4'S of wine tasting).
- Decanting of wines.
- Wine list.
- Wine and food harmony.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Skill.	5
Model exam.	5
Performance in weekly practicals.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Five course French menu compiling with wine pairing and cover setup.	15
Wine decanting.	5	Wine order taking.	5
Wine list.	10	Service of wine – Table or Sparkling.	10
Journal.	10	Identification of wine equipment.	10
		Viva voce.	10

BH4 CRT 21 HUMAN RESOURCE MANAGEMENT

Module 1: Introduction to HRM.
Human resource management – definition, significance, functions. Human resource planning - definition, process. job analysis – definition, process. job description and job specification – content and differences.

Module 2: Acquiring and Developing Human Resources.
Recruitment – definition and sources. Selection – definition and selection process. Difference between recruitment and selection. Concept of placement. Concept of induction and orientation. Training – definition and methods. Executive development programme – methods.

Module 3: Managing Performance and Career Planning.
Performance appraisal – definition, process and methods (Traditional & Modern). Career planning – process.

Module 4: Wage and Salary Administration.
Job evaluation – concept and process. Compensation – components, objectives of wage and salary administration. Social security measures – provident fund, pension, gratuity, bonus, ESIC. Incentive compensation – profit sharing, fringe benefits, labour co- partnership, employee stock option plans (ESOP).

Module 5: Integrating Human Resources.
Grievance – meaning and causes. Machinery for grievance redressal. Industrial dispute – meaning and settlement

Reference books:
C. B. Gupta, *Human Resource Management*, Sultan Chand & Sons Educational Publishers New Delhi.
Gary Desseler, *A Framework for Human Resource Management*, Prentice Hall of India.

BH4 CRT 22 MARKETING FOR HOSPITALITY AND TOURISM

Module 1: Introduction to Hospitality and Tourism.
Hospitality marketing, definition, features, scope and functions. Difference between marketing and sales. Customer expectation from hospitality industry.

Module 2: Service Characteristics of Hospitality and Tourism Marketing.
Characteristics of services marketing. Market segmentation. Basic difference between goods and services. Marketing mix in services marketing (7p's).

Module 3: Pricing Policy.
Factors consider in setting price (internal and external). General pricing approaches - cost based pricing, target profit pricing, value based pricing and competition based pricing. Break even analysis.

Module 4: Integrated Marketing Communication Process.
Marketing communication mix - advertising, personal selling, sales promotion, public relation and digital marketing. Factors influencing promotion mix. Push versus pull strategy. Buyer readiness state. Product life cycle.

Module 5: Consumer Market and Buying Behaviour.
Factors affecting buying behaviour – cultural, social, personal and psychological. Post purchase evaluation. Relationship marketing.

Reference books:
Philip Kotler & John T Bowen., *Marketing for Hospitality and Tourism*, 6th Edition. Pearson
Alastair Morrison., *Hospitality and Travel Marketing*; Delmar Cengage Learning,

BH4 CRT 23 ENVIRONMENTAL STUDIES AND HUMAN RIGHTS

Module 1: Introduction to Environmental Studies.

Environment- Constituents and types. The need for environmental studies. Ecology - definition and meaning. Industrial ecology – definition and meaning. Eco system – concept, structure and functions. Biotic factors - producers, consumers and decomposers. Energy flow in the ecosystem. Ecological succession and ecological pyramids. Food chain and food web.

Module 2: Major Environmental Issues.

Global warming, ozone depletion, greenhouse effect. Pollution - water, air, soil and noise (sources, impact on human and environment, control measures). Deforestation – impacts on environment. Afforestation – importance and benefits. India's efforts to protect forests. Waste management – definition, types, reduce, reuse and recycling. Steps in waste management. Methods of waste disposal.

Module 3: India's Efforts of Environmental Protection.

Introduction, constitutional provisions, Environmental legislations – Wild Life Protection Act, 1972, The Environmental Protection Act, 1986, Air (Prevention & Control of Pollution) Act,1981, Water (Prevention & Control of Pollution) Act, 1974. Project Tiger. Environmental clearance requirements for establishing industries in India.

Module 4: Disaster Management.

Disaster management – introduction to mitigation and management of disasters. Mitigation measures – flood, earthquake, cyclones and landslides.

Module 5: Human Rights.

Concept of human rights. Rights of vulnerable sections – women, children, people belonging to indigenous communities, minorities, persons with disabilities and elderly persons. International mechanism for implementation of human rights - UN Human Rights Council. National Mechanism for Implementation of Human Rights - Constitution and human rights, Supreme Court, High Courts and National Human Rights Commission. Role of NGOs and media in protecting human rights.

Reference books:

Sinha, S, Manisha S & Rayana S., 2014: *A text book of Environmental studies*: AITBS publishers, India.

Joseph, B., 2009 *Environmental Studies*: McGraw Hill Education (India) Pvt Ltd, New Delhi

RajaGopalan, K., 2011 *Environmental Studies; From Crisis to Care*: 2nd Ed. Oxford Higher Education.

Jain Rashee., *text book on human rights law and practice*: Universal publishing house: 3ed.

BH4 CRT 24 HOTEL ENGINEERING

Module 1: Maintenance.
Different types of maintenance practice - Planned maintenance (preventive, corrective) and Reactive maintenance (breakdown, emergency). Advantages and disadvantages of different maintenance practices. Guest room maintenance. Contract maintenance - various types. Organization chart of maintenance department – luxury and small hotels. Duties and responsibilities of maintenance department.

Module 2: Fuel.
Temperature and Heat - terms and units. Different modes of heat transfer and its comparison. Types of fuels used in catering industry - comparison of calorific values and other properties. LPG and its properties, precautions to be taken while handling LPG. Principle of Bunsen Burner. Low and high pressure burners. Different types of gas burners according to heat output and calorific value. Advantages of electricity as kitchen fuel. Microwave heating.

Module 3: Electricity.
Fundamentals of electricity, Insulator and conductor. Definition, units and their relationships - current, potential difference, resistance, specific resistance, laws of resistance, Ohm's law, power and energy. Calculation of power requirement and energy consumption. AC and DC, frequency. Importance of single and three phase. Electric circuits, open and closed circuits, short circuit. Fuses, MCB, ELCB and earthlings. Reason for placing switches and fuses on live wire side. Safety precautions to be observed while using electric appliances. Light-luminous flux, luminous intensity, illumination and units of illumination. Different types of lighting devices - incandescent lamps, florescent lamps, other gas discharge lamps.

Module 4: Refrigeration and Air-conditioning.
Refrigeration and principles of refrigeration. Different methods of refrigeration- non cyclic and cyclic. Capacity of refrigeration, refrigerant. Working principle of Vapour Compression System(electric refrigerator). Types of refrigerating units. Care and maintenance of refrigerators. Air conditioning- conditions for comfort, relative humidity, de-humidification, dew-point control, unit of air conditioner. Unit air-conditioner - window type and split type. Centralized air conditioner- direct type and chilled type.

Module 5: Water Systems and Fire Prevention.
Cold water supply systems- direct and indirect. Hot water generation and supply system-central and localized system. Solar water heater. Flushing cisterns, water taps, water traps and water closets. Fire triangle. Classes of fire. Fire extinguishers and colour code. Fire detectors and alarms, automatic fire detectors-cum-extinguishing devices. Structural protection.

Reference books:
Hotel Engineering – Sujith Ghosal; Oxford Higher Education.
Textbook of Hotel Maintenance - Dr. N.C. Goyal, Dr. K.C. Arora; Standard Publishers Distributors.
Hospitality Facilities Management and Design – David M. Stripanuk; Educational Institute American Hotel & Lodging Association.

FIFTH SEMESTER BHM

LIST OF SUBJECTS WITH CODE

SUBJECT CODE	SUBJECT NAME
BH5 CRT 25	Advanced Food Production-I
BH5 CRP 25	Advanced Food Production-I
BH5 CRT 26	Advanced Food and Beverage Service-I
BH5 CRP 26	Advanced Food and Beverage Service-I
BH5 CRT 27	Front Office Operations-II
BH5 CRP 27	Front Office Operations-II
BH5 CRT 28	Housekeeping Operations-II
BH5 CRP 28	Housekeeping Operations-II
BH5 CRT 29	Hotel Law
BH5 CRT 30	Organizational Behavior

BH5 CRT 25 ADVANCED FOOD PRODUCTION - I

Module 1: International Cuisine.
French, Italian, Chinese, Mexican, Thai and Spanish - Features, regional classification and methods of cooking.

Module 2: Accompaniments, Garnishes and Plating.
Classical accompaniments and garnishes. Potato preparations and popular vegetable accompaniments. Portion size. Plating techniques.

Module 3: Garde Manger.
Definition, importance of garde manger. Layout and staff organization. Various equipment used in garde manger.

Module 4: Charcuterie.
Definition of charcuterie, Forcemeat – Types of forcemeat and its uses. Types of Charcuterie products - terrines, pâtes, galantines, ballotines, roulade, mousses, quenelles and sausage. Charcuterie and forcemeat classification – fresh, cooked and cured. Popular sausages – based on country of origin/ shape and type of processing, selection points, cooking methods, casings, storage problems. Cured meat products - bacon, ham and gammon. Classification of Curing salt. Types of bacon, green bacon. Types of Ham. Cold buffet – Types & Layout.

Module 5: Salads and Hors d'oeuvre.
Classification of salads – green salad, simple salad and compound salad. Parts of a salad, salad dressings and types – mayonnaise and vinaigrette, garnishes, examples for classical salads and types of lettuces. Hors d'oeuvre – Definition, classification, classical hors d'oeuvre presentation. Sandwiches – parts, types (open, closed, hot and special), principles, preparation of bulk and individual sandwiches. Dips. Cold sauces, chaudfroid sauces, – methods of preparation with examples.

Reference books:
Jeralad WChesser., 1992. *The Art and Science of Culinary Preparation*: AH & LA
Gary H, Terry T, & Patrick, C., *Professional Chef*: Brit Books Limited.
Sarah, R,L, Alan, M.H, Steven. R. L, & Priscilla A.M; *On Cooking: A Text book of Culinary Fundamentals*: Pearson Prentice hall.
Spain. *Mediterranean Cusine*: Knonneman. AbeBooks
Sanjeev, K., 2013. *Best of Chinese Cooking*: Asia Pacific Holding Pvt Ltd

BH5 CRP 25 ADVANCED FOOD PRODUCTION – I
PRACTICAL

- Cooking of five course International menus with necessary accompaniments – French, Italian, Mexican, Chinese, Thai, and Spanish.
- Minimum of 12 menus to be prepared by the student.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance	5
Knowledge of menu	5
Model exam	5
Performance in weekly practicals	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Starter.	5
Assignments – Research on any particular cuisine.	10	Soup.	5
Indent and plan of work.	5	Cereal / Pasta/ Rice.	5
Journal.	10	Main course.	10
		Accompaniments (2 numbers).	5
		Dessert.	5
		Presentation.	5
		Viva voce.	5

BH5 CRT 26 ADVANCED FOOD AND BEVERAGE SERVICE - I

Module 1: Bar Operations.
Introduction to bar. Types of bar- cocktail, lounge, dispense, discotheque, service bar, portable bar and pub. Area of Bar - front bar, back bar, side bar, bar floor and under bar (speed rack, garnish container and ice well). Opening and closing duties of bar staff. Forms and formats used. Cocktails- definition and history. Parts (base, modifier, minor, garnish and glass). Methods (stirring, shaking, muddling, mixing, building, blending and layering). Terms (dash, zest, on the rocks, straight up, naked, spiral and twist). Cocktail bar equipment. Points to be considered while making cocktails. Popular cocktails - Whisky (whisky sour, whisky collins, mint julep and old- fashioned), Brandy (B&B, side car, apple sour and olympic), Gin (orange blossom, tom collins, alabama fizz and gimlet), Vodka (bloody mary, screw driver, caipiroska and cosmopolitan), Tequila (margarita, bloody maria, brave bull and tequila sunrise), Rum (cuba libre, planters punch, mojito, pina colada).

Module 2: Spirits.
Introduction, definition and classification of alcoholic beverages. Production of spirit - pot-still and patent still method. Whisky – production, types (single malt, malt, Scotch, Bourbon, Irish and Canadian), International and Indian brand names. Rum - production, types (White, dark, Golden, spiced and flavoured), International and Indian brand names. Gin – production, types (Dutch, English, and Plymouth), International and Indian brand names. Brandy-production, types (Cognac, Armagnac, Calvados, Apple jack, Grappa and Kirsch), International and Indian brand names. Vodka - Production, types (Zubrowka, Starka, Jarzebiac, Luksuowa and Wisniowka), International and Indian brand names. Tequila – production, types (Blanco, Oro, Reposado, Anejos and Mezcal) International and Indian brand names. Other beverages - absinthe, ouzo, slivovitz, aquavit, fenny, arrack, schnapps and pastis). Proof – Definition, American Proof, British Proof (Sikes scale) and Gay Lussac (OIML Scale**).**

Module 3: Liqueurs
Definition and history. Generic and proprietary liqueurs. Broad categories of liqueurs (herb, citrus, fruit, egg, bean and kernel, dairy and flowers). Flavouring and sweetening of spirits. Production of liqueurs - cold and hot method. Popular liqueurs (Name, colour, predominant flavour and country of origin)- Benedictine, Crème de Menthe, Crème de Cassis, Crème de Mokka, Cointreau, Crème de Banane, Grand Marnier, Kahlua, Southern comfort, Baileys Irish Cream, Advocaat, Kummel, Drambuie, Foir d'Alpi and Malibu

Module 4: Beer.
Introduction, definition and history. Ingredients, production, types, storage and service. International and Indian brand names.

Module 5: Tobacco
History and curing methods, Processing - cigarettes, pipe tobacco and cigars. Types and Brand names - cigarettes, pipe tobacco and cigars. Shapes, sizes and colour of cigars. Care and storage of cigarettes & cigars

Reference books:
Bob & Kathie Lipinski., *Professional Beverage Management*: John Wiley & Sons, INC
Andrew Durkan& John Cousins., 1995. *The Beverage Book*: Hodder Arnold H&S.
Lillicrap - D.-& Cousins- J. *A Food and Beverage Service*: ELBS Delhi.

BH5 CRP 26 ADVANCED FOOD AND BEVERAGE SERVICE – I PRACTICAL

- Cocktails - Whisky (whisky sour, whisky collins, mint julep and old- fashioned), Brandy (B&B, side car, apple sour and olympic), Gin (orange blossom, tom collins, alabama fizz and gimlet), Vodka (bloody mary, screw driver, caipiroska, and cosmopolitan), Tequila (margarita, bloody maria, brave bull and tequila sunrise), Rum (cuba libre, planters punch, mojito and pina colada).
- Mocktails – Shirley temple, nojito, roy rogers, cyndrella and coco colada
- Service of beer
- Bar setup
- Service of cigar and cigarette
- Beverage list
- Service of spirits (whisky, brandy, cognac, rum, gin, vodka and tequila)

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Model exam.	5
Assignment.	10

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Cocktail.	10
Beverage list.	10	Mocktail.	10
Service of spirits.	5	Beer.	10
Journal.	10	Bar setup.	5
		Service of cigar or cigarette.	5
		Viva voce.	10

BH5 CRT 27 FRONT OFFICE OPERATIONS - II

Module 1: Front Office Product and Reservations.
Types of - rooms, room rates, plans, clientele. Room status definitions. Role of the telephone department, telephone etiquette. Coordination with other departments, internal and external customers. Records and forms used in front office.

Module 2: Check-out and Settlement.
Job description of front office cashier. Role of front office cashier during pre-arrival, arrival, occupancy and departure. Checkout procedure, methods of settlement and late check-out. Updating front office records, late charges, credit card handling procedure, foreign currency exchange procedure, hotel credits. Cashier's report.

Module 3: Front Office Accounting.
Accounting fundamentals - accounts, folios, vouchers, POS, guest ledger and city ledger. Front office accounting cycle - creation and maintenance of accounts, tracking transactions (cash payment, charge purchase, account correction, account allowance, account transfer and cash advance). Processing allowance vouchers, MCO, VPO, VTL and GWB. Internal control (cash bank and cash sheet).

Module 4: Front Office Management Concepts.
Tariff decisions, cost and pricing, Hubbart's formula, marginal or contribution pricing, market pricing - inclusive and non-inclusive rates. Selling concept - Internal and In-house sales promotion. Merchandising- direct sales, travel agents, tour operators, hotel booking agencies, internet, tourist information centre, direct mail, personal calls and selling letters. Differential rates, booking horizons and forecast bookings.

Module 5: Front Office Audit.
Night audit – Definition and Functions, job description of night auditor. Night auditing (establishing 'end of the day' and day end process). Transcript and supplemental transcript.

Reference books:
JR Tewari and Jatashankar R. Tewari., 2009: *Hotel Front Office operations and Management*. Oxford University Press
Dr. Jagmohan Negi., *Hotels for tourism Development*: Takshila Prakashan.
Micheal L Kasavana, Richard M Brooks., *Managing Front office Operations*, 8 ed.
Educational Institute of Hotel Management (AH & LA).
Sudhir Andrews., 2013. *Hotel Front Office: A Training manual.* Tata MacGraw-Hill education
SK Bhatnagar.,*Front Office Management*: Published by Frank Brothers & Company

BH5 CRP 27 FRONT OFFICE OPERATIONS - II
PRACTICAL

- Calculation of plan grid.
- Calculation of occupancy percentage and revenue.
- Preparation of guest folio.
- Calculations of room positions.
- Check-out procedures - FIT, FFIT, VIP, group, crew, scanty baggage.
- Procedures for handling – credit card, traveler's cheque and foreign currency.
- Front office situation handling - advanced operational problems.
- Filling forms and formats - advance receipt, credit card encashment certificate, VPO voucher, safe deposit locker form and allowance voucher.
- Assignments.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Model exam.	10
Overall performance.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Calculation of room occupancy percentage and room positions.	10
Assignment.	10	Calculation of plan grid.	10
Filling forms and formats.	5	Front office situation handling.	10
Procedures for handling credit card and foreign currency.	5	Preparation of guest folio (drawing and updating entries).	10
Journal.	5	Viva voce.	10

BH5 CRT 28 HOUSEKEEPING OPERATIONS -II

Module 1: Interior Designing.
Objectives of Interior design, types of design – structural design and decorative. Elements of design – line (vertical, horizontal, diagonal and curved), form, texture, colour, pattern, light and space. Principles of design – proportion, balance, emphasis, rhythm and harmony. Units of design – naturalistic, stylized, geometric and abstract.

Module 2: Colours and Lighting.
Dimensions of colour – hue, value and intensity / chroma. Prangs colour wheel. Importance and Planning of lighting system. Methods of lighting and lighting plans.

Module 3: Carpets.
Carpets – composition, types, care and maintenance. Selection of carpets.

Module 4: Planning Housekeeping Operations.
Introduction, planning process-division of work document, area inventory list, frequency schedule, performance standard and productivity standard. Equipment and operating supply inventory level. Work schedule.

Module 5: Eco Friendly Housekeeping.
Introduction. Energy Conservation. Water Conservation. Environment Friendly Housekeeping Practices.

Reference book:
Raghubalan, G & Smritee R., 2018; *Hotel Housekeeping Operation Management*: Oxford Higher Education.

BH5 CRP 28 HOUSEKEEPING OPERATIONS – II PRACTICAL

- Bed making with Duvet.
- Supervision using room checklist.
- Vacuum cleaning of carpets.
- Basic stitching.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Model exam.	10
Overall performance.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Bed making with duvet.	20
Vacuum cleaning of carpets.	10	Supervision using room checklist.	15
Basic stitching.	10	Viva voce.	15
Journal.	5		

BH5 CRT 29 HOTEL LAW

Module 1: Law and Society.
Meaning and definition of Law. Classification of Law. Indian Contract Act. Law of Contract – Essentials of a valid contract. Different types of contracts. Discharge of contracts. Hospitality Contracts.

Module 2: Hotel Licences and Regulations.
General Hotel Operating Licences – Board and Lodging Licences, Foreigners Regional Registration Office, Shops and Establishments Acts, NOC from Chief Fire Officer, Restricted Money Changers Licences from RBI, Lift Operating Licences, NOC from Pollution Control Board, Swimming Pool and Cooling Tower permission from the Police and Registration with various Trade Bodies. Food and Beverage Operations Licences – Health Trade Licence, Restaurant Licence, Sanitary Certificate, Liquor Licence, Nominations under the Food Safety and Standards Act, Certification of Weighing Scales and Peg measures.

Module 3: Labour Laws.
Categorisation of Industry. Classification of Employees. The Industrial Disputes Act, 1947 – Industry, Workman, Industrial Disputes, Dispute settlement Mechanism, Lay-off, Retrenchment, Closure, Strike and Lockout. The Trade Unions Act, 1926 and the Trade Unions (Amendments) Act, 2001- meaning of Trade Union, Registration of Trade Union, Legal status of Registered Trade Union, Offences and Penalties. Protection of Women against Sexual Harassment at Workplace Bill, 2010. Workmen's Compensation Act - Employee Safety at Workplace. Disablement - permanent total disablement, permanent partial disablement and temporary partial disablement.

Module 4: Hospitality Law.
Meaning of Hotel. The Sarais Act, 1867. Meaning of guest. Duties of hotelier towards guests. Responsibility for guest lost and found items. Handling guests with disabilities. Circumstances under which a hotelier can evict a guest. Handling fraud committed by guests.

Module 5: Kerala Shops and Establishment Act, 1960.
Kerala Shops and Establishment Act, 1960. Definitions - adult, family, commercial establishments, employer and employee. Registration, daily and weekly working hours, overtime and annual leave with wages.

Reference books:
Amitabh Devendra., 2013. *Hotel Law*: Oxford University Press, New Delhi
Jagmohna Negi., 2007. *Hotel & Tourism Laws*; Frank Brothers and Company

BH5 CRT 30 ORGANIZATIONAL BEHAVIOUR

Module 1: Introduction to Organizational Behaviour.
Organization – meaning and significance. Organizational Behaviour – definition and scope. Approaches to organisational behaviour - human resource approach, contingency approach, productivity approach and system approach.

Module 2: Perception and Motivation
Perception – meaning, perceptual mechanism, factors influencing perception and perceptual errors. Motivation – meaning. Theories of motivation – Maslow's Need Hierarchy Theory, Herzberg's Two Factor Theory and McGregor's Theory X & Theory Y.

Module 3: Attitude and Learning.
Attitude – meaning, characteristics and components, Job Attitude. Learning – meaning and characteristics. Factors affecting learning. Theories of learning - Classical Conditioning, Operant Conditioning and Social Learning.

Module 4: Personality and Leadership.
Personality – meaning and definition. Determinants of Personality- biological factors, social and family factors, cultural and religious factors and situational factors. Types of Personality. Personality traits influencing organisational behaviour - Big Five Model and Myers Briggs Type Indicator. Leadership – meaning and characteristics. Qualities of a good leader. Leadership styles – autocratic, democratic and free-rein. Differences between leader and manager.

Module 5: Group and Organizational Development.
Group - meaning, classification and benefits. Stages of group formation. Properties of group – group role, group norms, group status, group size and group cohesiveness. Group decision making techniques – brainstorming, nominal group thinking, Delphi technique, fish bowling, didactic interaction and majority rule. Organizational development – meaning. Organizational development techniques – survey feedback, team building, sensitivity training, process consultation and intergroup development.

Reference book:
Stephen. P, R., 2013, *Organizational Behaviour*, Pearson Education India

SIXTH SEMESTER BHM

LIST OF SUBJECT WITH CODE

SUBJECT CODE	SUBJECT NAME
BH6 CRP 31	INDUSTRIAL EXPOSURE TRAINING AND PROJECT REPORT

BH6 CRP 31 INDUSTRIAL EXPOSURE TRAINING AND PROJECT REPORT

PROJECT REPORT ON "OPERATIONAL ASPECTS OF THE STAR HOTEL". Students of VI semester BHM have to undergo an 'Industrial Exposure Training' (IET) for a period of minimum twenty weeks at a single stretch.

Objective.

Objective of Industrial Training is to provide students the feel of 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 students the basis to identify their key operational area of interest.

Procedure.

Once the student has been selected/ deputed for Industrial training by the Institute, he/she shall not be permitted to undergo training elsewhere. In case students make direct arrangements with the hotel for training, these will necessarily have to be approved by the institute. Students are not permitted to change the location / hotel during the period of twenty weeks training.

Students have to maintain their Log Book during their training period and the same has to be authenticated with signature of Hotel Authority. At the completion of industrial training, students should obtain valid Training Certificate from the respective hotels. Students have to submit a training project report titled "Operational aspects of the Star Hotels" based on their trained hotel. Project report has to be in typed form and two copies have to be submitted for the examination (University copy and personal copy).

IET Examination Pattern

Course code	Subject	Examination Marks
BH6 CRP 31	Industrial Exposure Training and Project Report	300

Examination Pattern

PowerPoint Presentation and project report.	200*
Log Book.	50**
Viva voce.	50***

*Out of 200 marks of which 100 is awarded by External Examiner and 100 by Internal Examiner.

**50 marks of log book will be awarded by Internal Examiner.

***50 marks of viva voce will be awarded by External Examiner.

All the above marks to be send by the External Examiner to the University.

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 and maintain high standards and quality of work.
5. Should interact positively with hotel staff.
6. Should be honest and loyal to the hotel and their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Should gain maximum practical knowledge and skills.
9. Should attend the training review sessions regularly.
10. Should be prepared for the arduous working condition and face them positively.
11. Should adhere to the prescribed training schedule.
12. Should take initiatives during training.
13. Should submit reports, appraisals, logbook and training completion certificate to the Institute.

Chapters of the IET Project Report:

- Title page
- Declaration
- Acknowledgement
- Copy of the Training Certificate
- Certificate from the Institution
- Table of Contents
- Chapter 1- Introduction of Hotel Industry (2-3 pages)
- Chapter 2- Objectives, methodology and limitations (2 pages)
- Chapter 3- Profile of the place (2-3 pages)
- Chapter 4- History of the company and its brands (2 pages)
- Chapter 5- Profile of the hotel -Vision and Mission, Uniqueness of the hotel, Clientele strategy (3-5 pages)
- Chapter 6- Organizational hierarchy of core departments (4 pages)
- Chapter 7- Details of the operations of departments. Your role in the department (6-8 pages)
- Chapter 8- SWOT analysis (2 pages)
- Chapter 9- Operational problems observed and solutions- (major problems only) (1 page)
- Chapter 10- Conclusion (1 page)
- Bibliography-(1 page)
- List of Annexures-(2-5 pages)

SEVENTH SEMESTER BHM

LIST OF SUBJECTS WITH CODE

SUBJECT CODE	SUBJECT NAME
BH7 CRT 32	Advanced Food Production-II
BH7 CRP 32	Advanced Food Production-II
BH7 CRT 33	Advanced Food and Beverage Service-II
BH7 CRP 33	Advanced Food and Beverage Service-II
BH7 CRT 34	Front Office Management
BH7 CRP 34	Front Office Management
BH7 CRT 35	Housekeeping Management
BH7 CRP 35	Housekeeping Management
BH7 CRT 36	Research Methodology
BH7 CRT 37	Food Safety and Quality Control

BH7 CRT 32 ADVANCED FOOD PRODUCTION - II

Module 1: Production Management.
Kitchen organization. Allocation of work, job description, duty rota, production planning and production scheduling. Forecasting, budgeting, yield management and quality control. Standard recipe – need, importance and application. Standard Purchase specification.

Module 2: Menu Pricing and Menu Engineering.
Definition and types of cost. Food cost. Food cost percentage – calculation and functions. Menu pricing – subjective and objective menu pricing. Menu terminology. Four quadrants of menu engineering. Market trends and importance.

Module 3: Kitchen Planning.
Principles of layout and design – production and work flow. Planning of kitchen spaces and work areas. Installation of various equipment. Types of kitchen.

Module 4: Catering Systems.
Types of kitchen – Conventional, Convenience and Systems kitchen (Ready to eat kitchen). cook chill, cook freeze and Sous Vide system. Benefits of cook chill and cook freeze systems. New concepts in food industry – slow food movement, genetically modified foods, organic foods and vegan cuisine.

Module 5: Molecular Gastronomy.
History. Renowned Chefs in molecular gastronomy. Techniques - spherification, foaming, smoking, reverse spherification, anti-griddle and dehydrate. Tools and ingredients. Relevance of Molecular Gastronomy in present day. Contribution or influence of Traditional cuisine and Nouvelle cuisine on modernist cuisine.

Reference books:
Bruce Mattel., Catering: *A Guide to Managing a Successful Business Operation*: John Wiley & Sons Inc.
Mohini Seth, Surjeet Malhan., *Catering Management: An Integrated Approach*: Sterling Publishers Pvt Ltd
David Foster & Victor Ceserani., 2007: *The Theory of Catering*, 11thed; Dynamic learning: Hodder Arnold Publication.
Charlie, Palmer & Judith Choate., 2003: *The Art of Aureole*: Ten speed.
Chris Thomas & Costas katsigiris., 1999: *Design and Equipment for Restaurant and Food service*: A Management Review, 4thed, Wiley Publications
Bernard D, Andrew L, Sally S; 1998, *Food and Beverage Management*., 3ed, Butterworth and Heinemann.

BH7 CRP 32 ADVANCED FOOD PRODUCTION - II PRACTICAL

- Advanced Indian and International cuisine.
- Elaborate menu featuring various specialities.
- Food festivals or buffet presentations.
- Theme lunch Indian and International cuisine.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Menu knowledge.	5
Participation in theme lunch.	10

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Menu planning.	5
Performance.	5	Starter.	5
Assignments.	10	Soup.	5
Journal.	10	Cereal / Pasta/ Rice.	5
		Main course.	10
		Accompaniments.	5
		Dessert.	5
		Presentation.	5
		Viva voce.	5

BH7 CRT 33 ADVANCE FOOD AND BEVERAGE SERVICE - II

Module 1: Planning and Operating a Restaurant.
Layout-Definition and Objectives. Physical layout of functional and ancillary areas. Factors to be considered while planning a restaurant. Planning Décor. Calculating space requirement for a restaurant. Modes of seating in restaurant-Free standing and fixed. Planning staff requirement for a restaurant. Constraints of menu planning . Heavy duty and light equipment used in a restaurant, Suppliers & manufacturers.

Module 2: Sales Control System.
KOT Control System (Manual & Electronic), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu and Customer Bill. Various modes of payment- Cash, Credit or Debit Card, Cheque, travellers Cheque, bill to company and new trends in payments. Cash handling equipment- cash register, cash drawer, drop chute, change drawer and cash counting machine. Duties of a Restaurant Cashier.

Module 3: Advanced Bar Operations.
Bar Control – Definition. Bar Staffing-Hierarchy and Responsibilities of bar staff. Legal regulations and licensing of bar operations in Kerala. Bar stock - stock control methods, spillage allowance, breakage and spoilage. Bar frauds - practices and how to deal with them.

Module 4: Gueridon Service.
Gueridon - Definition and history. General consideration and operations. Gueridon equipment – flare lamps, suzette pan, chaffing dish and hot cupboard. Advantages and disadvantages of Gueridon service. Order taking and service procedure of Gueridon. Types of trolley used in a restaurant. Care and maintenance of trolley.

Module 5: Managing a Restaurant.
Supervisory skills – Briefing, checking mis en place and mis en scene, handling tips, , stock taking, store requisitions, sales and cost analysis. Handling complaints, staff training, managing discipline and staff scheduling (duty rota). Standard Operating Procedure.

Reference books:
Dennis Lillicrap & John A Cousins; *Food & Beverage Service*. ELBS
Graham Brown, KaronHepner& Alan Deegan*; Introduction to Food & Beverage Service,* Longman.
AndewDurkan& John A Cousins; *The Beverage Book*. Hodder Arnold H&S

BH7 CRP 33 ADVANCED FOOD AND BEVERAGE SERVICE - II PRACTICAL

- Identification of Gueridon equipment.
- Diagram of trolley and label its parts.
- Gueridon – Caviar or Smoked salmon, Consommé with sherry, Roast chicken or turkey, Banana flambé, Crepes Suzette or Rum omelette and Pineapple flambé.
- Student has to prepare a menu card based on the theme given.
- Case study related to Food & Beverage outlets (any 5)

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Assignment.	10
Model exam.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Menu card.	15
Case study of Food and Beverage outlets.	15	Gueridon Service (Hors d' oeuvre or Soup or Flambé dishes).	15
Journal.	10	Order taking skills.	10
		Viva voce.	10

BH7 CRT 34 FRONT OFFICE MANAGEMENT

Module 1: Computer Applications in Front Office.
Role of computer in front office operations. Property Management System, PMS application in front office, PMS interface with stand-alone systems, room reservation through computers.

Module 2: Yield Management and Forecasting.
Yield management – history, elements, strategies and benefits. Occupancy percentage, ADR and yield formula. Forecasting and its benefits. Tools of yield management - differential pricing, duration control, selective over booking and transient displacement.

Module 3: Total Quality Management.
Guest's perception of quality, Five pillars of TQM, Practices in TQM, Quality control circles, Benchmarking, Moments of truth and Benefits of TQM.

Module 4: Management in Hospitality, Interpersonal Skills and Handling Conflicts.
General Manager - Role, Challenges, Communication and interpersonal skills in handling conflicts. Strategy to achieve excellence in service ethics. Transaction analysis - ego status and life positions.

Module 5: Trends in Hotel Industry.
Technological development and changing trends in front office, Innovative hotel concepts - worldwide, time share, condominiums, Palace on Wheels, post card hotels and boutique hotels.

Reference books:
Chakravarti. K; *Front Office Management in Hotel*. EBS publications
Jatashankar Tewari; *Hotel Front Office: Operations and Management*. Repro Books
Michael L Kasavana & Richard M Brooks; *Managing Front Office Operations*; Educational Institute of the AH & LA; 5th Edition.

BH7 CRP 34 FRONT OFFICE MANAGEMENT PRACTICAL

- Drafting of business letters and sales pitches.
- Tour package designing (8 days and 7 nights).
- Brochure and Tariff card designing.
- Front office inventory and stationeries used.
- Front office situation handling and role plays (any 5).
- Familiarization of IDS property management system (reservation, guest check-in, guest accounting, guest check-out and night auditing).
- Case studies, group discussions. public speaking and quizzes.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Model exam.	10
Overall performance.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	10	Taking, updating reservation and blocking rooms through PMS.	15
Assignment.	10	Registration, cashiering, settlement and check-out through PMS.	15
Journal.	10	Problem solving.	10
		Viva voce.	10

BH7 CRT 35 HOUSEKEEPING MANAGEMENT

Module 1: Supervision in Housekeeping.
Supervisor - role, general duties and specific functions. Handling of guest complaints – types and dealing with complaints.

Module 2: Laundry Operations.
Laundry – definition, types and process. Layout of an on-premises laundry. Classification and identification of stain. Removal of common stain - ball point ink, blood, curry, chewing gum, grease, lipstick and nail polish.

Module 3: Human Resource Management in Housekeeping.
Recruiting, Selecting, Hiring, Orienting, Training and Performance appraisal.

Module 4: Flower Arrangement.
Flower arrangement – designing and general guidelines. Placing flower arrangement. Types of flower arrangement. Common flowers and foliage.

Module 5: Changing Trends in Housekeeping.
Trend - Design, Amenity, Process. Women only floor. IT in housekeeping department.

Reference book:
G.Raghubalan & Smritee Raghubalan., 2018. *Hotel Housekeeping Operation and Management*, Oxford Higher Education, New Delhi.

BH7 CRP 35 HOUSEKEEPING MANAGEMENT PRACTICAL

- Flower arrangement.
- Preparation of snag list.
- Situation handling.
- Case studies (any 5).
- Handling guest complaints.

Internal Assessment

Internal Assessment Criteria (20 Marks)	
Attendance.	5
Model exam.	10
Overall performance.	5

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (30 Marks)		External Examiner (50 Marks)	
Personal hygiene and grooming.	5	Flower arrangement.	15
Handling guest complaint and case studies.	15	Situation handling.	10
Journal.	10	Preparation of snag list.	10
		Viva voce.	15

BH7 CRT 36 RESEARCH METHODOLOGY

Module 1: Introduction to Research Methodology.
Research – meaning, objectives, types, significance and process. Research approaches. Criteria of good research. Problems faced by researchers in India.

Module 2: Research Design.
Research Design – meaning, need, features, concepts and types.

Module 3: Sample Design.
Census and sampling. Implication of Sample design. Steps in sampling design. Criteria for selecting a sampling procedure. Characteristics of good sample design. Different types of sample design. Measurement scales.

Module 4: Methods of Data Collection and Data Analysis.
Collection of primary data - Questionnaire and Schedule, difference between questionnaire and schedule. Collection of secondary data - different methods. Classification and tabulation, analysis of data, techniques for data analysis.

Module 5: Report Writing and Presentation.
Report writing - types of report, qualities of a good research report, research report format. Footnotes and bibliography.

Reference books:
C. R. Kothari, *Research Methodology - Methods and Techniques*, New Age International Publishers, Revised Second Edition.
O. R. Krishna Swami, *Research Methodology*, Himalaya Publishing House.

BH7 CRT 37 FOOD SAFETY AND QUALITY CONTROL

Module 1: Introduction to Food Safety.
Food hazards – biological, chemical, physical. Food hygiene. Various types of contaminants. Safe food preparation practices. Food borne diseases and their prevention.

Module 2: Food Microbiology.
Classification and types. General characteristics. Factors affecting the growth of microorganisms. Food poisoning and food infection – causes. Types of food poisoning bacteria. Food requiring special attention to avoid food poisoning.

Module 3: Food Adulteration and Food Standards.
Definition, common adulterants and its detection. Food additives – introduction, types (preservatives, antioxidants, sweeteners, food colour and flavour, Stabilizers and emulsifiers). Food laws and food standards in India.

Module 4: Hazard Analysis and Critical Control Point.
HACCP – Definition, Flowchart, Basic principles and advantages. Standard Operating Procedures to control contamination of food, purchasing, receiving, storing and food preparation.

Module 5: Quality Management.
Quality – meaning. Palatability characteristics of food. Quantitative aspects of quality, Sensory quality, Nutritional quality. Quality control procedures adopted by various catering establishments.

Reference books:
Mohini Seth, Surjeet Malhan., *Catering Management: An Integrated Approach*: Sterling Publishers Pvt Ltd
David Foster & Victor Ceserani., 2007: *The Theory of Catering*, 11 ed; Dynamic learning: Hodder Arnold Publication
Lora Arduser & Douglas R.B., 2005. *HACCP & Sanitation in Restaurants and Food Service Operation: A Practicl guide based on the FDA food code*: Atlantic Publishing Group.
Vijaya, R., 2007: *Food Microbiology*: Mjp Publisher Tara P., 2006: *The HACCP Food Safety, Training Manual* 1edition. Wiley Publications.

EIGHTH SEMESTER BHM

LIST OF SUBJECTS WITH CODE

SUBJECT CODE	SUBJECT NAME
BH8 CRT 38	Food and Beverage Controls and Management
BH8 CRT 39	Travel and Tourism Management
BH8 CRT 40	Personality Development
BH8 CRT 41	Entrepreneurship Development
BH8 CRP 42	Hospitality Research Project
	Elective (student to select any one):
BH8 ECP 01	Food Production
BH8 ECP 02	Food and Beverage Service
BH8 ECP 03	Front Office Management
BH8 ECP 04	Housekeeping Management

BH8 CRT 38 FOOD AND BEVERAGE CONTROLS AND MANAGEMENT

Module 1: Food and Beverage Control.
food and beverage control - introduction, objectives, special problems, reality and fundamentals.

Module 2: Financial Aspects Under Food and Beverage Control.
Introduction. Types of budgets, Basic stages in the preparation of budgets. Budgeting in hotel industry. Elements of cost, food cost sheet and food cost calculation. Break-even analysis. Pricing consideration, menu pricing and profit improvement.

Module 3: Food and Beverage Production Control.
Introduction. Food production control. Beverage production control.

Module 4: Revenue control – Control systems – Operating ratios.
Introduction. Manual systems and machine systems. Operating yardsticks used in controlling.

Module 5: Food and Beverage Management in Hotels and Quality Restaurants.
Introduction. Basic policies – financial, marketing and catering. Control and performance measurement.

Reference books:
D. Bernard, L. Andrew & Sally. Stone: *Food and Beverage Management*, 3 ed.
S. Mohini & M. Surjith., *Catering Management*. South Asia Books.
K, Prasanna, J.P., L. Nalini D & V. Mruthynjaya: *Cost and Financial Management for Hotels*. Asia-pacific Holdings Pvt ltd.

BH8 CRT 39 TRAVEL AND TOURISM MANAGEMENT

Module 1: Tourism Management in India.
Indian Tourism Organizations - Ministry of Tourism, Department of Tourism. Objectives and functions - ITDC, HRACC, KTDC and DTPC. Objectives and functions - FHRAI, IATO and TAAI. Tourism management in India by Tourism Organizations.

Module 2: International Tourism Management.
International Tourism Organization, United Nations World Tourism Organization (UNWTO), International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), Pacific Asia Travel Association (PATA) and American Society of Travel Agents (ASTA) - aims, functions and membership. Contribution of International organization to tourism management and promotion.

Module 3: Travel Formalities and Regulations.
Passport - purpose, types, issuing authority and procedures for obtaining Indian Passport. Visa - functions, types, issuing authority and procedures for obtaining Indian Visa. Procedure for Visa on arrival, Citizens of countries allowed Visa-free entry to India. Immigration and emigration. Travel insurance and health certificates.

Module 4: Role of Travel Agencies in Tourism Management.
Travel Agency - history, types, functions and source of Income. Setting up a travel agency – feasibility test and market analysis. Approval of travel agency by Ministry of Tourism and IATA. Role of travel agencies in promoting tourism. Modern trends in travel and tourism industry.

Module 5: Tour Operators and Foreign Exchange.
Tour Operator - definition, types and functions. Countries & Currencies. Foreign exchange providers and Forex licence. Procedure for obtaining foreign exchange (form A2).

Reference books:
Mill & Morrison., *The Tourism System: An Introductory Text*: Prentice Hall
Cooper & Fletcher., *Tourism Principles and Practice*: Pitman
Burkart and Medlik.,*Tourism Past, Present and Future*: Heinemann, ELBS
S.Sabu, S Misra and B.B.Parida., *Tourism Development Revisited: Concepts, Issues and Paradigms:* Response Books
Cooper C P., *Progress in Tourism, Recreation and Hospitality*, CBS Publishers and Distributors

BH8 CRT 40 PERSONALITY DEVELOPMENT

Module 1: Personality Profile.
Personality and self-concept, elements of personality, determinants of personality, causes of deranged personality, personality analysis and uses of personality analysis.

Module 2: Personality Enrichment.
Personal hygiene and grooming. Social, business and dining etiquettes. Body language-use and misuse. Art of good conversation. Art of intelligent listening.

Module 3: Stress Management and Personality Development Strategies.
Personal causes of stress. Stress management – meaning, purpose and techniques. Strategies of personality development. Communication skills, presentation skills, public speaking, extempore speaking, art of 'small talk' and importance of small talk before serious business.

Module 4: Interpersonal Skills and Interview.
Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers and owners at work place. Interview – Performance and panel addressing.

Module 5: Team Behaviour.
Teamwork - Group dynamics and synergy. Group discussion – effective participation, dos and don'ts and clarity of thought and expression. Thumb rules of telephone conversation - voice modulation, tone, dos and don'ts. Manners and accent.

Reference books:
D.P Sabharwal., 2015. *Personality Development* hand book.
C.S Venkataratnam., 2005. *Personnel management and Human Resources*; Tata McGraw Hill Education.
Barun . K Chabra., *Personaliuty development and soft skills*; Oxford University Press.
Ravi. Agarwal., 2005 *Communication: Today & Tomorrow*: Neha Publishers and distributors.
Amithabh Devendra., *skill for Hospitality*; Oxford University press: 1ed edition.

BH8 CRT 41 ENTREPRENEURSHIP DEVELOPMENT

Module 1: Introduction to Entrepreneurship.
Definition and meaning. Distinction between entrepreneur and manager. Entrepreneur - characteristics and traits, skills, motivation and functions. Role and importance of entrepreneurship in economic development. Factors affecting the growth of entrepreneurship.

Module 2: Classification of Entrepreneurs.
Dimensions of Entrepreneurship – intrapreneurship and technopreneurship. Cultural entrepreneurship, international entrepreneurship, ecopreneurship, social entrepreneurship and women entrepreneurship. Problems faced by women entrepreneurs.

Module 3: Project Identification.
Project- meaning and types. Project management. Project life cycle. Project identification. Sources of project idea. Constraints in project identification.

Module 4: Project Formulation and Report.
Formulation of a project. Stages in project formulation. Preparation and contents of a project report.

Module 5: Entrepreneurial Support in India.
Entrepreneurial education and training. Entrepreneurship development programmes - objectives and methodology. The concept, role and functions of business incubators. Start-ups - Govt. of India Funding and Support for Start-Ups, Cluster Development Schemes, Pradan Mantri Mudra Yojana, Industrial Estates, Special Economic Zones, Other initiatives and assistance. Green Channel clearances. Bridge Capital. Seed Capital Assistance.

Reference books:
Anjan, R. 2010; *Managing New Ventures, Concepts and Cases in Entrepreneurship,* New Delhi,PHI Learning Private limited.
AP Padnekar, Entrepreneurship, *Himalaya Publishing House, Mumbai.*
V.S.P. Rao., *Business, Entrepreneurship and Management*- Vikas Publishing House

BH8 CRP 42 HOSPITALITY RESEARCH PROJECT

The project expects independent work by a student on any relevant topic under the guidance of a faculty member. The goal is to put one's theoretical knowledge and research proficiency to practical test.
The project may be one of the following type: 1) Comprehensive case study, 2) Inter-organizational study, 3) Field study or Empirical study.

Research Project Supervision.
Each project shall be guided by a faculty duly appointed by the department. Research guide should be a faculty from the college.

Research Project Proposal (Synopsis).
Synopsis of the project should be prepared in consultation with the guide and submit to 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 used, limitations and future directions for further research.

Contents of the Research Project.
Cover page, Certificate, Declaration, Acknowledgement, Table of Contents, List of Tables, List of Figures, and List of Appendix.
Chapter 1 - Introduction (2-4 pages) - The researcher provides an introduction to the area / topic of research and provides some background information.
Chapter 2 - Review of literature - Minimum of 20 References (10-15 pages) – A literature review demonstrates a familiarity with a body of knowledge and establishes the credibility of research work. Review of literature summarises prior researches and how your project is linked to it.
Chapter 3- Methodology (2-4 pages) – A research proposal should indicate the methodology that is to be followed. This could be just one research method or a combination of methods. Correct use of tools and techniques as per the principles research methodology.
Chapter 4- Data Analysis and Interpretation (15-20 pages) – Data collected is graphically represented and is further analysed to interpret according to the aims and objectives of the study.
Chapter 5- Summary and conclusion (3-5 pages) – This chapter summarises findings and recommendations. The conclusions should be framed on the information gained from the study.
Bibliography - List of the books and other sources that are referred to in a scholarly work- such as an essay, term paper, dissertation, or a book. The bibliography comes at the end of the work.

Appendix - Contains supplementary material that is not an essential part of the text itself but which may be helpful in providing a more comprehensive understanding of the research problem.
Annexure and Exhibits – Annexure contains a standalone document that offers additional information than contained in the main document. Exhibit is any visual representation of your research.

Research Project Report Writing.
The length of the report may be 45 - 50 double spaced pages (excluding appendix, bibliography and annexure) 10% variation on either side is permitted. Times New Roman font to be used throughout the research project.

- Main headings – 16 Bold, Capital letters, Centralized.
- Subheadings – 14 Bold, Title case, Left aligned.
- Minor headings - 12 Italics, Bold, Title case, Left aligned.
- Body of the research - 12 Double space, Justified.

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)
Number figures and tables separately. 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).
Page numbers must be correct and continuous starting from chapter - 1 to Chapter - 5. Roman way of numbering should be used for preface and appendix. APA style format to be used in writing bibliography. Avoid typographical, spelling and grammatical mistakes.

APA (American Psychological Association) style Referencing examples:-
Andreasen, N. C. (2001). Brave new brain: *Conquering mental illness in the era of the genome*. Oxford, England: Oxford University Press.
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. eCAMAdvance Access published online on September 14, 2008
Anitha L & K. Chandralekha; (2010) *Use Of IndigenousEquipment In Hotel Industry,and The Concept Of Eco-friendly Hotels*, *Asian J. Hosp.Indus.,* Vol 1 (1) 2010:36-46
Van Heugten, K. (2013). Resilience as an underexplored outcome of workplace bullying. Qualitative Health Research, 23(3), 291-301. doi: 10.1177/1049732312468251

Submission of the Report.
Project report has to be in typed form and two copies have to be submitted for the examination (University copy, and personal copy). Copies should be duly signed by the faculty guide and principal or HOD/ Research coordinator. The student should carry the personal copy for Viva voce.

Marks Allotted for The Project: - Total 200 Marks.

Course code	Subject	Examination Marks
BH8 CRP 42	Hospitality Research Project	200

Examination Pattern

Assessment Criteria			
Internal Examiner (50 Marks)		External Examiner (150 Marks)	
Project Report	50	PowerPoint Presentation.	75
		Viva voce	75

Reference books:

Kothari. C.R., 2004: Research methodology: Methods and Techniques. New Age International (P) Ltd Publishers

Kothari. C.R. & Gaurav Garg., 2016: Research methodology: Methods and Techniques. 3rd Ed. New Age International (P) Ltd Publishers

ELECTIVE

BH8 ECP 01 (ELECTIVE I): FOOD PRODUCTION

Practical Syllabus.

- Preparation of 6 course table d'hôte menu for each practical session based on their specialization in cuisine.
  Indian menu includes following courses – soup/ starter, Indian bread (Veg/ Non- Veg accompaniment), Rice (Veg/ Non- Veg accompaniment), Indian savoury and Dessert.
  Western menu includes the following courses – starter, soup, rice / pasta, main course with accompaniments, savoury and dessert.
- The students should design and submit an à la carte menu card based on the practical sessions at the end of the semester. The à la carte menu should comprise of choice of 3 dishes with menu description and can be featured in the exam.

Assignment 1: An analytical report concerning food cost, popularity index, standard recipe and indenting based on an à la carte menu card with at least five courses (starter, soup, rice or pasta, fish or meat course and dessert).

- Prepare a standard recipe card for each dish with the following details – Name of the dish, number of portions, quantity of ingredients, garnish, accompaniments, rate per unit, total amount, cost per portion and selling price (considering food cost as 32%).
- Menu engineering process - Take order from at least 20 guests from the above menu card and classify the dishes as per Kasavana and Smith matrix. Also prepare a purchase indent for the same.

Assignment 2: Operational aspects of a restaurant

- A SWOT analysis on operational aspects of a fine dining restaurant with respect to location, category, ambience, service offered, menu, hours of operation and kitchen.

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (50 Marks)		External Examiner (100 Marks)	
Assignment 1 - An analytical report on costing, Popularity index, Standard recipe and Purchase indents.	15	Preparation of 6 course menu. Each course carries 10 marks.	60
Assignment 2 - Operational aspects of a restaurant.	15	Accompaniments.	10
Specialization Journal.	10	Menu card (6 course) prepared at the end of the semester.	10
Indenting.	10	Viva voce.	20

In Case of Specialization in Bakery and Confectionery:

- The students should practice breads, cakes, cookies, desserts, pastry and an innovative product.

Assignment 1 – The student has to visit a bakery unit of their choice and submit a report on operational aspects with minimum of 10 and maximum of 20 pages.

Assignment 2 – The student has to prepare the layout of a five star bakery and confectionery unit.

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (50 Marks)		External Examiner (100 Marks)	
Carte du jour prepared on the day of examination with description of prepared dishes.	10	Preparation of 4 bakery dishes. Each dish carries 10 marks.	40
Layout of a Five Star Bakery and Confectionery unit.	15	Innovative product.	20
Assignment on operational aspects of a bakery.	15	Indenting.	10
Specialization Journal.	10	Viva voce.	30

Reference books:

Thangam E,P., 2009: *Modern Cookery, For teaching and the trade*, Volume II. 5th&6th Ed Orient Black Swan .

John, F & Edward R., 1997: *The Chef's Compendium of Professional Recipes*. Butterworth Heinemann

Cracknell, H.L & Kaufmann, R.J., 2007: *Practical Professional Cookery*: 3rd Ed. Thomson.

Shrda G., 2005: *Step By Step Indian Cooking*: Quantum Publishing Ltd.

Wayne G., Professional Baking. 5th Ed: John Wiley & Sons, INC

BH8 ECP 02 (ELECTIVE II): FOOD AND BEVERAGE SERVICE

Practical Syllabus.

- Menu compiling with wine suggestions and cover laying.
- Duty Rota (Restaurants / Coffee shop).
- Beverage Costing.
- Calculation of Banquet area (Sprigs and 5ft Round table).
- Service of spirits and wine.
- Filling banquet function prospectus with menu and amenities.
- Prepare a cocktail list.

Assignment 1: Student has to visit a standard restaurant in his area to find out initial investment, layout, duty, types of equipment, brand names, menu, cover, sales promotion techniques, forms and formats, table and accessories, opening and closing duties, type of menu, signature dishes and menu merchandising.

Assignment 2: A report on food and beverage service topic / sub topic with minimum of 10 and maximum of 20 pages.

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (50 Marks)		External Examiner (100 Marks)	
Write up on food and beverage service topic / sub topic.	15	Menu compiling (Wine suggestion).	15
A report on operational aspects.	15	Duty rota.	15
Cocktail list.	10	Beverage costing (Cocktail).	15
Specialization Journal.	10	Banquet area calculation.	15
		Service of spirits / wine.	10
		BFP filling.	10
		Viva voce.	20

Reference books:

Lillicrap- D.-& Cousins- J.A *Food and Beverage Service*: ELBS Delhi.

Ninemeier- J.D.-*Food and Beverage Management:* Educational Institute- AH & LA

Graham Brown, KaronHepner& Alan Deegan*; Introduction to Food & Beverage Service,* Longman

Andew Durkan& John A Cousins; *The Beverage Book*. Hodder Arnold H&S

BH8 ECP 04 (ELECTIVE III): FRONT OFFICE MANAGEMENT

Practical Syllabus.

- Calculation of fair market share and actual market share of minimum 5 hotels with the difference and plotting a Bar Graph and Pie Chart.
- Calculation of Rev PAR (Revenue Per Available Room) and Rev PAC (Revenue Per Available Customer) of a single hotel.
- Calculations on yield management-potential average single rate, potential average double rate, rate spread, achievement factor and yield calculation.
- Preparation of sales and marketing strategy for a five-star hotel or resort equivalent occupancy calculations in room rate reduction.
- Calculating the effect of transient displacement in hotel business.
- Case study/situation handling involving front office and housekeeping. (Case study will be presented as PowerPoint presentation).
- Drafting a letter - Inter departmental communication, circulars, memos, promotional letters and welcome letters.

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (50 Marks)		External Examiner (100 Marks)	
Report on any front office topic.	10	Calculation of fair market share and actual market share of minimum 5 hotels with the difference and plotting a Bar Graph and Pie Chart.	10
Designing a hotel website.	10	Calculation of Rev PAR and Rev PAC of a single hotel.	10
Drafting a letter - inter departmental communication, circulars, memos, promotional letters and welcome letters.	10	Calculations on yield management - potential average single rate, potential average double rate, rate spread, achievement factor and yield calculation.	10
Complaint handling.	10	Prepare sales and marketing strategy for a five star hotel or resort.	10
Report on latest trends in front office operations.	10	Equivalent occupancy calculations in room rate reduction.	10
		Calculation of the effect of transient displacement in hotel business.	10
		Case study / situation handling involving front office and housekeeping - PowerPoint presentation.	20
		Viva voce.	20

Reference books:

Jatashankar R Tewari., *Hotel Front Office Operations & Management*. Oxford Higher Education. India Pvt Limited.
Colin Dix, Chris Baird., *Hotel Front Office Operations*. Longman Publishers.
Micheal L Kasavana, Richard M Brooks., *Managing Front office Operations*, 8ed.
Educational Institute of Hotel Management (AH & LA).
SK Bhatnagar.,*Front Office Management*: Published by Frank Brothers & Company

BH8 ECP 04 (ELECTIVE IV): HOUSEKEEPING MANAGEMENT

Practical Syllabus.

- Hotel Uniform - Design a uniform for housekeeping employee (male and female) in a luxury hotel. Write a detailed report describing all the aspects kept in mind. Work out the costing for the uniforms. Provide samples of fabrics and outline the accessories.
- Flower arrangement following a theme, with various accessories like bamboo sticks, anthill and pebbles, ribbon, painted wire, foliage and candles.
- Design and develop an innovative differently abled room concept.
- Latest cleaning chemicals - identification, dilution and usage followed with a brief report.
- Handling emergency situation in hotel – fire, death, theft, accident and terror attack. (PowerPoint presentation)
- Develop a pair of Innovative disposable hotel slippers with a tag line.

Practical Examination Pattern

Assessment Criteria			
Internal Examiner (50 Marks)		External Examiner (100 Marks)	
Personal hygiene and grooming.	5	Design a uniform for housekeeping employee.	15
Towel art (any 2).	15	Flower arrangement.	15
Assignment - Best innovation in accommodation industry.	10	Innovate a differently abled room concept.	15
Report writing on designing a uniform for housekeeping employee.	10	Handling emergency situation in hotel (PowerPoint Presentation).	10
Journal.	10	Report on latest cleaning chemicals.	10
		Product designing - bathroom slippers with a tag line.	15
		Viva voce.	20

Reference book:

G. Raghubalan & Smritee Raghubalan., 2018. *Hotel Housekeeping Operation and Management*, Oxford Higher Education, New Delhi.