

Department of Hotel Management and Hospitality

**Atal Bihari Vajpayee Vishwavidyalaya Bilaspur
(C.G.)**

Scheme And Syllabus

of

(B.H.M.C.T.)

HMHBHMCT4001

Bachelor of Hotel Management and Catering Technology

(Approved By AICTE)

(w.ef Academic Session 2022-23)

DEPARTMENT OF HOTEL MANAGEMENT & HOSPITALITY

Atal Bihari Vajpayee Vishwavidyalaya, Bilaspur (C.G.)

Scheme and Syllabus

of

Bachelors of Hotel Management and Catering Technology

(Approved by AICTE w.e.f. Academic Session 2022-23)

PROGRAMME CODE: BHMCT 2022

Semester I														
Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
Core Course (CC)	BHMCT-101	Foundation Course in Food Production - I	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-102	Foundation Course in Food and Beverage Service- I	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-103	Foundation Course in Accommodation and Front Office-I	3	4	-	5	75	25	100	40	75	25	100	40
AECC	BHMCT-104	Application of Computers	3	4	-	5	75	25	100	40	75	25	100	40
AECC	BHMCT-105	Business Communication	4	-	-	4	75	25	100	40	-	-	-	-
						24	Total Theory Marks - 500				Total Lab Marks:400			
Total Marks: 900														

Semester II														
Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
Core Course (CC)	BHMCT-201	Foundation Course in Food Production – II	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-202	Foundation Course in Food and Beverage Service – II	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-203	Foundation Course in Accommodation and Front Office – II	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-204	Food Science and Nutrition	4	-	-	4	75	25	100	40	-	-	-	-
AECC	BHMCT-205	Environmental studies	4	-	-	4	75	25	100	40	-	-	-	-
ECA	BHMCT-206	Educational Tour / Field Visit /Industrial Training / NSS / Yoga /Sports / Community Service / Swayam /NPTEL Courses/ General Interest/Hobby/ Others	-	2	-	1	-	-	-	-	-	-	-	-
						24	Total Theory Marks - 500				Total Lab Marks:300			
Total Marks: 800														

Semester III														
Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
Core Course (CC)	BHMCT-301	Food Production Operations	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-302	Food and Beverage Service Operations	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-303	Accommodation and Front Office Operations	3	4	-	5	75	25	100	40	75	25	100	40
DSE	BHMCT-304	Hotel Accounting	4	-	-	4	75	25	100	40	-	-	-	-
DSE	BHMCT-305	Food and Beverage Controls	4	-	-	4	75	25	100	40	-	-	-	-
ECA	BHMCT-306	Educational Tour / Field Visit /Industrial Training / NSS / Yoga /Sports / Community Service / Swayam /NPTEL Courses/ General Interest/Hobby/ Others	-	2	-	1	-	-	-	-	-	-	-	-
						24	Total Theory Marks - 500				Total Lab Marks:300			
Total Marks: 800														

Semester IV														
Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
SEC	BHMCT-401	Industrial Exposure Training 22 Weeks.	-	-	-	22	-	-	-	-	450	150	600	240
						Total Theory Marks - 000				Total Lab Marks:600				
Total Marks: 600														

Semester V														
Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
Core Course (CC)	BHMCT-501	Food Production Operations – II	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-502	Food and Beverage Service Operations – II	3	4		5	75	25	100	40	75	25	100	40
	BHMCT-503	Rooms Division Management - I	3	4		5	75	25	100	40	75	25	100	40
DSE	BHMCT-504	Principles of Management	4			4	75	25	100	40	-	-	-	-
DSE	BHMCT-505	Research Methodology	3	2	-	4	75	25	100	-	75	25	100	40
						27	Total Theory Marks - 500				Total Lab Marks:400			
Total Marks: 900														

Semester VI														
Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
Core Course (CC)	BHMCT-601	Advanced Food Production – I	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-602	Advanced Food and Beverage Service –I	3	4	-	5	75	25	100	40	75	25	100	40
	BHMCT-603	Rooms Division Management - II	3	4	-	5	75	25	100	40	75	25	100	40
DSE	BHMCT-604	Introduction to Travel and Tourism	4		-	4	75	25	100	40	-	-	-	-
DSE	BHMCT-605	Retail Management	4			4	75	25	100	40	-	-	-	-
						23	Total Theory Marks - 500				Total Lab Marks:300			
Total Marks: 800														

Semester VII

Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
DSE	BHMCT-701	Hospitality Marketing	3		2	4	75	25	100	40	-	-	-	-
DSE	BHMCT-702	Human Resource Management	3		2	4	75	25	100	40	-	-	-	-
DSE	BHMCT-703	Hotel Law	4			4	75	25	100	40				
DSE	BHMCT-704	Event Management and MICE	4			4	75	25	100	40				
SEC	BHMCT-705	Research Project-Dissertation		16		8					200		200	80
						24	Total Theory Marks - 400				Total Lab Marks:200			
Total Marks: 600														

Semester VIII														
Course Opted	Course Code	Subject Name	Credit			Total credits	Marks							
			L	P	T		Theory				Lab			
							ESE	IA	Total		ESE	IA	Total	
									Max	Min			Max	Min
SEC	BHMCT-800	On the Job Training -OJT	-	-	-	22	-	-	-	-	450	150	600	240
						Total Theory Marks - 000				Total Lab Marks:600				
Total Marks: 600														

FOUNDATION COURSE IN FOOD PRODUCTION - I		
Course code: BHMCT-101	Semester:I	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At the end of this course, the students will be able to:		
<ul style="list-style-type: none"> • Understand the Culinary history, Attitudes and behavior in the kitchen And Personal hygiene • Understand the aims and objects of cooking food • Identify the methods of cooking food, roasting, grilling, frying, baking, broiling, etc. • Learn about different types of stocks, Preparation of stocks. 		
UNIT-I		
Introduction To Cookery:- Culinary History -Development Of The Culinary Art From The Middle Ages To Modern Cookery, Indian Regional Cuisine, Popular International Cuisine And Their Basic Characteristics -French, Italian, Chinese. Attitudes And Behavior In The Kitchen, Personal Hygiene, Uniforms And Protective Clothing, Safety Procedure In Handling Equipments, Classical Brigade, Modern Staffing In Various Category Hotels, Roles Of Executive Chef, Duties And Responsibilities Of Various Chefs, Coordination With Other Departments.		
UNIT-II		
Aims And Objectives Of Cooking Food, Various Textures, Various Consistencies, Techniques Used In Pre-Preparation, Techniques Used In Preparation, Principles Of A Balanced And A Healthy Diet, List Of Culinary (Common And Basic) Terms And Its Explanation With Examples, Western And Indian Culinary Terms.		
Methods Of Cooking Food:-Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling, Stewing. Care And Precautions To Be Taken While Cooking, Selection Of Food Items For Each Type Of Cooking.		
UNIT-III		
Vegetable And Fruit Cookery: - Vegetables – Classification Of Vegetables, Pigments And Color Changes, Effects Of Heat On Vegetables, Cuts Of Vegetables.		
Fruits-Classification Of Fruits, Uses Of Fruit In Cookery, Salads And Salad Dressings.		
UNIT-IV		
Stocks And Sauces: - Stocks-Definition Of Stock, Types Of Stock, Preparation Of Stock, Recipes, Storage Of Stocks, Uses Of Stocks, Care And Precautions While Preparing Stocks.		
Sauces- Classification Of Sauces, Recipes For Mother Sauces, Storage And Precautions.		
UNIT-V		
Commodities:- Fats And Oils: - Shortenings (Fats And Oils), Role Of Shortenings, Varieties Of Shortening, Advantages And Disadvantages Of Using Various Shortenings, Fats And Oil – Types And Varieties. Raising Agents: - Classification Of Raising Agents, Role Of Raising Agents, Actions And Reactions. Thickening Agents: - Classification Of Thickening Agents, Role Of Thickening Agents, Sugar:- Importance Of Sugar, Types Of Sugar, Cooking Of Sugar		
Bread Making: Recipes And Method Of Baking Different Types Of Breads E.G., White, Brown, French Bread Loaf Etc., Simple Cakes, Cookies, Simple Hot And Cold Puddings		

FOUNDATION COURSE IN FOOD PRODUCTION I-LAB

1. Equipment - Identification, Description, Uses And Handling, Hygiene - Kitchen Etiquettes, Cutting Practices And Knife Handling, Safety And Security In Kitchen
2. Vegetables :- Classification, Cuts - Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Mignonette, Dices, Cubes, Shred, Mirepoix, Preparation Of Salad Dressings
3. Basic Cooking Methods And Pre-Preparations:- Blanching Of Tomatoes And Capsicum, Preparation Of Concasse, Boiling (Potatoes, Beans, Cauliflower, Etc.), Frying - (Deep Frying, Shallow Frying, Sautéing) Aubergines, Potatoes, Etc., Braising - Onions, Leeks, Cabbage, Starch Cooking (Rice, Pasta, Potatoes)
4. Stocks:- Types Of Stocks (White And Brown Stock), Fish Stock, Emergency Stock, Vegetable Stock
5. Sauces - Basic Mother Sauces Béchamel, Espagnole, Velouté, Hollandaise, Mayonnaise, Tomato
6. Simple Egg Preparations:- Scotch Egg, Assorted Omelettes, Oeuf Florentine, Oeuf Benedict, Oeuf Farci, Oeuf Portugese
7. Vegetable Preparations:- Boiled Vegetables, Glazed Vegetables, Fried Vegetables, Stewed Vegetables
8. Bakery Equipment And Ingredients Identification, Uses And Handling, Ingredients - Qualitative And Quantitative Measures

TEXT BOOKS

- Dodgshun, G. And Peters, M. (2004). Cookery for the Hospitality Industry (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). Larousse Gastronomique (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. And Magnant, P. (2004). Fundamental Principles of Restaurant Cost Control (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. And Treuille, E. (2005). The Cooks' Bible (3rd ed.). London: Carroll And Brown.
- Asch, A. B. (2005). Hospitality Cost Control: A practical approach (3rd ed.). New Jersey: Pearson Prentice Hall.

REFERENCE BOOKS

- Le Cordon Bleu. (2006). Kitchen Essentials (3rd ed.). London: Carroll And Brown.
- McWilliams, M. (2006). Food Fundamentals (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). Make it safe: a guide to food safety. Collingwood: CSIRO Publishing.
- Cracknell, H. L. And Kaufmann, R. J. (1999). Practical Professional Cookery (3rd ed.). London: Macmillan Education Ltd.

FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE-I

Course code: BHMCT-102	Semester: I	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks

LEARNING OUTCOME

At the end of this course, the students will be able to:

- Understand the role of the F And B department, Its functions And staffing.
- Identify And use the different types of restaurant equipment.
- Understand the Professional attributes of F And B staff.
- Understand the role of the Ancillary department in F And B.

UNIT-I
The Hotel And Catering Industry:- Introduction To The Hotel Industry And Growth Of The Hotel Industry In India, Types Of F And B Operations, Classification Of Commercial, Residential/ Non -Residential, Philanthropic/ Welfare, Catering - Industrial/ Institutional/ Transport.
UNIT-II
Departmental Organisations And Staffing: - Organization Of F And B Department Of Hotel, Principal Staff Of Various Types Of F And B Operations, French Terms Related To F And B Staff, Duties And Responsibilities Of F And B Staff, Attributes Of A Waiter, Inter-Departmental Relationships.
UNIT-III
Food Service Areas (F And B Outlets):- Specialty Restaurants, Coffee Shop, Cafeteria, Fast Food (Quick Service Restaurants), Banquets, Bar, Discotheque. Ancillary Departments: Still Room/ Pantry, Silver Room/ Plate Room/ Store, Linen Room, Kitchen Stewarding/ Scullery.
UNIT-IV
F And B Service Equipment: - Cutlery, Crockery, Glassware, Flatware, Hollowware, All Other Equipment Used In F And B Service, French Term Related With Equipment
UNIT-V
Non-Alcoholic Beverages:- Classification (Nourishing, Stimulating And Refreshing Beverages), Tea (Origin, Manufacture, Types And Brands, Coffee (Origin, Manufacture, Types And Brands), Juices And Soft Drinks, Cocoa And Malted Beverages (Origin And Manufacture)
FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE –I (LAB)
Food Service Areas Induction And Profile Of The Areas, Ancillary F And B Service Areas – Induction And Profile Of The Area, Familiarization Of F And B Service Equipment, Care And Maintenance Of F And B Service Equipment, Cleaning / Polishing Of EPNS Items By: Plate Powder Method, Polivit Method, Silver Dip Method, Burnishing Machine.
Basic Technical Skills Holding Service Spoon And Fork, Carrying A Tray / Salver, Laying A Table Cloth, Changing A Table Cloth During Service, Table Laying For Fours Course Meal (Continental, Indian, Chinese, Rules To Be Observed While Laying Table, Stacking Sideboard, Service Of Water, Napkin Folds, Changing Dirty Ashtray, Cleaning And Polishing Glassware.
Preparation And Services Tea Service, Coffee Service, Mocktails- Preparation And Service, Service Of Juices, Soft Drinks, Mineral Water, Tonic Water, Cocoa And Malted Beverages Service.
TEXT BOOKS
<ul style="list-style-type: none"> • Fischer, J. (2006). At your service: a practical guide for the Professional Dining Room, (2nd ed.). New York: John Wiley And Sons Inc. • Singaravelavan, R. (2012). Food And Beverage Services (1st ed.). New Delhi: Oxford University Publications. • Axler, H. Bruce et al (1990). Food And Beverage Service (1st ed.). US: Indiana University. • Bagchi, S. N. (2007). Textbook of Food And Beverage Service (1st ed.). New Delhi: Aman Publications. • George, B. (2008). Food And Beverage Service And Management (3rd ed.). UK: Jaico Publishing House.
REFERENCE BOOKS
<ul style="list-style-type: none"> • Lillicrap, D. R., And Cousins, J. A. (1998). Food And beverage service (5th ed.). London: Hodder And Stoughton.

- Kotschevar, L. H., And Luciani, V. (1996). Presenting service: the ultimate guide for the foodservice professional (2nd ed.). New York: John Wiley And Sons Inc.
- Meyer, S., Schmid, E., And Spühler, C. (1990) Professional table service (1st ed.). New York: John Wiley And Sons Inc.
- National Restaurant Association Education Foundation (2005). Serve Safe alcohol: fundamentals of responsible alcohol service (1st ed.). New York: John Wiley And Sons Inc.
- Dawan, V. (2000). Food And Beverage Service (1st ed.). Noida: Frank Bros. And Co Publishers.
- Casado, A. (1994). Food And Beverage Service Manual (2nd ed.). New York: John Wiley And Sons Inc.
- Bamunuge, H. (2010). Food And Beverage Service (1st ed.). UK: City And Guilds Heineman.

FOUNDATION COURSE IN ACCOMMODATION AND FRONT OFFICE - I		
Course code: BHMCT-103	Semester:I	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Understand The Structure Function, Importance And Different Sections Of The Housekeeping Department. • Coordination With Other Departments Of The Hotel. • Perform Different Types Of Cleaning. • Explain The Function And Operation Of The Various Systems, Forms, Equipment, And Computer Applications Found In The Front Office. • Construct An Efficient Reservation System That Records Crucial Information While Avoiding Problems In Processing Various Types Of Reservations. • Develop And Efficient Communication System To Operate Within The Front Office And Between The Front Office And Departments Such As Housekeeping And Maintenance. 		
UNIT-I		
Introduction To Hospitality Industry; - The Term ‘Hotel’, Evolution And Development Of Hospitality Industry And Tourism, Famous Hotels Worldwide. Classification Of Hotels. (Based On Various Categories Like Size, Location, Clientele, Length Of Stay, Facilities And Ownership), Organizational Chart Of Hotels (Large, Medium, Small) .		
UNIT-II		
Front Office Department; - Sections And Layout of Front Office Department, Co-Ordination of Front Office With Other Departments Of The Hotel, Equipment’s used at The Front Desk (Manual And Automated).		
UNIT-III		
Front Office Organization;- Organizational Chart of Front Office Department (Small, Medium And Large Hotels), Duties And Responsibilities Of Various Staff -Reception, Reservation, Bell - Captain, Bell-Boy,		

GRE, Front Office Manager, Lobby Manager. Essential Attributes of Front Office Personnel, Rules of The House-For Guests And Staff.
UNIT-IV
Layout In Housekeeping Department Layout Of Housekeeping Department, Layout Of Current Rooms, Guest Room Amenities, Interdepartmental Relationship- With Front Office, With Maintenance Department, With Security Department, With Store Department, With Account Department, With Other Departments .
UNIT-V
Cleaning Science;- Cleaning Agents General Criteria For Selection, Classification, Use, Care And Storage, Use Of Eco-Friendly Products In Housekeeping Cleaning Equipment's And Care Of Cleaning Equipment, Manual Cleaning Equipment, Mechanical Cleaning Equipment, Care Of Cleaning Equipment, Cleaning Different Surface Metals, Glass, Leather, Plastics, Ceramics, Wood, Other Floor And Wall Finishes Principles Of Cleaning, Guest Room Cleaning, Cleaning Front Of The House , Cleaning Back Of The House.

FOUNDATION COURSE IN ACCOMMODATION AND FRONT OFFICE - I (LAB)
<ul style="list-style-type: none"> • Understanding Personal Hygiene Grooming Standards. • Understanding Layouts Of Front Office And Housekeeping. • Familiarization With Equipments And Tools. • Rooms Layout And Standard Supplies. (Amenities) • Do's And Don'ts For New Entrants/Employees In The Front Office. • Hotel Terminology. • Note: For Focused Inputs Of Accommodation The Practical Hours May Be Split Up I.E. First Two For Front Office And Next Two For Housekeeping, Thus Completing 4 Practical Lab Hours Per Week Of Two Credit Equivalence.
TEXT BOOKS
<ul style="list-style-type: none"> • Kaushal, S. And Gautam, S. (1994). Accommodation Operation Management (4th ed.). Noida: Frank Bros And Co. • Andrews, S. (1990). Hotel Housekeeping Management And Operations (3rd ed.). NY: Tata McGraw Hill Companies. • Margaret, M., Kappa, A. L., And Patricia, B. (2002). Housekeeping Management Educational Institute of the American Hotels And Motels Association. • Raghubalan,G., And Raghubalan, S. (2015). Hotel Housekeeping Operations And Management (3rd ed.). England, UK: Oxford University Press.
REFERENCE BOOKS
<ul style="list-style-type: none"> • Jones,T. (2004). Professional management of housekeeping operations (4th ed.). New Jersey: John Wiley And Sons. • Andrews, S. (2013), Hotel Front Office, A Training Manual, New Delhi: McGraw Hill Tewari, J. R. (2012), • Hotel Front Office Operations And Management, New Delhi: Oxford University Press Negi, J. (2013), • Hospitality Reception And Front Office Procedures And Systems, New Delhi: S. ChAnd And Company Kasavana, M. (2005), • Front Office Management, AHLA Bhakta, A. (2012), • Professional Hotel Front Office Management: New Delhi: McGraw Hill Devendra, A. (2015), • Soft Skills for Hospitality, New Delhi: Oxford University Press

APPLICATION OF COMPUTERS		
Course code: BHMCT-104	Semester:I	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> ● Students Will Demonstrate The Ability To Solve Problems In The Discipline. ● Students Will Learn About The History Of Computers, Its Development And Its Advancement. ● Students Will Learn About The Various Features Of Computers, Its Parts And Its Use. ● Students Will Learn The Basic And Advanced Use Of Computers And Its Software In the Hospitality Industry. 		
UNIT-I		
Introduction To Computers: Introduction To Computer: Classification, Generations, Organization, Capabilities Characteristics And Limitations, Application Of Computer In Hotels.		
UNIT-II		
Hardware Features And Concept – Theory Components Of A Computer, Primary And Secondary Storage Concepts, Data Input And Output Devices, Other Computer Peripheral.		
UNIT-III		
Introduction To Computers Software: Types Of Software, System Software, Application Software, Utility Softwares, Use Of Ms- Office: Basics Of Ms- Word. Ms- Excel And Ms-Power Point.		
UNIT-IV		
Social Media Applications And Hospitality: Introduction To Social Media, Its Role In Hospitality Promotion, Facebook – Creating Pages And Profiles, Merits/Demerits Of Social Media, Linked In, Twitter And Other Social Media Applications.		
UNIT-V		
Internet And Applications: Introduction To Internet: Definition Of Networks, Concepts Of Webpage, Website And Web Searching (Browsing). Benefits, Application, Working, Hardware And Software Requirements, World Wide Web, Web Browser, URL, Search Engines, Email.		

APPLICATION OF COMPUTERS (LAB)

Basic Windows Operations:- Creating Folders, Creating Shortcuts, Notepad, Calculator, Taskbar, Copying And Moving Files/ Folders, Renaming Files/ Folders, Deleting Files/ Folders, Windows Explorer, Quick Menus, Control Panel

Ms-Word:-Creating A Document, Entering Text, Saving The Document, Editing A Document Already Saved To Disk, Find And Replace Operations, Password Protection, Printing The Document Formatting A Document, Changing Paragraphs Indents, Setting Tabs And Margins, Formatting Pages And, Documents, Using Bullets And Numbering, Headers And Footers, Page Orientation Special Effects Spelling And Grammar, Mail Merge, Printing Envelops And Labels Tables, Create, Delete, Format, Graphics, Inserting Clip Arts, Symbols (Border/ Shading), Word Art, Inserting Picture From File Print Options Previewing The Document, Printing A Whole Document, Printing A Specific Page, Printing A Selected Set Printing Several Documents, Printing More Than One Copies

Ms-Excel:- How To Use Excel Starting Excel, Parts Of The Excel Screen, Parts Of The Worksheet, Navigating In A Worksheet, Getting To Know Mouse Pointer Shapes Creating A Spreadsheet Starting A New Worksheet, Entering The Three Different Types Of Data In A Worksheet, Creating Simple Formulas, Formatting Data For Decimal Points, Editing Data In A Worksheet, Using Auto Fill, Blocking Data, Saving A Worksheet, Exiting Excel Formatting Cells For: Currency, Comma, Percent, Decimal, Date, Top To Bottom, Text Wrap, Re-Ordering Orientation Using Borders

MS-Power Point Making A Simple Presentation, Using Auto Content Wizards And Templates, Power Points Five Views Slides, Creating Slides, Re -Arranging, Modifying, Inserting Pictures, Objects, Setting Up A Slide Show, Creating An Organizational Chart

TEXT BOOKS

- Leon And Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications And Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts And Applications : Partho P Seal Oxford University Press

REFERENCE BOOKS

- LeonAnd Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications And Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – ConceptsAnd Applications : Partho P Seal Oxford University Press

BUSINESS COMMUNICATION		
Course code: BHMCT-105	Semester:I	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks

LEARNING OUTCOME

At The End Of This Course, The Students Will Be Able To:

- Understand The Basics Of Communication And The Ways To Communicate Effectively.
- Understand The Ways Of Professional Written Communication.
- Understand And Handle Situation Effectively.

UNIT-I

Communication –Types And Process:- Introduction, Definitions, Process Of Communication, Types Of Communication, Upward, Downward, Horizontal, Vertical And Diagonal, Verbal, Nonverbal, Oral And Written. Interpersonal Communication - One Way/ Two Way, Mediums Of Communication.

UNIT-II

Communication

Message Component, Communication And Information, Conflict And Its Resolution, Communication And Empathy. Aids And Barriers To Communication - Inadequacy Of Message Design, Physical Appearance, Selective Attention, Prejudice, Language Difference, Inadequate Listening, Lack Of Feedback, Imperceptions, Mannerisms Listening - Need For Listening, Listening For Content, Critical Listening, Empathetic Listening, Attentive Listening

UNIT-III

Written Communication Skills: Advantages And Disadvantages, Note Making, Writing A Log Book, Comprehension And Précis Writing, Letter Writing

UNIT-IV

Oral Communication Skills: Advantages And Disadvantages, Articulation And Delivery, Making Speeches And Presentations, Telephone Etiquettes, Restaurant And Hotel English

UNIT-V

Pronunciation And Body Language: Pronunciation, Stress, Invocation, Rhythm. Greetings, First Name, Handshakes, Some Polite Expressions, Apologies, Remarks, Etiquette And Manners.

TEXT BOOKS

- Lesikar., Raymond, V.,And Flatley, M, E. (2010). Basic Business Communication: Skills for Empowering the Internet Generation (10th ed.). New Delhi: Tata McGraw-Hill.
- Chaturvedi, P. D.,And Chaturvedi, M. (2002). Business Communication- Concepts, Cases and Applications (3rd ed.). United States: Pearson.
- Eunson, B. (2001). C21 Communicating in the 21st Century (3rd ed.). New York: John Wiley and Sons Inc.
- Kitty, O. L., Stephen, K.,And Kaczmarek.(1999). Business Communication, Building Critical Skills (3rd ed.). United States:McGraw Hill
- Scot, O. (2011). Effective Business Communication (2nd ed.). Boston: Cengage Learning.

REFERENCE BOOKS

- Moore, F., And Carfield, S. (1977). Public Relations Principles, Cases and problem (7th ed.). Newyork, NY: Richard Irwin Publishing.
- Sengupta, S. (1997). Management of Public Relations and Communication (5th ed.). New Delhi: Vikas Publishing.
- Dennis, L. W. (2005). Public Relations: Strategies and Tactics (8th ed.). NY: AllynAnd Bacon.
- Dan, L. (2011). Public Relations: The Profession and the Practice (4th ed.). NY: McGraw-Hill Education.
- Heath, R. (2005). Encyclopedia of Public Relations (2nd ed.). London: Sage Reference.

FOUNDATION COURSE IN FOOD PRODUCTION -II		
Course code: BHMCT-201	Semester: II	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Various Commodities. • Menu Planning And Standard Recipe. • Culinary Skills. • Bakery Science. 		
UNIT-I		
Kitchen Organization And Layout:- Layout Of Receiving Areas, Layout Of Service And Wash Up, Butchery And Vegetable Mis –En- Place Area, Cold Kitchen, Hot Kitchen, Garde Manger, Bakery And Confectionery, The Classical And New Kitchen Brigade, Duties And Responsibilities And Job Description Of The Kitchen Personnel. Kitchen Equipments, Types Of The Kitchen Equipment, Special Equipments, Heat Generating, Refrigeration, Storage Tables, Hand Tools, Uses, Maintenance, Criteria For Selection.		
UNIT-II		
Breakfast:-International And Indian Menus, Preparations Of Traditional / Classical Items, ‘Power Breakfast’ And ‘Brunch’ Concept Soups:-Basic Recipes Other Than Consommé With Menu Examples, Broths, Bouillon, Puree Cream, Velouté. Chowder Bisque Etc. Garnishes And Accompaniments, International Soups Sauces And Gravies:- Difference Between Sauce And Gravy, Derivatives Of Mother Sauces, Contemporary And Proprietary.		
UNIT-III		
Meat Cookery: - Introduction To Meat Cookery, Cuts Of Beef/ Veal, Cuts Of Lamb/ Mutton, Cuts Of Pork, Variety of Meats (Offal’s), Poultry Egg Cookery:-Introduction To Egg Cookery, Structure Of An Egg, Selection Of Egg, Uses Of Egg In Cookery Fish Cookery:-Introduction To Fish Cookery, Classification Of Fish With Examples, Cuts Of Fish With Menu Examples, Selection Of Fish And Shell Fish, Cooking Of Fish (Effects Of Heat)		
UNIT-IV		
Rice, Cereals And Pulses: - Introduction, Classification And Identification, Cooking Of Rice, Cereals And Pulses, Varieties Of Rice And Other Cereals. Basic Indian Cookery: - History Of Indian Cookery, Characteristics, Regional Differences, Religious Influences.		
UNIT-V		
Condiments And Spices:-Introduction To Indian Spices, Spices Used In Indian Cookery, Role Of Spices In Indian Cookery, Indian Equivalent Of Spices (Names) Masalas:- Blending Of Spices, Different Masalas Used In Indian Cookery, Wet Masalas, Dry Masalas, Composition Of Different Masalas, Varieties Of Masalas Available In Regional Areas, Special Masala Blends.		
FOUNDATION COURSE IN FOOD PRODUCTION –II (LAB)		
Egg Cookery:- Preparation Of Varieties Of Egg Dishes, Boiled (Soft And Hard), Fried (Sunny Side Up,		

Single Fried, Bull's Eye, Double Fried), Poaches Scrambled, Omelets (Plain, Stuffed, Spanish) En Cocotte (Eggs Benedict) Identification, Selection And Processing Of Meat, Fish And Poultry. Slaughtering And Dressing
 Meat:-Identification Of Various Cuts, Carcass Demonstration, Preparation Of Basic Cuts -Lamb And Pork Chops, Tornado, Fillet, Steaks And Escalope, Fish-Identification And Classification of Cuts And Folds Of Fish
 Preparation Of Menu:- Salads And Soups- Waldorf Salad, Fruit Salad, Russian Salad, Saladniçoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas, Carrot) International Soups, Chicken, Mutton And Fish Preparations - Fish Orly, A La Anglaise, Colbert, Meuniere, Poached, Baked entrée -Lamb Stew, Hot Pot, Shepherd's Pie, Grilled Steaks And Lamb/ Pork Chops, Roast Chicken, Grilled Chicken, Leg Of Lamb, Beef Simple Potato Preparations - Basic Potato Dishes, Vegetable Preparations - Basic Vegetable Dishes, Indian Cookery-Rice Dishes, Bread, Main Course, Basic Vegetables, Paneer Preparations
 Cold Sweet: - Honeycomb Mould, Butterscotch Sponge, Coffee Mousse, Lemon Sponge, Trifle, Blancmange, Chocolate Mousse, Lemon Soufflé
 Hot Sweet:-Bread And Butter Pudding, Caramel Custard, Albert Pudding, Christmas Pudding
 Indian Sweets: - Simple Ones Such As Rassgulla, Gulabjamun, Gajar Halwa, Kheer

TEXT BOOKS

- Dodgshun, G. And Peters, M. (2004). Cookery for the Hospitality Industry (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). Larousse Gastronomique (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. And Magnant, P. (2004). Fundamental Principles of Restaurant Cost Control (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. And Treuille, E. (2005). The Cooks' Bible (3rd ed.). London: Carroll And Brown.
- Asch, A. B. (2005). Hospitality Cost Control: A practical approach (3rd ed.). New Jersey: Pearson Prentice Hall.

REFERENCE BOOKS

- Le Cordon Bleu. (2006). Kitchen Essentials (3rd ed.). London: Carroll And Brown.
- McWilliams, M. (2006). Food Fundamentals (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). Make it safe: a guide to food safety. Collingwood: CSIRO Publishing.
- Cracknell, H. L. And Kaufmann, R. J. (1999). Practical Professional Cookery (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). Professional Cooking (4th ed.). New York: John Wiley And Sons Inc.

FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE –II		
Course code: BHMCT-202	Semester: II	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		

<p>At The End Of This Course, The Students Will Be Able To:</p> <ul style="list-style-type: none"> • Understand The Difference Among Various Services Eg. American Service, Russian Service, English Service, French Service. • Understand The Various Types Of Standard Menus Used In Star Hotels. • Understand The Food And Beverages Outlets Operation Control System. • Understand About The Non- Alcoholic Beverages.
UNIT-I
Menu And Menu Planning:-Origin Of Menu, Objectives Of Menu Planning, Types Of Menu, Courses Of French Classical Menu, Sequence, Examples From Each Course, Cover Of Each Course, Accompaniments, French Names Of Dishes
UNIT-II
Types Of Meals: - Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/ High Tea, Dinner, Supper. Organizing Mise-En-Place, Organizing Mise- En- Place.
UNIT-III
Preparation For Service: Organizing Mise-En-Scene, Organizing Mise- En- Place.
UNIT-IV
Room Service/ In Room Dinning: Introduction Concept Of Room Service/ In Room Dinning, Their Salient Features, Understanding Guest Expectations In Room Service, Room Service Equipments, Set Up Of Trays And Trolleys, Upkeep And Storage, Service Tools, Clearance, Presentation Of Bills, Room Service Do's And Dont's. Mini Bar Management In Guest Rooms, Guest Interaction – Have And Haven't. Types Of Food Service: Silver Service, Pre-Plated Service, Cafeteria Service, Room Service, Buffet Service, Guerdon Service, Lounge Service.
UNIT-V
Sale Control System:- Kot/ Bill Control System (Manual), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu And Customer Bill, Making Bill, Cash Handling Equipment, Record Keeping (Restaurant Cashier) .
FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE –II (LAB)
<p>Table Exhibits/ Layouts And Service A La Carte Cover, Table D' Hote Cover, English Breakfast Cover, American Breakfast Cover, Continental Breakfast Cover, Indian Breakfast Cover, Afternoon Tea Cover/ High Tea Cover Tray/ Trolley Set -Up And Service. Room Service Tray Setup, Room Service Trolley Setup. Procedure For Service Of A Meal. Taking Guest Reservations, Receiving And Seating Of Guests, Order Taking And Recording, Order Processing (Passing Orders To The Kitchen), Sequence Of Service, Presentation And Encashing The Bill, Presenting And Collecting Guest Comment Cards, Bidding Farewell To Guests. Social Skills Handling Guest Complaints, Telephone Manners, Dining And Service Etiquettes. Special Food Service - (Cover, Accompaniments And Service), Classical Hors D' Oeuvre: Oysters, Caviar, Smoked Salmon, Pate De Foie Gras, Snails, Melon, Grapefruit, Asparagus, Cheese, Dessert (Fresh Fruit And Nuts) French For Restaurant Restaurant Vocabulary (English And French), French Classical Menu Planning, French For Receiving, Greeting And Seating Guests, French Related To Taking Order And Description Of Dishes.</p>
TEXT BOOKS
<ul style="list-style-type: none"> • Fischer, J. (2006). At your service: a practical guide for the Professional Dining Room, (2nd ed.).New York: John Wiley And Sons Inc. • Singaravelavan, R. (2012). Food And Beverage Services (1st ed.). New Delhi: Oxford University

Publications.

- Axler, H. Bruce et al (1990). Food And Beverage Service (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). Textbook of Food And Beverage Service (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). Food And Beverage Service And Management (3rd ed.). UK: Jaico Publishing House

REFERENCE BOOKS

- Lillicrap, D. R.,And Cousins, J. A. (1998). Food And beverage service (5th ed.). London: Hodder And Stoughton.
- Kotschevar, L. H.,And Luciani, V. (1996). Presenting service: the ultimate guide for the foodservice professional (2nd ed.). New York: John Wiley And Sons Inc.
- Meyer, S., Schmid, E.,And Spühler, C. (1990) Professional table service (1st ed.). New York: John Wiley And Sons Inc.
- National Restaurant Association Education Foundation (2005). Serve Safe alcohol: fundamentals of responsible alcohol service (1st ed.). New York: John Wiley And Sons Inc.
- Dawan, V. (2000). Food And Beverage Service (1st ed.). Noida: Frank Bros.And Co Publishers.
- Casado, A. (1994). Food And Beverage Service Manual (2nd ed.). New York: John Wiley And Sons Inc.
- Bamunuge, H. (2010). Food And Beverage Service (1st ed.). UK: CityAnd Guilds Heineman.

FOUNDATION COURSE IN ACCOMMODATION AND FRONT OFFICE - II		
Course code: BHMCT-203	Semester: II	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • The Different Area Of Hotel And Their Cleaning Process. • Wall And Floor Finishes And Their Use In Hotel. • Experience Of All Housekeeping Routines System. • The Uses And Composition Metal, Leather Glass, Wood etc. 		
UNIT-I		
Cleaning Of Guest Rooms :Daily Cleaning Of Room, Weekly Cleaning/ Spring Cleaning, Evening Service, Systems And Procedure Involved, Guest Room Cleaning - Replenishment Of Guest Supplies And Amenities , Housekeeping Control Desk: Importance, Responsibilities, Briefing, Debriefing, Handling Telephone, Handling Software.		
UNIT-II		
Routine Systems And Records Of Housekeeping Department: Staff Placement Register, Room Occupancy Report, Guest Room Inspection Form, Check List, Floor Register, Work Order, Log Shut, Room Boys Report/ Maid Report, Guest Special Request Register.		

Housekeeping Supervision: Importance Of Inspection, Checklist Of Inspection, And Typical Areas Neglected Where Special Attention Is Required
Key And Key Control: Types Of Keys, Electronic Key Card, Key Control, Lost And Found Register .

UNIT-III

Pest Control : Importance Of Pest Control In An Organization, Common Pests Found In Hotels, Preventive And Control Measures, Indoor Plants: Selection And Care. Horticulture : Basic Gardening Tips, Tools And Equipments, Landscape Designing.
Flower Arrangement: Flower Arrangement In Hotels, Equipment And Material Required For Flower Arrangement, Conditioning Of Plant Material, Styles Of Flower Arrangement, Flower Arrangement In Hotels, Principles Of Design As Applied To Flower Arrangement.

UNIT-IV

Basic Information (Travel And Tourism): Role Of A Travel Agent, Passport (Concept And Types), Visa (Concept And Types), Rules Regarding Customs, Foreign Exchange, Foreign Exchange Management Act, Tariffs: Need For Brochures And Tariff Cards, Types Of Brochures, Designing Of Brochures, Basis Of Charging Tariffs (24 Hrs. 12 Hrs. Day Rate)

UNIT-V

Basics Of Property Management Systems: Types, Application, Advantages, The Guest Cycle, Importance Of Guest Cycle, Various Stages, Sectional Staff In Contact With The Guests During Each Stage.
Reservation: Modes And Sources Of Reservation, Procedure For Taking Reservations (Reservation Form, Conventional Chart, Density Chart, Booking Diary With Their Detailed Working And Formats), Computerized System (CRS, Instant Reservations), Types Of Reservation (Guaranteed, Confirmed, Groups, Fit), Procedure For Amendments, Cancellation And Overbooking.

FOUNDATION COURSE IN ACCOMMODATION AND FRONT OFFICE - II (LAB)

Familiarization With Manual And Mechanical Cleaning Equipment: Identification Of Manual And Mechanical Cleaning Equipment, Different Parts Of Equipment, Function Of Cleaning Equipment, Care And Maintenance.

Familiarization Of Cleaning Agents According To Its Classification And Its Function, Cleaning Different Surfaces: Wood, Silver, Brass, Glass, Floor And Walls Contents.

Communication Skills -Verbal And Non-Verbal, Basic Manners And Grooming Standards Required For Front Office Operation, Telephone Etiquettes And Telephone Handling, Identification Of Equipment And Stationery, Handling Guest Enquiries At Reception And Guest Relations, How To Convert Enquiries Into Valid Reservations

Filling Up Of Reservation: Forms, Making Amendments And Cancellations. Updating Reservations On The Computer -Actual Computer Lab Work On PMS, Situations On Basis Of Charging., Bell Desk Activities, Study Of Countries, Capitals, Currencies, Airlines (With Codes) And Flags.

TEXT BOOKS

- Kaushal, S. And Gautam, S. (1994). Accommodation Operation Management (4th ed.). Noida: Frank Bros And Co.
- Andrews, S. (1990). Hotel Housekeeping Management And Operations (3rd ed.). NY: Tata McGraw Hill Companies.
- Margaret, M., Kappa, A. L., And Patricia, B. (2002). Housekeeping Management Educational Institute of the American Hotels And Motels Association.
- Raghubalan, G., And Raghubalan, S. (2015). Hotel Housekeeping Operations And Management (3rd ed.). England, UK: Oxford University Press.
- Andrews, S. (2013), Hotel Front Office, A Training Manual, New Delhi: McGraw Hill Tewari, J. R. (2012),

- Hotel Front Office Operations And Management, New Delhi: Oxford University Press Negi, J. (2013),
- Hospitality Reception And Front Office Procedures And Systems, New Delhi: S. ChAndAnd Company Kasavana, M. (2005),
- Front Office Management, AHLA Bhakta, A. (2012),
- Professional Hotel Front Office Management: New Delhi: McGraw Hill Devendra, A. (2015),

REFERENCE BOOKS

- Huyton, J.,And Baker, S. (2001). Case studies in rooms operation And management (3rd ed.). Frenchs Forest NSW: Pearson Hospitality Press.
- O'Shannessy, V., Haby, S.,And Richmond, P. (2001). Accommodation services (3rd ed.). Frenchs Forest NSW: Prentice Education Australia.

FOOD SCIENCE AND NUTRITION		
Course code: BHMCT-204	Semester: II	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Understand The Importance Of Nutrition And Good Health In His Day To Day Life. • Know The Composition, Functions Sources Of Nutrients. • Understand The Effects Of Excess And Deficiency Of Nutrients. • Modify Attitudes And Practices Of Use Existing Nutrition 		
UNIT-I		
Basic Aspects: Definition In Terms Of Health, Nutrition And Nutrients; Importance Of Food And Nutrients, Definition And Scope Of Food Science,		
UNIT-II		
Carbohydrates: Introduction And Classification, Effect Of Energy And Factors Affecting Energy, Sources Of Carbohydrate, Effect Of Cooking On Carbohydrates, Health Issues With Carbohydrates →Underweight And Obesity.		
UNIT-III		
Lipids: Introduction And Classification, Dietary Sources And Functions, Effect Of Cooking On Lipids Auto Oxidation, Hydrogenation, Winterization And Smoking Points, Cholesterol Proteins: Introduction And Classification, Dietary Sources And Function, Effect Of Cooking On Proteins –Denaturation, Emulsification, Foamability, Coagulation.		
UNIT-IV		
Vitamins, Minerals And Water: Definition And Classification Of Vitamins (A, D, E, K, B And C), Dietary Sources And Function Of Vitamins, Definition And Classification Of Minerals (Iron, Calcium, Sodium, Iodine, Fluorine), Dietary Sources And Functions Of Minerals, Definition, Sources, Function.		
UNIT-V		

Balanced Diet And Evaluation Of Food: Definition And Importance. Factors Affecting Balance Diet - (Age, Gender, Physiological State), Menu Planning And Its Factors, Introduction Of Evaluation Of Food - (Objective And Subjective), Newer Trends In Food Service Industry, Emulsion- Definition And Types, Flavours – Definition And Types, Browning – Definition, Types, Prevention, Food Labeling.

TEXT BOOKS

- Mudambi, Sr., And Rajagopal, Mv. (2012). Fundamentals Of Foods, Nutrition And Diet Therapy (5th ed.). New Delhi: New Age International Publishers.
- Mudambi, Sr., Rao, Sm., And Rajagopal, Mv. (2006). Food Science (2nd ed.). New Delhi: New Age International Publishers.
- Srilakshmi, B. (2012). Nutrition Science (5th ed.). New Delhi: New Age International (P) Ltd.
- Bamji, Ms., Rao, N., And Reddy, V. (2009). Text Book Of Human Nutrition (5th ed.). New Delhi: Oxford Publishing Co. Pvt Ltd.
- Sethi, P., And Lakra, P. (2015). Aahaar Vigyaan, Poshan Evam Suruksha (6th ed.). New Delhi: Elite Publishing House.

REFERENCE BOOKS

- Suri, S., And Malhotra, A. (2014). Food Science, Nutrition And Food Safety (6th ed.). India: Pearson India Ltd.
- Guthrie, A.H. (2013) Introductory Nutrition, (6th ed.). United States: The C. V. Mosby Company.
- Robinson, C. H., Lawler, M. R., Cheitoweth, W. L., And Garwick, E. (2006). Normal And Therapeutic Nutrition (17th ed.). New York: Mac Millan Publishing Co.
- Swaminathan, M. (2015). Essentials Of Foods And Nutrition (Vol -1). Chennai: Ganesh And Co. Madras.
- Charley, H. (1982). Food Science (2nd ed.). New Jersey: John Wiley And Sons..
- Potter, N., And Hotchkiss, J. H. (1996) Food Science (5th ed.). New Delhi: CBS Publishers And Distributors.
- Belitz, H. D., And Grosch, W. (1999). Food Chemistry (2nd ed.). New York: Springer.
- Cherry, R. J. (1999). Protein Functionality In Food (3rd ed.). Washington D.C. : American Chemical Society.
- Jain, P. et. al. (2007). Vyawa Swasthya Ke Mool Siddhant (Hindi). New Delhi: Academic Pratibha.

ENVIRONMENTAL STUDIES		
Course code: BHMCT-205	Semester: II	
Teaching Scheme	Maximum Marks: 200	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	00 Marks
	Assignment And Quiz:	00 Marks
	End Semester Exam:	200 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • To Elucidate The Forces Underlying An Environmental Issue. • How To Collect, Analyze, And Communicate Relevant Factors Of Environmental Issues And Problems Persisting In Our Society. • To Fuse The Background Knowledge And Comprehensive Ability With Leadership And Communication Skills To Successfully Devise And Implement Creative, Academically Grounded 		

Solutions To Environmental Problems.
UNIT-I
Introduction To Environmental Studies: Multidisciplinary Nature Of Environmental Studies; Scope And Importance; Concept Of Sustainability And Sustainable Development. Ecosystems: What Is An Ecosystem? Structure And Function Of Ecosystem; Energy Flow In An Ecosystem: Food Chains, Food Webs And Ecological Succession. Case Studies Of The Following Ecosystems: Forest Ecosystem, Grassland Ecosystem, Desert Ecosystem, Aquatic Ecosystems (Ponds, Streams, Lakes, Rivers, Oceans, Estuaries) .
UNIT-II
Natural Resources: Renewable And Non-Renewable Resources: Land Resources And Land Use Change; Land Degradation, Soil Erosion And Desertification. Deforestation: Causes And Impacts Due To Mining, Dam Building On Environment, Forests, Biodiversity And Tribal Populations. Water: Use And Over-Exploitation Of Surface And Ground Water, Floods, Droughts, And Conflicts Over Water (International and Inter-State). Energy Resources: Renewable And Non-Renewable Energy Sources, Use Of Alternate Energy Sources, Growing Energy Needs, Case Studies.
UNIT-III
Biodiversity And Conservation. Levels Of Biological Diversity: Genetic, Species And Ecosystem Diversity; Biogeography Zones Of India; Biodiversity Patterns And Global Biodiversity Hot Spots India As A Mega-Biodiversity Nation; Endangered And Endemic Species Of India , Threats To Biodiversity: Habitat Loss, Poaching Of Wildlife, Man-Wildlife Conflicts, Biological Invasions; Conservation Of Biodiversity: In-Situ And Ex-Situ Conservation Of Biodiversity. Ecosystem And Biodiversity Services: Ecological, Economic, Social, Ethical, Aesthetic And Informational Value.
UNIT-IV
Environmental Pollution: Environmental Pollution: Types, Causes, Effects And Controls; Air, Water, Soil And Noise Pollution, Nuclear Hazards And Human Health Risks, Solid Waste Management: Control Measures Of Urban And Industrial Waste. Pollution Case Studies. Environmental Policies And Practices: Climate Change, Global Warming, Ozone Layer Depletion, Acid Rain And Impacts On Humans, Communities And Agriculture, Environment Laws: Environment Protection Act; Air (Prevention And Control Of Pollution) Act; Water (Prevention And Control Of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International Agreements: Montreal And Kyoto Protocols And Convention On Biological Diversity (CBD). Nature Reserves, Tribal Populations And Rights, And Human-Wildlife Conflicts In Indian Context. Human Communities And The Environment, Human Population Growth: Impacts On Environment, Human Health And Welfare. Resettlement And Rehabilitation Of Project Affected Persons; Case Studies.
UNIT-V
Disaster Management: Floods, Earthquakes, Cyclones And Landslides. Environmental Movements: Chipko, Silent Valley, Bishnois Of Rajasthan. Environmental Ethics: Role Of Indian And Other Religions And Cultures In Environmental Conservation. Environmental Communication And Public Awareness, Case Studies (E.G., CNG Vehicles In Delhi). Field Work Visit To An Area To Document Environmental Assets: River/ Forest/ Flora/Fauna, Etc. Visit A Local Polluted Site-Urban/Rural/Industrial/Agricultural. Study Of Common Plants, Insects, Birds And Basic Principles Of Identification. Study Of Simple Ecosystems-Pond, River, Delhi Ridge, Etc.
TEXT BOOKS
<ul style="list-style-type: none"> • Keerthinarayana And Daniel, Y. (2011). Environmental Science and Engineering (1st ed.). Chennai: Hi-Tech publications. • Erach, B. (2009). A Text Book for Environmental Studies (1st ed.). Text Book of University Grants Commission. • Tiwari, M., Khulbe, K., Tiwari, A. (2009). Environmental Studies (3rd ed.). New Delhi: I. K.

International Publishing House Pvt. Ltd.

- Arumugam, N. (2014). Environmental Studies (UGC Syllabus). Paperback. New Delhi: Saras Publications.
- Kaushik, A. (2012). Environmental Studies (1st ed.). New Delhi: New age publishers.

REFERENCE BOOKS

- Peavy, H. S., D. R. Rowe And T. George (2011). Environmental Engineering (3rd ed.). New York: McGraw Hill.
- Metcalf And Eddy (2008). Wastewater Engineering: Treatment and Reuse (2nd ed.). New Delhi: Tata McGraw Hill.
- Sharma, J. P. (2010). Environmental Studies (1st ed.). India: PHI Learning.
- Singh, B. B. (2016). Objective Environmental Sciences (1st ed.). New Delhi: Ramesh Publishing House.
- Singh And Singh, G. (2014). Ecology Environmental Science and Conservation (1st ed.). India: S. Chand Publications.
- Rajagopalan, R. (2015). Environmental Studies: From Crisis to Cure (1st ed.). India: OUP Publishers.
- Khoiyangbam, R. S., And Gupta, N. (2012). Introduction to Environmental Sciences (1st ed.). India: Teri Press Editor.
- Krishnamurthy, K. V. (2003). Text book of Biodiversity (1st ed.). India: Science Publishers.
- Marquita, K. H. (2004). Understanding Environmental Pollution (1st ed.). UK: Cambridge University Press.

FOOD PRODUCTION OPERATIONS-I		
Course code: BHMCT-301	Semester : III	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Get An Insight On The Culture, Eating Habits, Preparation Of Popular Dishes From The Cuisines Of India • Understand The Operation Of Quantity Kitchen And Best Practices. • Understand The Concept Of Volume Feeding. 		
UNIT-I		
<p>Quantity Food Production</p> <p>Equipment: Equipment Required For Mass/ Volume Feeding, Heat And Cold Generating Equipment, Care And Maintenance Of Equipments, Modern Developments In Equipment manufacturing. Menu Planning: Basic Principles Of Menu Planning – Points To Consider In Menu Planning For Various Volume Feeding Outlets Such As Industrial, Institutional, And Mobile Catering Units. Planning Menus For School/ College Students, Industrial Workers, Hospitals, Outdoor Parties, Theme Dinners, Transport Facilities, Cruise Lines, Airlines, Railway, Nutritional Factors For The Same. Indenting: Principles Of Indenting For Volume Feeding, Portion Sizes Of Various Items For Different Types Of Volume Feeding, Modifying Recipes For Indenting For Large Scale Catering, Practical Difficulties While Indenting For Volume Feeding. Planning: Principles Of Planning For Quantity Food Production With Regard To Space Allocation, Equipment Selection, and Staffing.</p>		
UNIT-II		
<p>Volume Feeding</p> <p>Institutional And Industrial Catering: Types Of Institutional And Industrial Catering Problems Associated With This Type Of Catering, Scope For Development And Growth. Hospital Catering: Highlights Of Hospital Catering For Patients, Staff, Visitors, Diet Menus And Nutritional Requirements. Premises Catering: Reasons For Growth And Development, Menu Planning And Theme Parties, Concept Of A Central Production Unit, Problems Associated With Off-Premises Catering. Mobile Catering: Characteristics Of Rail, Airline (Flight Kitchens), And Sea Catering, Branches Of Mobile Catering, Cuts Of Meat And Meat Cookery, Cuts Of Beef, Pork, Lamb, And Chicken. SPS, Menus Examples, Methods Of Cooking Each Cut Cold Cuts, Ham, Bacon, Common Types Of Ham, Preparation Menu Examples, Selection, Storage Points.</p>		
UNIT-III		
<p>Basic Indian Cookery</p> <p>History Of Indian Cookery, Characteristic, Regional Differences, Religious Influences, Condiments And Spices , Introduction To Indian Spices, Spices Used In Indian Cookery, Role Of Spices In Indian Cookery, Indian Equivalent Of Spices (Names), Masalas: Blending Of Spices: Different Masalas Used In Indian Cookery, Wet Masalas, Dry Masalas Composition Of Different Masalas, Varieties Of Masalas Available In Regional Areas.</p>		
UNIT-IV		
<p>Regional Indian Cuisine</p> <p>Introduction To Regional Indian Cuisine, Heritage Of Indian Cuisine, Factors That Affect Eating Habits In Different Parts Of The Country, Cuisine And Its Highlights Of Different States/ Regions/ Communities</p>		

To Be Discussed Under Geographic Location, Historical Background, Seasonal Availability, Special Equipment, Staple Diets, Specialty Cuisine For Festivals And Special Occasions.

UNIT-V

States Cuisine

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu And Uttar Pradesh/ Uttaranchal.

Communities: Parsee, Chettinad, Hyderabad, Awadhi, Malabari/ Syrian Christian And Bohra.

Discussions: Indian Breads, Indian Sweets, Indian Snacks.

FOOD PRODUCTION OPERATION-I

Students Will Prepare At Least One Four Course Menu From Each Of The Following Cuisine

1 MAHARASHTRIANN

2 AWADHI

3 BENGALI

4 GOAN

5 PUNJABI

6 SOUTH INDIAN

7 RAJASTHANI

8 GUJRATI

9 HYDERABADI

TEXT BOOKS

- Bali, P. S. (2012). Quantity Food Production Operations and Indian Cuisine (2nd ed.). UK: Oxford University Press.
- Baljekar, M. (2013). The Complete Indian Regional Cookbook: 300 Classic Recipes from the Great Regions of India, (3rd ed.).Ohio: Lorenz Books.
- Parbhoo, R. (2012). Traditional Indian Cooking (3rd ed.). Capetown, South Africa: New Holland Publishers.
- Achaya, K. T. (1994). Indian Food: A Historical Companion (3rd ed.). UK: Oxford University Press.
- Bali, P. S. (2011). Quantity Food Production Operations and Indian Cuisine (1st ed.). UK: Oxford University Press

REFERENCE BOOKS

- Chandra, S. (2001), Cuisines of India: The Art and Tradition of Regional Indian Cooking, (1st ed.). New York: Ecco Publishers.
- Moon, R. (1996). Classic Indian Cuisine By Tiger Books International (3rd ed.). United Kingdom: Tiger Books International.
- Jaffrey, M. (1995). Madhur Jaffrey's Indian Cooking (3rd ed.). United States: Barrons Educational Series.
- Dubey, K. G. (2011). The Indian Cuisine (1st ed.). India: Prentice- Hall of India Pvt. Ltd.
- Sacharoff, S. N. (1996). Flavors of India: Vegetarian Indian Cuisine (2nd ed.). United States: Book Publishing Company (TN)

FOOD AND BEVERAGE SERVICE OPERATIONS		
Course code: BHMCT-302	Semester:III	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Know Old World Wines And Important Countries • Types Of Wines And Service • Professional Wine Service, Preparation Of Wine List And Proper Handling Of Wine • Suggestive Selling Of Wine And Food And Wine Harmony. 		
UNIT-I		
Alcoholic Beverage: Introduction And Definition, Production Of Alcohol, Fermentation Process, Distillation Process, Classification With Examples.		
UNIT-II		
Wines: Definition And History, Classification With Examples, Table/ Still/ Natural ,Sparkling, Fortified, Aromatized ,Production Of Each Classification, Old World Wines (Principal Wine Regions, Wine Laws, Grape Varieties, Production And Brand Names)France, Germany, Italy ,Spain, Portugal, Food And Wine Harmony, Storage Of Wines, Wine Terminology (English And French).		
UNIT-III		
Beer: Introduction And Definition, Production Of Beer, Storage, Types Of Beer, Brand Names (National And International).		
UNIT-IV		
Spirits: Introduction And Definition, Production Of Spirit, Pot-Still Method, Patent Still Method, Production Of Whisky, Rum, Gin, Brandy, Vodka, And Tequila. Different Proof Spirits: American Proof, British Proof (Sikes Scale), Gay Lussac (Oiml Scale)		
UNIT-V		
Liqueurs: Definition And History, Production Of Liqueurs, Broad Categories Of Liqueurs (Herb, Citrus, Fruit/ Egg, Bean And Kernel), Popular Liqueurs (Name, Color, Predominant Flavor And Country Of Origin)		
FOOD AND BEVERAGE SERVICE OPERATIONS – (LAB)		
<ol style="list-style-type: none"> 1. Service Of Old-World Wines, Service Of Red Wine, Service Of White/ Rose Wine, Service Of Sparkling Wines, Service Of Fortified Wines, Service Of Aromatized Wines, Service Of Cider, Perry And Sake. 2. Service Of Beer, Service Of Bottled And Canned Beers, Service Of Draught Beers 3. Service Of Spirits, Service Styles – Neat/ On -The-Rocks/ With Appropriate Mixers, Service Of Whisky, Service Of Vodka, Service Of Rum, Service Of Gin, Service Of Brandy, Service Of Tequila 4. Service Of Liqueurs, Service Styles – Neat/ On -The-Rocks/ With Cream/ En Frappe, Service From The Bar, Service From Liqueur Trolley. 		

TEXT BOOKS
<ul style="list-style-type: none"> • Patrick, G., Iland, P., Caillard, A., And Dry, P. (2009). A Taste of the World of Wine (1st ed.). South Australia: Wine titles. • Walton, S., And Glover, B. (2014). The Ultimate Encyclopaedia of Wine, Beer, Spirits And Liqueurs: The Definitive Reference Guide to Alcohol-Based Drinks (1st ed.). London: Hermes House. • Puckette, M., And Hammack, J. (2105). Wine Folly: The Essential Guide to Wine (2nd ed.). New York: Avery. • Johnson, H., And Robinson, J. (2013). The World Atlas of Wine (7th ed.). London: Octopus Publishing Group.
REFERENCE BOOKS
<ul style="list-style-type: none"> • Brook, S., Gastaud. G., Patricia, H., Latham, P., Grahame, Losrch, W., And Rand, M. (2001). Le Cordon Bleu: Wine essentials (1st ed.). London: Carroll and Brown Publishers. • Henderson, P. J. (2006). About Wine (1st ed.). USA: Thomson Delmar Learning. • Hoffman, L. (2006). The new short course in wine (2nd ed.). Sydney: Pearson Prentice Hall. • Schmidt, A., And William, A. (2004). Hospitality manager’s guide to wines, beers and spirits (1st ed.). Melbourne: Pearson Hospitality Press. • Saldanha, E. (2003). Successful Goan Home Made Wines (3rd ed.).Goa: Rajhauns Vitaran. • Bradbury, R. (1985). Dandelion Wine (Grand Master Editions) Mass Market (1st ed.). United States: Spectra. • Thompson, P. (2005). Red Wine (1st ed.). United States: Author House.

ACCOMODATION OPERATION AND FRONT OFFICE OPERATIONS-I		
Course code: BHMCT-303	Semester:III	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
<p>At The End Of This Course, The Students Will Be Able To:</p> <ul style="list-style-type: none"> • Understand Laundry Operations. • Know About Sewing And Linen Room Operations. • Explain Procedure Followed In Housekeeping Department. • Enhance Managerial Decision Making Skills. • To Learn To Handle Conflicting Situations That May Arise During Guest Interactions. • Impart The Knowledge Of Revenue Calculations And Other Techniques To Improve The Overall Profitability Of The Hotel. • Evaluate Hotel Performance And Analyse Strategies For Revenue Generations. 		
UNIT-I		
Linen Room :Activities Of The Linen Room, Layout And Equipment In The Linen Room, Selection Criteria For Various Linen Items And Fabrics Suitable For This Purpose, Purchase Of Linen, Calculation		

<p>Of Linen Requirements ,Linen Control – Procedure And Records. Stocktaking- Procedures And Records, Recycling Of Discarded Linen, Linen Hire. Uniforms: Advantages Of Providing Uniforms To Staff, Issuing And Exchange Of Uniforms, Type Of Uniforms, Selection And Designing Of Uniforms, Layout Of Uniform Room Sewing Room: Activities And Areas To Be Provided, Equipment Provided.</p>
<p>UNIT-II</p>
<p>Laundry :Commercial And On-Site Laundry, Flow Process Of Industrial Laundering – Opl, Stages In The Wash Cycle, Laundry Equipment And Machines, Layout Of The Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/ Valet Service, Stain Removal, Modern Equipment’s Used By Hotels.</p>
<p>UNIT-III</p>
<p>Pre-Arrival Procedures, Pre Arrival Activities -Preparing An Arrival List Etc., Procedure For VIP Arrival. , Procedure For Group Arrival (Special Arrangements, Meal Coupons, Etc.), Guest Arrival: Types Of Registration. (Register, Loose Leaf, Registration Cards) Receiving Guests., Arrival Procedure For Various Categories Of Guests (Foreigners Along With C- Forms, Fits- Walk In , With Confirmed Reservation) Notification Of Guest Arrival., Welcome Slip, Welcome Call, Criteria For Taking Advance.(Walk -Ins, Scanty Baggage Etc.),Dealing With Overbooking Situation, Walking A Guest.</p>
<p>UNIT-IV</p>
<p>Guest Stay: Rooming A Guest (Introduction To The Hotel Facilities, Orientation Of The Room) Procedure For Room Change, Safe Deposit Procedure., Guest History Card, Guest Services, Guest Relations, Dealing With Emergencies: Medical, Theft, Fire, Bomb Threat, Robbery, Terrorist Attacks Etc. Guest Departure, Departure Notification, Task Performed At Bell Desk, Cashier Reception. Role Of The Front Desk Cashier, Express Check Outs, Late Check Outs And Charges.</p>
<p>UNIT-V</p>
<p>Methods Of Payment, Credits Card Handling, Traveler Cheques, Personal Checks, Handling Cash - Indian, Foreign Currency, Other Methods Of Payment (Travel Agent, Agent, Bill To Company Etc.), Unpaid Account Balances.</p>
<p style="text-align: center;">ACCOMODATION OPERATION-I (LAB)</p>
<ol style="list-style-type: none"> 1. Sample Layout Of Guest Rooms :Single Room, Double Room, Twin Room, Suite 2. Placement And Positioning Of Standard Guest Room Supplies For Different Types Of Rooms 3. Maid’s Trolley: The Contents, Setting Up Trolley 4. Bed Making 5. Laundry: Commercial And On-Site Laundry, Flow Process Of Industrial Laundering – Opl, Stages In The Wash Cycle, Laundry Equipment And Machines, Layout Of The Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/ Valet Service, Stain Removal 6. Servicing Guest Room: Occupied Room, Checked Room, Vacant Room Turndown Services 7. Servicing Of A Bathroom 8. Flower Arrangements
<p style="text-align: center;">FRONT OFFICE OPERATIONS-II (LAB)</p>
<ol style="list-style-type: none"> 1. Handling room keys(issuing, receiving, missing keys, computerized key cards) 2. Preparing And filling up of Registration card. 3. Role play for check -in of different types of guests -FIT, walk-in, VIP, Groups 4. Role play of check-in of foreigners using C –form. 5. Operating PMS for registration 6. Rooming a guest, dealing with change of room request. 7. Role play on situation handling like emergencies, walking a guest, dealing with overbooking situations. 8. Role play of check out procedure.

9. Using different methods of payment to settle bills.

TEXT BOOKS

- Kaushal, S., And Gautam, S. (1994). Accommodation Operation Management (4th ed.). Noida: Frank Bros And Co.
- Raghubalan, G., And Raghubalan, S. (2009). Hotel Housekeeping Operations and Management (2nd ed.). England, UK: Oxford University Press.
- Jones, T. (2004). Professional management of housekeeping operations (4th ed.). New Jersey: John Wiley And Sons.
- Sutherland, A., And Court, J. (2013). The Front Office Manual: The Definite Guide to Trading, Structuring and Sales (1st ed). UK: Palgrave Macmillan.
- Abott, P., And Lewry, S. (1991). Front Office: Procedures, Social Skills and Management (1st ed.). United Kingdom: Butterworth-Heinemann Publications.
- Baker, S., Bradley, P, And Huyton, J. (1994). Principles of Front Office Operations (2nd ed). Boston, United States: Continuum.
- Bardi, A. J. (1996). Hotel Front Office Management (2nd ed.). New York: John Wiley and Sons Inc.

REFERENCE BOOKS

- Huyton, J., And Baker, S. (2001). Case studies in rooms operation and management (2nd ed.). Frenchs Forest NSW: Pearson Hospitality Press:
- O'Shanness, V., Haby, S., And Richmond, P. (2001). Accommodation services (2nd ed.). Frenchs Forest NSW: Prentice Education Australia.
- Schneider, W. M., Tucker, G., And Sloviak, M. (1999). The Professional Housekeeper (4th ed.). Milton Qld: Jacaranda Wiley.
- Casado, M. A. (2012). Housekeeping Management (2nd ed.). New Jersey: John Wiley And Sons.
- Bhatnagar, S. K. (2002). Front Office Management (1st ed.). Noida: Frank Bros. And Co. Ltd.
- Braham, B. (1985). Hotel Front Office (2nd ed.). Great Britain: Stanley Thornes Publications.
- Dix, C. (1998). Front Office Operations (4th ed.). London: Longman Publications.
- Ismail, A. (2002). Front Office operations and management (1st ed.). Boston: Delmar Thomson Learning.

HOTEL ACCOUNTING		
Course code: BHMCT-304	Semester:III	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Identify Different Costing Methods And Its Role In Product Costing. • Analyse And Apply Costing Techniques In Practical Situations. • Explain The Costing Methods Used In Hospitality Industry. • Apply The Material Pricing Methods In Practical Context. • Prepare And Analyse The Cost Sheet. 		
UNIT-I		
Uniform System Of Accounting: Meaning, Objectives And Advantages Of Uniform System Of		

Accounting, Difficulties In Implementing The Uniform System Of Accounting, Essentials Of Successful Implementation Of The Uniform System Of Accounting In Hotels, Meaning Of Income Statement, Purpose Of Preparing An Income Statement, Preparation Of Income Statement Under The Uniform, System Of Accounting In Hotels With The Format Prescribed, Departmental Income And Expense Statements In Hotel With Their Respective Schedule (Schedule Nos. 1 To 16) Meaning Of Balance Sheet, Purpose Of Preparing A Balance Sheet, Preparation Of Balance Sheet Under The Uniform System Of Accounting In Hotels With The Format Prescribed ,Practical Problems.

UNIT-II

Departmental Accounting: Meaning, Objectives And Advantages Of Departmental Accounting, Methods Of Calculating The Profitability O F Different Departments In Hotels, Inter -Departmental Transfers: Meaning Of Cost-Allocation And Cost –Apportionment, Advantages Of Cost-Allocation And Cost – Apportionment ,Steps Involved In Allocating Costs , Principles Of Cost -Allocation And Cost – Apportionment, Drawbacks Of Cost -Allocation And Cost –Apportionment, Bases Of Cost-Allocation, Practical Problems

UNIT-III

Audit Of Hotels :Meaning And Objectives Of Audit , Benefits Of Audit In Hotels, Difference Between Accountancy And Auditing, Limitations Of Audit, Classification Of Audit, Distinction Between Internal Audit And Statutory Audit, The Auditor Of Hotels: Meaning Of Auditor, Qualities Of An Auditor, Independence Of An Auditor , Auditor Of Hotel, Rights/ Powers Of A Hotel Auditor, Duties Of A Hotel Auditor.

UNIT-IV

Planning The Audit: Arrangements With The Client, Audit Memorandum, Audit Programme, Audit Note Book, Audit Working Papers, Instructions To The Client, Liability Of The Auditor, Nature Of The Auditor’s Liability, Civil Liability, Criminal Liability, Contractual Liability, Statutory Liability, Liability Towards Third Parties, Liability For Unlawful Acts Of The Client

UNIT-V

Internal Control: Meaning And Features Of Internal Control, Objectives Of Internal Control, Advantages And Limitations Of Internal Control, Essentials Of A Good Internal Control System, Implementation And Review Of Internal Control, Internal Check: Meaning Of Internal Check, Objectives Of Internal Check, Advantages And Limitations Of Internal Check, Elements Of A Good Internal Check System, Distinction Between Internal Check And Internal Audit.

TEXT BOOKS

- Goel, D. K., Goel, R., And Goel, S. (2009). Accountancy (6th ed.). New Delhi: Arya Publication.
- Goyal, A., And Goyal, M. (2015). Accounting for Managers (3rd ed.). New Delhi: VK Global Publications Pvt. Ltd.
- Iyengar, I. (2012). Hotel Finance (2nd ed.). New Delhi: Oxford University.
- Jugels, M. G. (2007). Hospitality Management Accounting (3rd ed.). New Jersey: John WileyAnd Sons

REFERENCE BOOKS

- Belverd, E., And Powers, M. (2013). Principles of Financial Accounting (2nd ed.). New Delhi: Cengage Learning.
- Horngren, C., Datar, T., Foster, G. (2006). Cost Accounting: A Managerial Emphasis (2nd ed.). New Jersey: Pearson Prentice Hall.
- Robson, K. (1992). Accounting Numbers as ‘inscription’: Action at a Distance and the Development of Accounting (2nd ed.). Accounting, Organizations and Society.
- Perks, R. W. (1993). Accounting and Society (2nd ed.). London: Chapman And Hall.
- Droms, W. G., And Wright, J. O. (2010). Finance and Accounting for nonfinancial Managers (2nd ed.). Basic Books.
- Brealey, R. A., Stewart, C. M., And Franklin And Pitabas, M. (2014). Principles of Corporate Finance (2nd ed.). New Delhi: Tata McGraw Hill.

- Viswanath, S. R. (2009). Corporate Finance: Theory and practice (4th ed.). New Delhi: Sage Publications.
- Grewal, T. S. (2004). Double Entry Book-Keeping (2nd ed.). New Delhi: S Chand And sons.
- Jain, S. P., And Nara, K. L. (1999). Hotel Accountancy And Finance (1st ed.). Ludhiana: Kalyani Publisher.

FOOD AND BEVERAGE MANAGEMENT AND CONTROLS		
Course code: BHMCT-305	Semester:III	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Know Old World Wines And Important Countries • Types Of Wines And Service • Professional Wine Service, Preparation Of Wine List And Proper Handling Of Wine Suggestive Selling Of Wine And Food And Wine Harmony. 		
UNIT-I		
<p>Cost Dynamics</p> <p>Introduction To Cost Control And Elements Of Cost, Classification Of Cost, Objectives And Advantages Of Cost Control, Sales Concepts: Various Sales Concept, Uses Of Sales Concept Control Cycle For Food: Purchasing Control, Types Of Food Purchase, Quality Purchasing Food Quality Factors For Different Commodities, Definition Of Yield, Tests To Arrive At Standard Yield, Definition Of Standard Purchase Specification, Advantages Of Standard Yield And Standard Purchase Specification, Purchasing Procedure, Different Methods Of Food Purchasing, Methods Of Purchasing In Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost Receiving Control: Aims Of Receiving Job Description Of Receiving Clerk/ Personnel, Equipment Required For Receiving, Documents By The Supplier (Including Format), Delivery Notes, Bills/ Invoices, Credits Notes, Statements, Records Maintained In The Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing The Performance And Efficiency Of Receiving Department, Potential Frauds In Receiving, Hygiene In Receiving Areas And It's Relative Importance.</p>		
UNIT-II		
<p>Storing And Issuing Control</p> <p>Storing Control, Aims Of Store Control, Job Description Of Food Store Room Clerk/ Personnel , Storing Control, Conditions Of Facilities And Equipment, Arrangements Of Food, Location Of Storage Facilities, Security, Stock Control, Two Types Of Foods Received – Direct Stores (Perishables/ Non -Perishables), Stock Records Maintained Bin Cards (Stock Record Cards/ Books)Issuing Control, Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/ Stock Taking, Pricing Of Commodities, Stock Taking And Comparison Of Actual Physical Inventory And Book Value, Stock Levels, Practical Problems Production Control: Aims And Objectives ,Forecasting, Fixing Of Standards-Definition Of Standards (Quality And Quantity)-Standard Recipe (Definition, Objectives And Various Tests)-Standard Portion Size (Definition, Objectives And Equipment Used)-Standard Portion Cost (Objectives And Cost Cards), Computation Of Staff Meals.</p>		
UNIT-III		

Inventory Control

Importance, Objective, Method, Levels And Technique, Perpetual Inventory, Monthly Inventory, Pricing Of Commodities, Comparison Of Physical And Perpetual Inventory Beverage Control: Purchasing, Receiving, Storing, Issuing, Production Control, Standard Recipe, Standard Portion Size, Bar Frauds, Books Maintained, Beverage Control

Sales Control: Procedure Of Cash Control, Machine System, Ecr, Ncr, Preset Machines, Pos, Reports, Thefts, Cash Handling.

UNIT-IV

Budgetary Control

Define Budget, Define Budgetary Control, Objectives, Frame Work, Key Factors, Types Of Budget, Budgetary Control, Variance Analysis: Standard Cost, Standard Costing, Cost Variances, Material Variances, Labor Variances, Overhead Variance, Fixed Overhead Variance, Sales Variance, Profit Variance, Breakeven Analysis: Breakeven Chart, P V Ratio, Contribution, Marginal Cost, Graphs.

UNIT-V

Menu Merchandising

Menu Control, Menu Structure, Planning, Pricing Of Menus ,Types Of Menus ,Menu As Marketing Tool, Layout, Constrains Of Menu Planning, Menu Engineering: Definition And Objectives, Methods, Advantages, Mis: Reports, Calculation Of Actual Cost, Daily Food Cost, Monthly Food Cost, Statistical Revenue Reports ,Cumulative And Non- Cumulative.

TEXT BOOKS

- Dodgshun, G. And Peters, M. (2004). Cookery for the Hospitality Industry (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). Larousse Gastronomique (Rev. ed.). US: Clarkson N. Potter.
- Pavesic, D. And Magnant, P. (2004). Fundamental Principles of Restaurant Cost Control (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J., And Treuille, E. (2005). The Cooks' Bible (3rd ed.). London: Carroll and Brown.
- Asch, A. B. (2005). Hospitality Cost Control: A practical approach (3rd ed.). New Jersey: Pearson Prentice Hall

REFERENCE BOOKS

- Le Cordon Bleu. (2006). Kitchen Essentials (3rd ed.). London: Carroll and Brown.
- McWilliams, M. (2006). Food Fundamentals (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). Make it safe: a guide to food safety. Collingwood: CSIRO Publishing.
- Cracknell, H. L. And Kaufmann, R. J. (1999). Practical Professional Cookery (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). Professional Cooking (4th ed.). New York: John Wiley and Sons Inc.

INDUSTRIAL TRAINING REPORT		
Course code: BHMCT-400	Semester:IV	
Duration : 17 Weeks	Maximum Marks: 600	
Teaching Scheme	Examination Scheme	
-	Internal Assessment Exam:	150 Marks
-	Assignment And Quiz:	000 Marks
Credit : 22	End Semester Exam:	450 Marks

LEARNING OUTCOME

At The End Of This Course, The Students Will Be Able To:

- Understand The Hotel & Service Industry Trends.
- Understand The Organizations Working Culture.
- Identify The Operations Of Various Departments Of The Hotel.
- Deal With Guest In A Much More Professional Way.
- Learn Entrepreneurship Skills.

INDUSTRIAL TRAINING REPORT

Each Student Shall Have To Undergo 17 – Weeks Of Training In Hospitality, Tourism And Travel Organisations During The Fourth Semester Under The Guidance Of A Faculty Advisor. On Completion Of The Training, The Student Must Submit A Certificate To This Effect Duly Signed By The Manager/Official Of The Company. The Training Report Must Be Submitted In Duplicate Within 15 Days Of The Completion Of Training. The Head Of The Department Shall Notify The Date Of Submission Of The Report. The Report Must Include A Certificate Of Original Work Carried Out By The Student Duly Signed By Him/Her, The Faculty Advisor Or Guide And The Head Of The Department. The Training Report And Viva-Voce Examination Shall Be Evaluated By One Or More External Examiner And One Internal Examiner. The List Of External Examiners Is To Be Submitted By The Department For Approval By The Competent Authority Through Proper Channels. The Training Report And Viva-Voce Examination Shall Be Evaluated From A Total Of 600 Marks. Student . Student Will Collect Play Performa Of The IT Report Log Book And Rule Book For The Industrial Training From The Department.

INDUSTRIAL TRAINING RULES

1. Attendance Rules

- Under The Semester System, Compulsory Industrial Exposure Has Been Provided In SEM IV Comprising 17 Weeks Or 119 Working Days. A Student Can Avail Leave Up To 10% Or 12 Days With Prior Permission Of The Hotel And The Department. H.O.D Can Condone Additional 10% Or 10 Days On Production Of A Medical Certificate.
- Any Student Who Is Not Able To Complete Will Undergo Industrial Training Afresh During The Next Academic Year And Will Not Be Promoted To Semester V.
- Once The Student Has Been Selected / Deputed For Industrial Training By The Department, He/ She Shall Not Undergo IT Elsewhere. In Case Students Make Direct Arrangements With The Hotel For Industrial Training, These Will Necessarily Have To Be Approved By The Department. Students Selected

Through Campus Interviews Will Not Seek Industrial Training On Their Own.

- All Trainees Must Ensure That The Log Books And Appraisals Are Signed By The Departmental /Sectional Heads As Soon As Training In A Particular Department Or Section Is Completed.
- All The Trainees Must Bring The Attendance Certificate From The Hotel Mentioning The Attendance Record For The Assessment.
- Trainees Are Also Advised To Make A Report On The Department Of Their Choice, On Completion Of Training In That Respective Department.
- A Powerpoint Presentation On That Department (Based On The Report) Should Be Made. This Will Be Presented In Front Of A Select Panel From The Department And The Industry. It Should Be Made For Duration Of 10 Minutes. It Should Be Based On The Same Departments That The Report Is Being Made In.
- The Presentation Should Include Details About The Department. For E.G.: In Case Of Kitchen Department, (Introduction Of The Department, Hierarchy, Job Responsibilities Of The Staff In The Hierarchy, A Brief Description Of The Different Outlet Kitchens In The Hotel, Etc.)
- Marks Will Be Awarded On This. The Presentation Should Express The Student's Experiences In The Department And What Has He Learned / Observed.

2. Guidelines for making report

The training report should include shift timings, duties and responsibilities, procedures, formats (pertaining to different sections of the department) and also the student's training schedule in the department, special observations etc.

Front Office Department

1. Acknowledgement 2. Index: Sr. No. Content Page No. 3. Introduction: a) history and growth of the hotel b)a brief description of hotel you are training in. 4. Front Office:		
	<ul style="list-style-type: none"> • Organization mission statement • The number and type of rooms • Rack rates • F & B outlets • Other services and facilities provided • Goals and strategies 	
5. Front office organization and hierarchy of staff 6. Duties and responsibilities of:		
	<ul style="list-style-type: none"> • Sectional manager • Supervisor • Operational staff 	
7. Layout/ floor plan of section 8. Procedures & functions performed at various shifts. 9. Operational functions followed with interdepartmental relationships, etc. 10. Equipment used: heavy duty, manufacturer, special equipment, etc. 11. Tasks performed by trainees in each section – skills required, developed & knowledge gained. 12. Situation handling/ special observations. 13. Suggestions for improvement 14. For each section or procedure attach forms/ slips/ reports generated. 15. Trainees may also attach pictures/ brochures etc.		
	Areas to be covered 1. Reservation 2. Reception	

	3. Bell desk 4. Cashier/ Business Centre/ Airport Rep	
Housekeeping Department		
1. Acknowledgement 2. Index: Sr. No. Content Page No. 3. Introduction: a) history and growth of the hotel b) a brief description of hotel you are training in. 4. Housekeeping <ul style="list-style-type: none"> • Definition • Location in the hotel • No. of rooms • Types of rooms • Colour schemes used • Various suites, their names, specialties with regards to their names etc. 		
5. Housekeeping organization & hierarchy 6. Duties and responsibilities of <ul style="list-style-type: none"> • Executive house keeper • Asst. housekeeper • Senior supervisors – floors & public areas • Supervisors • Room boys • Housemen, etc 		
7. Layout/ floor plan 8. Procedures & functions performed at various sections in various shifts 9. Equipment used: Heavy duty – manufacturer of special equipment <ul style="list-style-type: none"> • Cleaning agents used (item, manufacturers, cost, use) • Various guest supplies – their costs • Room supplies used – bed sheets, blankets, pillows – their cost, size. 		
10. Training schedule 11. Tasks performed by trainee at each section (in order of the training schedule) <ul style="list-style-type: none"> • Skills developed • Special observations • Situation handling 		
12. Departmental function – objectives & functional operations of housekeeping <ul style="list-style-type: none"> • Interdepartmental relationships and work procedures • Write briefly on pest control, laundry procedures, flower arrangements, lost and found procedures, etc. • Records and formats maintained • Observations and recommendations 		
13. Linen 14. Laundry 15. Suggestions for improvement of training		
<p style="text-align: center;">Areas to be covered</p> <ul style="list-style-type: none"> • Floors 		

- Public area
- Linen/ Laundry/ Uniform room
- HK Desk
- Florist/ HK Stores
- Food Production Department

- 1) Acknowledgement
- 2) Index: Sr. No. Content Page No.
- 3) Introduction: A.) History And Growth Of The Hotel B.) A Brief Description Of Hotel You Are Training In.
- 4) Kitchen
- 5) Satellite Kitchens
- 6) Their Sections
- 7) Kitchen Organization
- 8) Structure
- 9) Hierarchy
- 10) Training Schedule (In Order Of Training Sequence)
- 11) For Each Kitchen
- 12) The F&B Outlet It Is Serving
- 13) Kind Of Food/ Menu Prepared In That Kitchen/ Recipes
- 14) Breakup Of The Tasks Performed In Each Section/ Shift
- 15) Observations & Recommendations
- 16) Equipment Used – Heavy Duty, Manufacturers, Cost, Etc. • Work Procedures, Interdepartmental
- 17) Records/ Formats Maintained – Forms/ Slips/ Reports
- 18) Stores/ Purchases/ Receiving
- 19) Indent Sheet/ Issuing/ Stock Cards Etc.
- 20) Stores
- 21) Purchases
- 22) Receiving

Areas to be covered

1. Main kitchen
2. Garde Manger
3. Butchery
4. Bakery
5. Restaurant kitchen/ Stores
6. Layout of kitchens
7. Brand names of equipment used

Food & Beverage Service Department

1. Acknowledgement
2. Index: Sr. No. Content Page No.
3. Introduction: a) history and growth of the hotel b) a brief description of hotel you are training in.
4. F & B Department: Organisational chart – hierarchy
5. No. of outlets
6. Training schedule
7. Per Section / outlet

- Name of F&B outlet, No. of covers

- Manager, Operating hours
- Dimensions, Area per cover
- Location of the outlet in the hotel, any other information

8. Name/ meaning/ambience
9. Outlet manning hierarchy– state position & no. of each
10. Duties & responsibilities of– sectional manager, supervisors, operating staff
11. Type of cuisine & menu– photocopy of menu if possible
12. Type of service
13. Buffet service: sit down with covers/ sit down without covers/ stand up/ others
14. Buffet set up
14. Buffet equipment
15. Buffet food layout: illustrate by drawing, pictures, etc.
16. Entertainment– music/ dancing/ etc.
17. Seating– tables – shapes
18. Size/no./ chairs/ banquets/ sofas/ booths/ etc.
19. List of equipment :
 - a. Flat ware, hollowware, cutlery, others, crockery
 - b. Cost, use & silverware
21. Table cloths, slip cloths, serviettes, tray cloths, uniforms for each post
22. Disposables– paper serviettes
23. Convenience foods– wafers
24. Pre portioned packs– sugar sachets
25. Proprietary products– sauces, juices
26. Cover setup
27. Side boards: no's / ht/ length/ breadth/ average no. of covers sold each day/ cover charge/
28. Average sales per day.
29. Table reservation procedure
30. Order taking procedure
31. Formats
32. Unique selling procedures
33. Briefing/ debriefing
34. Duty roasters
35. Types of records and journals maintained, Interdepartmental relationship etc.

3. Do's And Don'ts

1. Maintain Good Attendance. Medical Leave Can Only Be Given On Medical Grounds With The Support Of A Medical Certificate. The Hotel As Well As The Department Should Be Informed Of The Same.
2. Fill Up Your Log Books On A Weekly Basis And Get Them Signed By The Supervisors.
3. Appraisals Should Be Taken When Finishing With A Section / Department.
4. No Leave Should Be Taken Without Prior Permission.
5. Department In Which You Are Working As Well As The Training Department Should Be Informed When You Are Unable To Come On Duty. This Should Be Done Well Before The Shift Starts So That Alternate Arrangements Can Be Made By Department.
6. Follow The Best Grooming Standards Of The Hotel. Be Well Groomed Always.
7. Any Piece Of Uniform Or Any Other Article / Belongings That You Take To The Hotel Should

3. Do's and Don'ts

1. Maintain Good Attendance. Medical Leave Can Only Be Given On Medical Grounds With The

Support Of A Medical Certificate. The Hotel As Well As The Department Should Be Informed Of The Same.

2. Fill Up Your Log Books On A Weekly Basis And Get Them Signed By The Supervisors.

3. Appraisals Should Be Taken When Finishing With A Section / Department.

4. No Leave Should Be Taken Without Prior Permission.

5. Department In Which You Are Working As Well As The Training Department Should Be Informed When You Are Unable To Come On Duty. This Should Be Done Well Before The Shift Starts So That Alternate Arrangements Can Be Made By Department.

6. Follow The Best Grooming Standards Of The Hotel. Be Well Groomed Always.

7. Any Piece Of Uniform Or Any Other Article / Belongings That You Take To The Hotel Should Be Registered At The Time Office While Entering The Hotel. You Should Note The Date, Time And Serial No. Of The Entry That You Have Made On The Register So That When You Take The Article Out Of The Hotel, There Will Not Be A Problem Locating That Entry.

8. Nothing Belonging To The Hotel Should Be On You When You Leave The Hotel Premises After Your Shift, Not Even A Pen Or A Toothpick. Check Your Pockets Or Bags To Make Sure That Nothing Belonging To The Hotel Is On You Even By Mistake.

9. Hotel Phones Should Not Be Used To Make Personal Calls.

10. Follow The Rules And Regulations Of The Hotel.

11. Have A Good Rapport With The Hotel Staff But Don't Be Too Familiar/Personal. Remember That You Are A Trainee And The Hotel Is Giving You An Opportunity To Learn. Make The Most Of It.

12. While Working In A Particular Department You May Come Across Some Vital Information. Do Not Divulge It As Secrecy Has To Be Maintained.

13. You May Require Some Formats From A Department To Be Used In Your Reports. Do Not Take Them Without Permission (Gate Pass)

14. All Departments Are Equally Important Do Not Insist On Reducing The Training Duration In One Department And Increasing It In Some Other.

15. Start Collecting Matter For Your Report Right From The Beginning Of Your Training. It Is Much Easier To Collect Information And Formats From The Departments While You Are Still Working There.

16. Logbooks, Appraisals, Copy Of Training Certificate, Attendance Sheet, Leave Card, Training Report On The Department Of Your Choice And A Power Point Presentation On A CD Of The Same Should Be Submitted At The Department On The Due Date Given By The Faculty Coordinator.

17. You Get 10 Minutes To Make The Presentation In Front Of A Panel.

18. It Is Mandatory That Students Train In All The Four Core Areas I.E. Front Office, Housekeeping, Food And Beverage Service And Food Production Department.

**Department Of Hotel Management And Hospitality
Atal Bihari Vajpayee Vishwavidyalaya, Bilaspur, C.G-495001**

Attendance Record

Name Of Trainee:

Organization Name:

Enrollment No:

Mobile:

Week	Department	Date Weekly Off	Date Leaves
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			

H.R / L&D Manager

(Name &Signature)

**Department Of Hotel Management And Hospitality
Atal Bihari Vajpayee Vishwavidyalaya, Bilaspur, C.G-495001**

INDUSTRIAL TRAINING

PERFORMANCE APPRAISAL FORM (PAF)

NAME OF THE TRAINEE	
ENROLLMENT NO.	
DEPARTMENT	
DURATION	
NAME OF THE HOTEL	
FROM	TO
DEPARTMENT: HOUSEKEEPING / FRONT OFFICE / FOOD PRODUCTION / FOOD & BEVERAGES SERVICE	

APPEARANCE

Immaculate Appearance, Spotless Uniform, Well-Groomed Hair, Clean Nails And Hands	5
Smart Appearance, Crisp Uniform, Acceptable Hair, Clean Nails And Hands	4
Well Presented, Clean Uniform, Acceptable? Clean Nails And Hands	3
Untidy Hair, Creased Kept Uniform, Hands Not Clean At Times	2
Dirty/Disheveled, Long/ Unkempt Hair, Dirty Hands And Long Nails	1

PUNCTUALITY/ATTENDANCE

Ontime, Well Prepared, Ready To Commence Task, Attendance Excellent 100%	5
Ontime, Lacks Some Preparation But Copes Well, Attendance Very Good 90%	4
Ontime, Some Disorganized Aspects Just Copes, Attendance Regular 80%	3
Occasionally Late, Disorganized Approach, Attendance Irregular 60%	2
Frequently Late, Not Prepared, Frequently Absent Without Excuse 50%	1

ABILITY TO COMMUNICATE (WRITTEN / ORAL)

Very Confident, Demonstrates Outstanding Confidence And Ability Both Spoken/Written	5
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Confident, Delver's Information	4
Communicates Adequately, But Lacks Depth And Confidence	3
Hesitant Lacks Confidence In Spoken/Written Communication	2
Very Inanimate, Unable To Express In Spoken Or Written Work	1

ATTITUDE TOWARDS COLLEAGUES/ GUEST	
---	--

Wins/retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked	4
Gets on well with most colleagues, Handles customers well	3
Slow to mix, week manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & Customers.	1

ATTITUDE TOWARDS SUPERVISION	
-------------------------------------	--

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

INITIATIVE / MOTIVATION	
--------------------------------	--

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

RELIABILITY / COMPREHENSION	
------------------------------------	--

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them, Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3

Cannot be relied upon to work without supervision. Comprehends only after constant explanation	2
Requires constant supervision. Lacks any comprehension of the application	1
RESPONSIBILITY	
Actively seeks responsibility at all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes	3
Inclined refer matters upwards rather than make own decision	2
Avoids taking responsibility	1
QUALITY OF WORK	
Exceptionally accurate in work, very thorough usually unaided	5
Maintains a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven	2
Inaccurate and slow at work	1
QUANTITY OF WORK	
Outstanding in output of work	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

TOTAL: / 50

Recommendation for trainee:

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.....
.....

Name of Appraiser :

Designation of Appraiser:

Signature of Appraiser : Date:

Signature of Student: **Date:**

Approved By:

Department Head
(Name & Signature)

Human Resource Manager
(Name, Signature)

FOOD PRODUCTION OPERATIONS-II		
Course code: BHMCT-501	Semester:V	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • To Enable Students About The Managerial Aspects. • To Teach Students About Quality And Portion Control. • To Master The Students In a Particular Area Of Culinary Skill. • To Train The Students In Terms Of Menu Planning. 		
UNIT-I		
Stores Principles Of Storage, Types Of Stores, Layout Of Dry And Cold Rooms, Staff Hierarchy, Guidelines For Efficient Storage, Control Procedures, Inventory Procedures, EOQ, Re-Order Levels, Bin Cards, Form And Formats, And Function Of A Store Manager.		
UNIT-II		
Pastry Short Crust, Laminated, Choux, Hot Water/ Rough Puff, Recipes And Methods Of Preparation, Differences, Uses Of Each Pastry, Care To Be Taken While Preparing Pastry, Role Of Each Ingredient, Temperature Of Baking Pastry, Flour: Structure Of Wheat, Types Of Wheat, Types Of Flour, Processing Of Wheat – Flour, Uses Of Flour In Food Production, Cooking Of Flour (Starch) Pastry Creams Basic Pastry Creams, Uses In Confectionery, Preparation And Care In Production.		
UNIT-III		
Simple Breads Principles Of Bread Making, Simple Yeast Breads, Role Of Each Ingredient In Bread Making, Baking Temperature And Its Importance.		
UNIT-IV		
Food Presentation Principles, Basic Presentations, Modern Perspectives, Use Of Technology, Contemporary Plates, Unconventional Garnishes, Role And Uses Of Garnishes, Food Styling, Food Photography And Problems There in, Use Of Non-Edible Components, Role Of Dimension.		
UNIT-V		
Oriental Cuisine Introduction To South East Asia Foods, Chinese, Thai, Vietnam Etc., Historical Background, Regional Cooking Styles, Methods Of Cooking, Equipment And Utensils. Specialty Fine Foods, Caviar, Oysters, Pate De Foie Gras, Salmon, Ahi Tuna, Kobe Beef, New Zealand Lamb, Sushi, Exotic Vegetables, and Exotic Fruit.		

FOOD PRODUCTION OPERATIONS – II (LAB)

Two Regional Cuisines: Institutes/ Universities May Opt For Any Cuisine Preferably Cuisine From Their Own State.

Pastry, Demonstration, And Preparation Of Dishes Using Varieties Of Pastry, Short Crust – Jam Tarts, Turnovers, Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns, Choux Paste – Eclairs, Profiteroles, Basic Pastry Making And Their Derivatives: Short Crust Pastry, Laminated Pastries –Puff, Flaky, Choux Pastry, Hot Water Crust Pastry, Suet Pastry, Etc. Fillings Used In Pastry: Pastry Cream And Its Varieties, Ganache, Mousse And Mousseline, Cream Chantilly.

Chinese Cuisine.

Menu 01 : Prawn Ball Soup, Fried, Wonton, sweet And Sour Pork, Hakka Noodles.

Menu 02 : Hot And Sour Soup, Beans Sichuan, Stir Fried Chicken And Peppers, Chinese Fried Rice.

Menu 03 : Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice.

Menu 04 ; Wonton Soup, Spring Rolls, Stir Fried Beef And Celery, Chow Mein.

Menu 05 : Prawns In Garlic Sauce, Fish Szechwan, Hot And Sour Cabbage, Steamed Noodles.

Cakes

Demonstration And Preparation Of Simple And Enriched Cakes, Sponge, Genoese, Fatless, Swiss Roll, Fruit Cake, Rich Cakes, Dundee, Madeira

Hot / Cold Desserts

Caramel Custard, Bread, And Butter Pudding, Queen Of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee), Bavaroise, Diplomat Pudding, Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding

TEXT BOOKS

- Kingslee, J. (2014). Professional Text to Bakery And Confectionary (3rd ed.). New Delhi: New Age International (P) Ltd.
- Jones, L. (2012). Lily Vanilli's Sweet Tooth: Recipes And Tips from a Modern Artisan Bakery (1st ed.). UK: Canongate Books.
- Swift, M. (2014). Primrose Bakery Christmas (1st ed.). India: Square Peg/ RAndom House.
- Singh, K. S. (2011). Theory of Bakery And Confectionary: An Operational Approach (1st ed.). India: Kanishka Publishers Distributors.
- Geoff, T. (2009). Science And Technology of Enrobed And Filled Chocolate, Confectionery And Bakery Products (1st ed.), UK: Wood head Publishing Limited.

REFERENCE BOOKS

- ChAndan, R. C., Clark, S., And Hui, Y. H. (2007). HAndbook Of Food Products Manufacturing: Principles, Bakery, Beverages, Cereals, Cheese, Confectionary, Fats, Fruits, And Functional foods (1st ed.). New York: John Wiley And Sons Inc.
- Cauvain, S., And Young, L. (2000). Bakery Food Manufacture And Quality: Water Control And Effects (2nd ed.). New Delhi: Bio Green Books.
- Douglas, T. (2011). The Dahlia Bakery Cookbook: Sweetness in Seattle (1st ed.). Seattle: William Morrow And Company.
- Capobianco, F. (2013). The Vegan Divas Cookbook: Delicious Desserts, Plates, And Treats from the Famed New York City Bakery (1st ed.). New York: Harper Wave.
- Levy, R., And Meija, G. (2015). Gails Artisan Bakery Cookbook (1st ed.). India: RAndom House.

FOOD AND BEVERAGE SERVICE OPERATIONS– II		
Course code: BHMCT-502	Semester:V	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Prepare Banquet Equipment And Setups • Take Orders And Serve Drinks In the Banquets And Bar. • Handle The Smooth Banquet Operations. • Learn Basic Principles Of Mixology And Cocktail Making 		
UNIT-I		
New World Wines (Principal Wine Regions, Wine Laws, Grape Varieties, Production And Brand Names) : USA, Australia, India, Chile, South Africa, Algeria, New Zealand.		
UNIT-II		
Aperitifs: Introduction And Definition, Types Of Aperitifs, Vermouth (Definition, Types And Brand Names)., Bitters (Definition, Types And Brand Names).		
UNIT-III		
Bar Organisation Introduction And Definition, Bar Layout – Physical Layout Of Bar, Bar Stock –Alcohol And Non-Alcoholic Beverages, Bar Equipment.		
UNIT-IV		
Tobacco History, Processing For Cigarettes, Pipe Tobacco And Cigars, Cigarettes – Types And Brand Names, Pipe Tobacco – Types And Brand Names, Cigars – Shapes, Sizes, Colours And Brand Names, Care And Storage Of Cigarettes And Cigars.		
UNIT-V		
Mixology Cocktails And Mixed Drinks Definition And History, Classification, Parts Of Cocktail, Methods Of Making Cocktails, Measures, Pourers And Pouring, Garnishes Classic Cocktails Innovative Cocktails: Developing New Cocktails, Infused Drinks, Sour Drinks, Trendy Drinks, Long Drinks, Short Drinks, Cream Drinks, Wine Based Drinks, Hot Drinks, Mocktails Or Non-Alcoholic Mixed Drinks.		

FOOD AND BEVERAGE SERVICE OPERATIONS – II (LAB)	
Service Of New World Wines, Service Of Red Wine, Service Of White/ Rose Wine, Service Of Sparkling Wines, Service Of Fortified Wines, Service Of Aromatized Wines Service Of Aperitifs: Service Of Bitters, Service Of Vermouths. Dispense Bar: Function / Operation, Storage Of Alcoholic Beverage, Service From Dispense Bar. Cigar Service Storage Of Cigar Presentation Of Cigar Cutting Of Cigar, Lighting Of Cigar.	
TEXT BOOKS	
<ul style="list-style-type: none"> • Andrews, S. (2012). Food And Beverage Management (6th ed.). New Delhi: Tata Mc Graw Hill Education Private Limited. • Singaravelavan, R. (2012). Food And Beverage Service (1st ed.). London: Oxford Publications. • Bagchi, S. N. (2014). Food And Beverage Service (3rd ed.). New Delhi: Aman Publications. • Walton, S., Glover, B. (1998). The Ultimate Encyclopedia of Wine, Beer, Spirits And Liqueurs (1st ed.). UK: Anness Publishing. 	
REFERENCE BOOKS	
<ul style="list-style-type: none"> • Kotschevar, L. H., And Luciani, V. (2006). Presenting service: the ultimate guide for the foodservice professional (2nd ed.). New York: John Wiley And Sons Inc. • Meyer, S., Schmid, E., And Spühler, C (1990). Professional table service (1st ed.). New York: John Wiley And Sons Inc. • Cullen, P. (1997). The Food And Beverage Manager (1st ed.). Butterworth-Heinemann: London: Oxford. • Wood, R. C. (2016). Strategic Questions in Food And Beverage Management, Butterworth-Heinemann: (3rd ed.). London: Oxford. • Bamaunuge, H. (2010). Food And Beverage Service (2nd ed.). London: Pearson Publication Oxford Heineman. 	

ROOMS DIVISION MANAGEMENT - I		
Course code: BHMCT-501	Semester: V	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At the end of this course, the students will be able to: <ul style="list-style-type: none"> • Understand the brief description of each laws: Indian contract act etc. • Understand the concept of industrial law: shops And establishment act with reference to the hotel industry. • Identify the hotel And lodging rates control. 		

- Learn the food legislation And statutory licenses.

UNIT-I

Planning And Organising The House Keeping Department

Area Inventory List, Frequency Schedules, Performance And Productivity Standards, Time And Motion Study In Housekeeping Operations, Standard Operating Manuals – Job Procedures, Job Allocation And Work Schedules, Calculating Staff Strength And Planning Duty Rosters, Team Work And Leadership In HK, Training In HKD, Devising Training Programs For HK Staff, Inventory Level For Non-Recycled Items.

UNIT-II

Housekeeping In Institutes Other Than Hotels

Hospitals, Hostels, Malls, Residential Establishments, Offices, Universities, Other Commercial Areas. Types Of Contract Services, Guidelines For Hiring Contract Services, Advantages And Disadvantages Of Contract Services. Safety Awareness And Accident Prevention, Fire Safety And Firefighting, Crime Prevention And Dealing With Emergency Situation.

UNIT-III

Housekeeping In Institutes Other Than Hotels

Hospitals, Hostels, Malls, Residential Establishments, Offices, Universities, Other Commercial Areas. Types Of Contract Services, Guidelines For Hiring Contract Services, Advantages And Disadvantages Of Contract Services. Safety Awareness And Accident Prevention, Fire Safety And Firefighting, Crime Prevention And Dealing With Emergency Situation.

UNIT-IV

Front Office Security Functions

Role Of Front Office In Hotel Security, Latest Security Measures Used In Hotels At The Time Of Check - In: Use Of Metal Detectors, Baggage Checks, X-Ray Machines, Key Control, Lost And Found, Guest And Staff Movement And Access Control, ELS (Electronic Keycards) Damaged Keys.

UNIT-V

Front Office Accounting And Credit Control

Foreign Currency Awareness And Handling Procedures, Cash Sheet, Hotel Credit Management And Credit Control, Credit Control -Meaning, Objective, Hotel Credit Policy Regarding Guaranteed Bookings/ Corporate Account Holders/ Credit Card Users, Control Measures At The Time Of; Reservation, Night Audit: Night Audit Functions And Process, Operating Model-Non-Automated, Semi-Automated, Verifying And Summarizing Postings, Transcripts –Completion. Guest Complaint Handling/ Problem Solving, Process, Thumb Rules, Common Complaints And Their Types, Role Of Emotions In Situation Handling.

TEXT BOOKS

- Kaushal, S., AndGautam, S. (1994). Accommodation Operation Management (4thed.). Noida: Frank Bros And Co.
- Raghubalan, G., AndRaghubalan, S. (2009). Hotel Housekeeping Operations and Management (2nded.). England, UK: Oxford University Press.
- Bardi, A. J. (1996). Hotel Front Office Management (2nded.). New York: John Wiley and Sons Inc.
- Kasavan, et. al. (1998). Managing Front Office Operations (2nded.). United States: Educational Institute of the American Hotels And Motel Association.
- Mishra, R. (2016). Managing Hotel Front Office Operations (1sted.). New Delhi: CBS Publications And distributors Pvt. Ltd.
- Tewari, J. W. (2009). Hotel Front Office: Operations And Management (1st ed.). India: Oxford

University Publications.

REFERENCE BOOKS

- Huyton, J., And Baker, S. (2001). Case studies in rooms operation and management (2nded.). Frenchs Forest NSW: Pearson Hospitality Press:
- Schneider, W. M., Tucker, G., AndSloviak, M. (1999). The Professional Housekeeper (4thed.). Milton Qld: Jacaranda Wiley.
- Sutherland, A., And Court, J. (2013). The Front Office Manual: The Definite Guide to Trading, Structuring and Sales (1sted). UK: Palgrave Macmillan.
- Abott, P., AndLewry, S. (1991). Front Office: Procedures, Social Skills and Management (1sted.). United Kingdom: Butterworth-Heinemann Publications.
- Baker, S., Bradley. P, AndHuyton, J. (1994). Principles of Front Office Operations (2nded). Boston, United States: Continuum.
- Bhatnagar, S. K. (2002). Front Office Management (1sted.). Noida: Frank Bros. And Co. Ltd.

ROOMS DIVISION MANAGEMENT - I (LAB)

- Laundry Machinery And Equipment's
- Stain Removal
- Reporting Maintenance And Follow Ups
- Handling Housekeeping Software's
- (Anyone Normally Used In Hospitality Industry)
- Horticulture: Basic Gardening Plans, Tools And Equipment, Landscape Designing, How To Make A Bonsai
- Laundry Machinery And Equipment's
- Identification Of Lobby Layout And Different Types Of Lobbies.
- Preparation Of Guest Folio -Filling Up, Accounting And Totaling Guest Folios.
- Handling Of Keys-Situations Related To Loss Of Keys.
- Awareness Of Exchange Rates Of Commonly Accepted Foreign Currency
- Preparing And Filling Of Forms Of Traveler's Cheques, Cash Sheet
- Operating PMS For Check -Out.
- Express Check Out, Late Check Out
- Handling Guest Complaints

PRINCIPLES OF MANAGEMENT		
Course code: BHMCT-504	Semester:V	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Understand The Concept And Nature Of Management. • Understand Overview Of Functions Of Management. • Identify The Basic Concepts Of Control - Definition, Process And Techniques. • Learn The Foundation Of Organization Behavior,Theoretical Framework For Organizational Behavior, 		
UNIT-I		
Introduction Concept And Nature Of Management: Concept And Definitions,Features Of Management, Management As Science, Art And Profession, Levels Of Management, Scope Of Management,Nature Of Management Process,Classification Of Managerial Functions, Evolution Of Management Thought,Approaches To Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers,Orientation To Management Thought Process .Role Of Manager- Professional Manager And His Tasks, Managerial Skills.		
UNIT-II		
Planning And Organising Overview Of Functions Of Management;Concepts Of Posdcorb,Planning And Management Process, Mission - Objective- Goals, Urgent And Important Paradigms,Planning Process In Detail, Types And Levels Of Plans , Problems Solving And Decision Making,Time Management.Planning And Decision Making - Nature, Process And Types Of Planning,Management By Objectives (MBO), Nature And Principles Of Organization, Organizing And Organizing Structure,Forms Of Organization Structure Line And Staff, Organization Chart, Principles Of Organisation; Scalar Principle, Departmentation; Unity And Command, Span Of Control, Centralization And Decentralization,Authority And Responsibility, Delegation		
UNIT-III		
Controlling And Directing Basic Concepts Of Control - Definition, Process Andtechniques. Directing Nature And Scope Of Directing, Motivation And Morale,Communication,Leadership, Concept, Theories Of Leadership, Styles, Successful Versus Effective Leadership Styles In Travel Trade And Hospitality Organizations, Coordination .		
UNIT-IV		
Organisation Behaviour Concept, Foundation Of Organisation Behaviour,Theoretical Framework For Organisation Behaviour,Contemporary Challenges To Organisation Behaviour In 21stcentury.Perception: Concept, Perceptual Selectivity, Managerial Implications Of Perception.Motivation: Definition,		

Importance, Motives: Characteristics, Classification Of Motives - Primary And Secondary Motives. Theories Of Motivation – Maslow Theory Of Need Hierarchy – Herzberg's Theory.
UNIT-V
Group Dynamics Types Of Groups, Reason For The Formation Of Group, Group Cohesiveness, Group Conflicts, Team Building, And Individual Differences: Causes Of Individual Differences. Interpersonal Skill - Transactional Analysis, Life Positions, Johari Window.
TEXT BOOKS
<ul style="list-style-type: none"> • Stoner, et. al. (1990). Principles of Management (2nd ed.). New York: Tata McGraw Hill Inc. • Robbins, S. P. And Judge, T. A. (2007). Organizational Behavior (1st ed.). New York: Prentice Hall. • Laurie, J., Mullins, P., And Dossor. (2013). Hospitality Management and Organizational Behavior (5th ed.). United States: Pearson. • Laurie, J., And Mullins. (2011). Essentials of Organizational Behavior (3rd ed.). London: Pearson • Stevens, E. G. (1995). Cases and Exercises in Human Resource (6th ed.). United States: Irwind McGraw Hill.
REFERENCE BOOKS
<ul style="list-style-type: none"> • Mathis, R. L., Jackson, J. H., And Valentine, S. R. (2013). Human Resource Management (14th ed.). Florence, KY: Cengage Learning. • Armstrong, M. (1977). A Handbook Of Human Resource Management Practice (1st ed.). London: Kogan Page. • Beardwell, I., And Holden, L. (2001). Human Resource Management: A Contemporary Approach (1st ed.). London: Pearson. • Edwards, T., And Rees, C. (2011). International Human Resource Management (3rd ed.). London, EG: Pearson. • Rao, V. S. P. (2006). Human Resource Management-Text And Cases (1st ed.). New Delhi: Excel Books. • Ramaswamy, E. (2000). Managing Human Resources (1st ed.). New Delhi: Oxford University Press. • Ivancevich, J. (2012). Human Resource Management (12th ed.). Irwin: McGraw Hill. • Casio, W. F. (2012). Managing Human Resources (9th ed.). Irwin: McGraw Hill Inc. • Dessler, G., And Varkkey, B. (2012). Human Resource Management (12th ed.). London, EG: Pearson. • Decenzo, D. A., And Robbins, S. P. (2012). Fundamentals of Human Resource Management (10th ed.). Hoboken, NJ: Wiley.

RESEARCH METHODOLOGY		
Course code: BHMCT-505	Semester: V	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks

LEARNING OUTCOME

At The End Of This Course, The Students Will Be Able To:

- Understand The Meaning And Importance Of Research.
- Understand About Various Types Of Research Designs.
- Learn About Sampling And Data Collection.
- Learn The Ways Of Data Analysis And Interpretation.
- Understand The Writing Of Report And Its Presentation.

UNIT-I

Introduction To Research Methodology

Meaning And Objectives Of Research, Types Of Research, Research, Approaches, Significance Of Research, Managerial Decision Making, Research And Managerial Effectiveness, Research Methods V/ S Methodology. Research Process, Criteria Of Good Research, Problem Faced By Research, Techniques Involved In Defining A Problem, Research In Tourism And Hospitality.

UNIT-II

Research Design

Meaning And Need For Research Design, Features And Important Concepts Relating To Research Design, Different Research Design, Important Experimental Designs.

UNIT-III

Sample Design

Census And Sample Survey, Implication Of Sample Design, Steps In Sampling Design, Criteria For Selecting A Sampling Procedure , Characteristics Of A Good Sample Design, Different Types Of Sample Design, Measurement Scales, Important Scaling Techniques.

UNIT-IV

Methods Of Data Collection And Data Analysis

Collection Of Primary Data, Collection Through Questionnaire And Schedule Collection Of Secondary Data, Difference In Questionnaire And Schedule, Different Methods To Collect Secondary Data. Analysis Of Data- Preparing Data For Analysis, Examining Relationship And Trends Using Statistics, Selecting Appropriate Statistical Technique, Tabulation Of Data, Analysis Of Data - Techniques For Data Analysis.

UNIT-V

Report Writing And Presentation

Research Proposal: Report Presentation Techniques, Analysis Of Qualitative Data, and Managerial Relevance Report Writing: Types Of Report; Planning Report Writing; Research Report Format; Documentation- Footnotes And Bibliography; Writing And Typing A Report.

TEXT BOOKS

- Douglas, C. (2007). Design and Analysis of Experiments (5thed.). New Delhi: Wiley India.
- Douglas C., Runger, D., And George, C. (2007). Applied Statistics And probability for Engineers (3rded.). New Delhi: Wiley India.
- Kumar, R. (2014). Research Methodology: A Step-by-Step Guide for Beginners (4thed.). New Delhi: SAGE Publications Ltd.
- Geoffrey, R., David, D. (2005). Essentials of Research Design and Methodology (1sted.). Hoboken, NJ: Wiley.
- Padma, T. (2014). Research Methodology (4thed.). New Delhi: Bharat Law House Pvt. Ltd.

REFERENCE BOOKS

- Kothari, C. K. (2004). Research Methodology - Methods and Techniques (2nded.). New Delhi: New

Age International.

- Steven, G. C. (2014). Research Methodology (3rded.).UK: SGC Production.
- Graham, M. (2017). Research Methodology: The beginners Manual (1sted.). Philippines: Create Space Independent Publishing Platform.
- David, L., And Jennifer, R. (2014). Single Case Research Methodology: Applications in Special Education and Behavioral Sciences (2nded.). Abingdon, United Kingdom: Routledge.
- Krishnaswamy, K. N. (2012). Management Research Methodology: Integration of Principles, Methods and Techniques (5thed.). London, England: Pearson.
- Bryman, A. And Bell, E. (2013). Business Research Methods. United Kingdom: Oxford University Press.
- Cooper, D. R., Sharma, J. K., And Schindler, P. S. (2014). Business Research Methods (1sted.). New Delhi: Tata McGraw Hill Education.
- Gupta, S. P. (2008). Statistical Methods (1sted.). New Delhi: Sultan Chand And Sons.

ADVANCED FOOD PRODUCTION -I		
Course code: BHMCT-601	Semester:VI	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Understand The Operations Of The Larder In The Kitchen. • Learn About Various Forced Types Of Meat, Their Preparation And Types. • Get An Insight Into The International Cuisines Of France. • Understand Various Sandwich Types And Preparation. 		
UNIT-I		
Larder:-Layout And Equipment, Introduction Of Larder Work Definition, Equipment Found In The Larder, Layout Of A Typical Larder With Equipment And Various Sections. Larder Control: Common Terms Used In The Larder And Larder Control, Essentials Of Larder Control, Importance Of Larder Control, Devising Larder Control Systems, Leasing With Other Departments, Yield Testing. Duties And Responsibilities Of The Larder Chef. Functions Of The Larder, Hierarchy Of Larder Staff, Sections Of The Larder, Duties And Responsibilities Of The Larder Chef.		
UNIT-II		
Charcuterie Sausage, Introduction To Charcutier, Sausage – Types And Varieties, Casings – Types And Varieties, Fillings – Types And Varieties, Additives And Preservatives. Forcemeats: Types Of Forcemeats, Preparation Of Forcemeats, Uses Of Forcemeats. Brines, Cures And Marinades: Types Of Brines, Preparation Of Brines, Methods Of Curing, Types Of Marinades, Uses Of Marinades, Difference Between Brines, Cures And Marinades. Ham, Bacon And Gammon: Cuts Of Ham, Bacon And Gammon., Differences Between Ham, Bacon And Gammon, Processing Of Ham And Bacon, Green Bacon, Uses Of Different Cuts, Galantines, Making Of Galantines, Types Of Galantine, Ballotines. Pates:-Types Of Pate, Pate De Foie Gras, Making Of Pate, Commercial Pate And Pate Maison, Truffle –		

<p>Sources, Cultivation And Uses And Types Of Truffle. Mouse And Mousseline:-Types Of Mousse, Preparation Of Mousse, Preparation Of Mousseline, Difference Between Mousse And Mousseline. Chaud Froid:- Meaning Of Chaud Froid, Making Of Chaud Froid And Precautions, Types Of Chaud Froid, Uses Of Chaud Froid, Aspic And Gelee, Definition Of Aspic And Gelee, Difference Between The Two, Making Of Aspic And Gelee, Uses Of Aspic And Gelee,</p>
UNIT-III
<p>International Cuisine Geographic Location, Historical Background, Staple Food With Regional Influences, Specialties And Recipes.</p>
UNIT-IV
<p>French Culinary Classical Recipes (Recettes Classique), Historical Background Of Classical Garnishes, Offal's/ Game, Larder Terminology And Vocabulary.</p>
UNIT-V
<p>Sandwiches Parts Of Sandwiches, Types Of Bread, Types Of Filling – Classification, Spreads And Garnishes, Types Of Sandwiches, Making Of Sandwiches, Storing Of Sandwiches.</p>
ADVANCED FOOD PRODUCTION-I (LAB)
Three Course Menus To Be Formulated Featuring International Cuisines
<ul style="list-style-type: none"> • FRENCH • INTERNATIONAL SPAIN • ITALY • GERMANY • U.K. • GREECE • INDIAN CLASSICAL (KABAB, BIRYANIS, DUM ETC)
TEXT BOOKS
<ul style="list-style-type: none"> • Wayne, G. (2003). Professional Cooking (5th ed.). New York: John Wiley And Sons Inc. • Montagné, P. (2001). Larousse Gastronomique. (5th ed.). USA: Clarkson N. Potter. • Pavesic, D.,And Magnant, P. (2001). Fundamental Principles of Restaurant Cost Control. (2nd ed.). New Jersey: Pearson Prentice Hall. • Dodgshun, G.,And Peters, M. (2004). Cookery for the Hospitality Industry (5th ed.). Melbourne: Cambridge University Press. • Escoffier, A. (2005). Escoffier: The Complete Guide to Art of Modern Cookery (3rd ed.). New Jersey, United States: Wiley.
REFERENCE BOOKS
<ul style="list-style-type: none"> • Montagné, P. (2001). Larousse Gastronomique (3rd ed.). USA: Clarkson N. Potter. • Wright, J.,And Treuille, E. (1996, 2005). The Cooks' Bible. (5th ed.). London: Carroll And Brown. • AschAnd A. B. (2005). Hospitality Cost Control: A practical approach (3rd ed.). New Jersey: Pearson Prentice Hall, • Le Cordon Bleu. (2006). Kitchen Essentials (1st ed.). London: Carroll And Brown. • McWilliams, M. (2006). Food Fundamentals (8th ed.). New Jersey: Pearson Prentice Hall. • CSIRO (2010). Make it safe: a guide to food safety (1st ed.). Collingwood, Canada: CSIRO Publishing. • Cracknell, H. L.,And Kaufmann, R. J. (1999). Practical Professional Cookery (3rd ed.). London: Macmillan Education Ltd.

ADVANCED FOOD AND BEVERAGE SERVICE - I		
Course code: BHMCT-602	Semester: VI	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
<p>At The End Of This Course, The Students Will Be Able To:</p> <ul style="list-style-type: none"> • Understand The Planning Process Of Various Food And Beverage Outlets And The Ways In Which They Operate Professionally. • Learn About Organising Large Scale Banquet Events Considering Every Minute Detail. • Understand the Specialised Service Of Gueridon. • Learn About The Operation Of The Kitchen Stewarding Department. 		
UNIT-I		
<p>Planning And Operating Various F And B Outlet Physical Layout Of Functional And Ancillary Areas, Objective Of A Good Layout, Steps In Planning, Factors To Be Considered While Planning, Calculating Space Requirement, Various Set Ups For Seating, Planning Staff Requirement, Menu Planning, Constraints Of Menu Planning, Selecting And Planning Of Heavy Duty And Light Equipment, Requirement Of Quantities Of Equipment Required Like Crockery, Glassware, Cutlery - Steel Or Silver Etc., Suppliers And Manufacturers, Approximate Cost, Planning Décor, Furnishing Fixture Etc.</p>		
UNIT-II		
<p>Function Catering Banquets History, Types, Organisations Of Banquet Department, Duties And Responsibilities, Sales, Booking Procedure, Banquet Menus Banquet Protocol:-Space Area Requirements, Table Plans/ Arrangement, Mise-En-Place, Service, Toast And Toast Procedures, Informal Banquets, Reception, Cocktail Parties, Conventions, Seminars, Exhibitions, Fashion Shows, Trade Fairs, Weddings, Outdoor Catering.</p>		
UNIT-III		
<p>Function Catering Buffets Introduction, Factors To Plan Buffets, Area Requirement, Planning And Organization, Sequence Of Food, Menu Planning, Types Of Buffet, Display, Sit Down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check List.</p>		
UNIT-IV		
<p>Gueridon Service History Of Gueridon, Definition, General Consideration Of Operations, Advantages And Disadvantages, Types Of Trolleys, Factor To Create Impulse, Buying – Trolley, Open Kitchen, Gueridon Equipment, Gueridon Ingredients.</p>		
UNIT-V		
<p>Kitchen Stewarding Importance, Opportunities In Kitchen Stewarding, Record Maintaining, Machine Used For Cleaning And Polishing, Inventory.</p>		

ADVANCED FOOD And BEVERAG ESERVICE – I (LAB)

- Planning And Operating Food And Beverage Outlets.
- Developing Hypothetical Business Model Of Food And Beverage Outlets, Case Study Of Food And Beverage Outlets - Hotels And Restaurants.
- Function Catering – Banquets.
- Planning And Organizing Formal And Informal Banquets, Planning And Organizing Outdoor catering, Function Catering – Buffets, Planning And Organizing Various Types Of Buffets.
- Gueridon Service.
- Organizing Mis-En-Place For Gueridon Service, Preparation Of Following Dishes, Crepe Suzette, Banana Au Rhum, Peach Flambé, Rum Omelets, Steak Diane, Pepper Steak.
- Kitchen Stewarding: Using And Operating Machines, Exercise – Physical Inventory.

TEXT BOOKS

- Andrews, S. (2012). Food And Beverage Management (6th ed.). New Delhi: Tata Mc Graw Hill Education Private Limited.
- Singaravelavan, R. (2012). Food And Beverage Service (1st ed.). London: Oxford Publications.
- Bagchi, S. N. (2014). Food And Beverage Service (3rd ed.). New Delhi: Aman Publications.
- Fischer, J. (2006). At your service: a practical guide for the Professional Dining Room (2nd ed.). New York: John Wiley And Sons Inc.
- Lillicrap, D. R., And Cousins, J.A. (1998). Food And beverage service (5th ed.). London: Hodder And Stoughton.

REFERENCE BOOKS

- Kotschevar, L. H., And Luciani, V. (2006). Presenting service: the ultimate guide for the foodservice professional (2nd ed.). New York: John Wiley And Sons Inc.
- Meyer, S., Schmid, E., And Spühler, C (1990). Professional table service (1st ed.). New York: John Wiley And Sons Inc.
- Cullen, P. (1997). The Food And Beverage Manager (1st ed.). Butterworth-Heinemann: London: Oxford.
- Wood, R. C. (2016). Strategic Questions in Food And Beverage Management, Butterworth-Heinemann: (3rd ed.). London: Oxford.
- Magris, M., And McCreery, C. (2001). Introduction to Food Beverage Studies (2nd ed.). United States: Global Books
- Swamy, M. (2014). Easy Guide To Pairing: Indian Food And Wine (1st ed.). New Delhi: Om Books International

ROOMS DIVISION MANAGEMENT - II

Course code: BHMCT-603	Semester: VI	
Teaching Scheme	Maximum Marks: 100	
3-4-0 (L-P-T)	Examination Scheme	
Credit: 05	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks

LEARNING OUTCOME

At The End Of This Course, The Students Will Be Able To:

- Plan Their Work Schedule And Staff Job Allocation.

- Forecast And Prepare Departmental Budget.
- Track The Purchasing And Buying Methods Used In Hotels.
- Analyse The Different Type Of Contract Services.
- Implement The Energy And Water Conservation Procedures.

UNIT-I

Interior Decoration:-

Elements Of Design, Color And Its Role In Decor - Types Of Color Schemes Windows And Window Treatment, Lightening And Lightening Fixtures Floor Finishes, Carpets, Furniture And Fittings Accessories

Layout Of Guestrooms:- Sizes Of Rooms, Sizes Of Furniture, Furniture Arrangements Special Layout Provision For Physical, Challenged Guests Principle Of Design, Refurbishing And Redecoration.

UNIT-II

Waste Management

3R's Of Waste Management Garbage Segregation Disposal, Composting, Energy Generation Eco-Friendly Practices:-Housekeeping Role In A Green Property Guest Supplies, Cleaning Agents, System Of Certifying Ecotel.

UNIT-III

Sales And Marketing Department

Role Of Sales And Marketing Department In Hotels Co-Ordination With Front Office Concept Of Mice, Mice Destinations. Hotel Sales: - Selling Concept, Selling Techniques (Upselling, Cross-Selling) Sales Calls, Closing The Call Internal/ In -House Sales Promotion, MerchAndising, Direct Sales-Travel Agents, Tour Operators, Hotel Booking Agencies, Internet, Tourist Information Counter At Airports, Direct Mail Etc.

UNIT-IV

Accommodations Management Aspects

Effective Use Of SOP In Front Office Department. Establishing Standards, Monitoring Performance, Tariff Decisions, Cost And Pricing -Hubbart Formula, Rule Of The Thumb Marginal/ Contribution Pricing, Occupancy And Revenue Reports Equipment-Management And Maintenance. Yield Management: -Introduction And Concept Differential Rates Booking Horizons, Forecasting Bookings – Monthly And Weekly Forecasts Maximizing Yield, Concept And Usage Of Revenue Management Concept Of ARR And Rev Par Personnel Management, Calculating Staff Requirement, Duty Rota's Selection And Requirement Of Employees – Attributes For Staff At Various Levels Of Hierarchy, Time And Motion Study, Work Study, And Work Measurements.

UNIT-V

Financial Management And Cost Control

Budgets: Types – Fixed, Flexible, Zero Base Preparation Of Budget Revenue Budget For Front Office Measures To Reduce Operating Cost And Labor Cost.

NAME OF THE COURSE: ROOMS DIVISION MANAGEMENT -II (LAB)

- First Aid: Kit And Its Content, Importance Of First Aid In Housekeeping Department, Dealing With Emergency Situations
- Team Cleaning, Conception And Designing Of Guest Room Including Making Floor Plans, Wall elevations And Finally Creating 3D Models Of Guestroom/ Public Areas, Special Decorations.
- Devising Training Modules And Sop's, Preparation Of SOPs For Guest Arrival, Departure, Complaint Handling Yield Management Calculations, Preparing Statistical Data Based On Actual Calculations.
- Role Play & Problem Handling.
- Preparation Of Sales Letters, Brochure, Tariff Cards & Other Sales Documents Assignment On GDS.

<ul style="list-style-type: none"> • Calculation Of Staff Requirements & Making Of Duty Rotas For Front Office Department Of Small, Large & Medium Sized Hotels With Different Levels Of Occupancy. • Preparation Of Operating Budget For The Front Office. • Computer Proficiency In All Hotel Computer Applications -Actual Computer Lab Hours. • Preparation Of Sops For Guest Arrival, Departure, and Complaint Handling. • Preparation Of SOP's For Guest Arrival, Departure, And Complaint Handling.
TEXT BOOKS
<ul style="list-style-type: none"> • Kaushal, S.And Gautam, S. (1994). Accommodation Operation Management (4th ed.). Noida: Frank BrosAnd Co. • Andrews, S. (1990). Hotel Housekeeping Management And Operations (3rd ed.). NY: Tata McGraw Hill Companies. • Margaret, M., Kappa, A. L.,And Patricia, B. (2002). Housekeeping Management Educational Institute of the American HotelsAnd Motels Association. • Raghubalan,G.,And Raghubalan, S. (2015). Hotel Housekeeping OperationsAnd Management (3rd ed.). EnglAnd, UK: Oxford University Press. • Andrews, S. (2013), Hotel Front Office, A Training Manual, New Delhi: McGraw Hill Tewari, J. R. (2012), • Hotel Front Office Operations And Management, New Delhi: Oxford University Press Negi, J. (2013), • Hospitality Reception And Front Office Procedures And Systems, New Delhi: S. ChAndAnd Company Kasavana, M. (2005), • Front Office Management, AHLA Bhakta, A. (2012), • Professional Hotel Front Office Management: New Delhi: McGraw Hill Devendra, A. (2015).
REFERENCE BOOKS
<ul style="list-style-type: none"> • Huyton, J.,And Baker, S. (2001). Case studies in rooms operation And management (3rd ed.). Frenchs Forest NSW: Pearson Hospitality Press. • O'Shannessy, V., Haby, S.,And Richmond, P. (2001). Accommodation services (3rd ed.). Frenchs Forest NSW: Prentice Education Australia.

INTRODUCTION TO TRAVEL AND TOURISM		
Course code: BHMCT-604	Semester:VI	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Understand The Basic Concepts To Travel And Tourism. • Understand Types And Forms Of Tourism. • Identify The Tourism Organizations. • Learn The Nature Of The Travel And Tourism Industry &Tourist Transportation. 		
UNIT-I		

<p>Introduction To Travel And Tourism Meaning – Nature – Definitions – Basic Components – Elements, Domestic Tourism – International Tourism –Future Of Tourism –Technology And Tourism. Types Of Tourists, Visitor, Traveler, And Excursionist –Definition And Differentiation. Tourism, Recreation And Leisure, Their Inter-Relationships. History Of Travel And Tourism, Travel For Trade And Commerce – Religious Purpose – Seeking Knowledge – Paid Holidays – Mass Tourism.</p>
<p>UNIT-II</p>
<p>Types And Forms Of Tourism Inter –Regional And Intra –Regional Tourism, Inbound And Outbound Tourism, Domestic, International Tourism. Forms Of Tourism: Religious, Historical, Social, Adventure, Health, Business, Conferences, Conventions, Incentives, Sports And Adventure, Senior Tourism, Special Interest Tourism Like Culture Or Nature Oriented, Ethnic Or ‘Roots’ Tourism And VFR. Motivation To Travel – Definition Of The Term Motivation – Travel Motivators, Factors Influencing The Growth Of Tourism.</p>
<p>UNIT-III</p>
<p>Tourism Organizations Organizations In Tourism – Need For The Organization - Factors Influencing Type Organizations, The National Tourist Organization – Role And Function. History Of International Tourist Organization International Union Of Official Travel Organization (IUOTO).World Tourism Organization (WTO), International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), Pacific Area Travel Association (PATA), India Convention Promotion BUREAU (ICPB), Federation Of Hotel And Restaurant Association Of India (FHRAI), Travel Agent Association Of India (TAAI), Universal Federation Of Travel Agents Association (UFTAA).Formation Of Ministry Of Tourism, Department Of Tourism – Tourism Information Offices In India, Its Functions, Tourism Offices Overseas, Functions, Role And Functions Of ITDC. State-Level Tourism Development Corporations.</p>
<p>UNIT-IV</p>
<p>Travel Industry And Transportation The Nature Of The Travel And Tourism Industry, Tourist Transportation: Air Transportation: The Airline Industry, Present Policies, Practices. Functioning Of Indian Carriers. Air Corporation Act, Air Charters. Surface Transport: Rent-A-Car Scheme And Coach-Bus Tour, Fare Calculation. Transport And Insurance Documents, All -India Permits. Rail Transport: Major Railway Systems Of World, (Euro Rail And Amtrak) General Information About Indian Railways, Types Of Rail Tours In India: Place -On-Wheels And Royal Orient, Deccan Odessy, Toy Trains. Indrail Pass. Water Transport: Historical Past, Cruise Ships, Ferries, Hovercrafts, And River And Canal Boats, Fly-Cruise.</p>
<p>UNIT-V</p>
<p>Tourism Geography Fundamentals Of Geography, Importance Of Geography In Tourism, Climatic Variations, Climatic Regions Of World Study Of Maps, Longitude And Latitude, International Date Line, Time Variations, Time Difference. Physical And Political Features Of Indian Subcontinents. Climatic Conditions Prevailing In India. Tourism Attractions In Different States And Territories Of India. Geographical Settings- Rivers, Backwaters, Lagoons.</p>
<p>TEXT BOOKS</p>
<p>Text books • Bhatia, A, K. (2012). Tourism Development (2nd ed.). New Delhi: Sterling. • Seth, P. N. (1997). Tourism Management, (2nd ed.). New Delhi: Sterling. • Kaul, R. N (1990). Dynamics of Tourism, (1st ed.). New Delhi: Sterling. • MillAnd Morrison. (1992). The Tourism system an Introductory Text (1st ed.). UK: Prentice Hall. • Cooper, F. (1993). Tourism: Principles And practices (1st ed.).Broadway: Pitman</p>
<p>REFERENCE BOOKS</p>
<p>• Bary, T. D. (2006). Sources of Indian Tradition (Volume 1). Columbia: University Press. • Bose,And Kumar, N. (1977). Culture And Society in India (1st ed.). New Delhi: Asia Publishing House.</p>

- Sinha, P. C. (1998). Tourism Management (1st ed.). New Delhi: Anmol Publication.
- Sinha, P. C. (1997). Tourism Evolution Scope Nature And Organization (1st ed.). New Delhi: Anmol Publication.
- Kotler, P., And Bowen, J, T. (2011). Marketing For Hospitality And Tourism (2nd ed.). United States: Pearson.
- Chaudhary, M. (2013). Tourism Marketing (1st ed.). United Kingdom: Oxford University Press.
- Nickson, D. (2013). Human Resource Management for the Hospitality And Tourism Industries (2nd ed.). United Kingdom: Routledge.
- Verma, M. P. (2013). Research Process In Hospitality And Tourism (1st ed.). New Delhi: Aman Publications.
- Swain, S. K., And Mishra, J, M. (2012). Tourism: Principles And Practices, (1st ed.). United Kingdom: Oxford University Press.
- Chaudhary, M. (2013). Tourism Marketing, (1st ed.). United Kingdom: Oxford University Press.
- Goeldner, C. R., And Ritchie, Brent, J. R. (2007). Tourism: Principles Practices Philosophies (10th ed.). New York: John Wiley And Sons Inc.

RETAIL MANAGEMENT		
Course code: BHMCT-605	Semester: VI	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Understand The Concept Of Retail Systems & Retailing. • Understand The Concept Of The Retail Consumer, Consumer Purchase Behaviour, and Buying Process. • Identify The Methods Of Merchandise Planning Warehousing & Supply Chain Management. • Learn The Definition Of Contemporary Areas Of Retailing. 		
UNIT-I		
An Introduction To Retail System, Retailing, Definition, Nature, Importance, The Retailing Environment, The Development Of Retail Institution, Dynamics Of Institutional Change.		
UNIT-II		
The Retail Consumer, Consumer Purchase Behaviour, Buying Process, Factors Affecting Consumer Behaviour And Decision, Consumer- An Individual Approach And Sociological Approach, Reference – Group Influence. Retail Store Location, Types Of Location Site, Retail Location Strategies, Retail Store Layout- Exteriors And Interiors, Visual Merchandising.		
UNIT-III		
Merchandise Planning Warehousing And Supply Chain Management- Role Of IT In Supply Chain Management, Merchandise Flow, Online Logistics Management, Retail Pricing, Credit Management, Retail Promotion, And Training To Staff, Employee Motivation, And Organization Culture.		
UNIT-IV		

Retail Formats- Brief Introduction To Corporate Chains, Retailer Co-Operative And Voluntary System, Departmental Stores, Discount Stores, Super Markets, Warehouse Clubs, Direct Marketing, Tele Marketing, Automatic Vending Machine, Customer Service, Customer Perspective Of Service Quality, Evaluation Of Retail Service.

UNIT-V

Contemporary Areas Of Retailing And CRM; Retailing Ethics And Social Responsibility; Buyer Supplier Relationship; Changing Nature Of Retailing; Organised Retailing; Modern Retail Formats; E-Tailing; FDI In Retail Sector; Challenges Faced By The Retail Managers; Emerging Trends In Retail Sector; Information System In Retailing.

TEXT BOOKS

- Newman A.J. and Cullen P- Retailing: Environment and Operations (Vikas, 1 Edition).
- Barman B and Evans J.R., Retail Management (Pearson Edition 9 edition).
- Michael Levi M and Weitz B W- Retailing Management (Tata McGraw Hill, 5 Edition).
- Dunne Patrick M, Lusch Robert F AND Griffith David A- Retailing (Cengage Learning, 4 Edition).
- Cox Roger and Brittain Paul- Retailing: An Introduction (Pearson Education, 5 Edition)
- Vedmani G Gibson- Retail Management- Functional Principles and Practice (Jaico Publication, 1 Edition).
- Swapna Pradhab

REFERENCE BOOKS

- Newman A.J. and Cullen P- Retailing: Environment and Operations (Vikas, 1 Edition).
- Barman B and Evans J.R., Retail Management (Pearson Edition 9 edition).
- Michael Levi M and Weitz B W- Retailing Management (Tata McGraw Hill, 5 Edition).
- Dunne Patrick M, Lusch Robert F AND Griffith David A- Retailing (Cengage Learning, 4 Edition).
- Cox Roger and Brittain Paul- Retailing: An Introduction (Pearson Education, 5 Edition)
- Vedmani G Gibson- Retail Management- Functional Principles and Practice (Jaico Publication, 1 Edition).
- Swapna Pradhab

HOSPITALITY MARKETING		
Course code: BHMCT-701	Semester: VII	
Teaching Scheme 4-0-0 (L-P-T)	Maximum Marks: 100	
Credit: 04	Examination Scheme	
	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
<p>At the end of this course, The students will be able to:</p> <ul style="list-style-type: none"> • Understand the brief description of each law: Indian contract act etc. • Understand the Concept of Industrial Law: Shops And Establishment Act With Reference to the Hotel Industry. • Identify the Hotel and lodging rates control. • Learn the Food Legislation & Statutory Licenses. 		
UNIT-I		
Introduction to Marketing: Needs, Wants And Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business.		
UNIT-II		
Marketing Environment, Consumer Markets And Consumer Buyer Behavior, Micro And Micro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour, The Buyer Decision Process.		
UNIT-III		
Distribution Channels, Product Pricing and Services Strategy, Nature and Importance of Distribution System, Marketing Intermediaries, What Is Product, Product, Classification, Individual Product Decisions, Product Life Cycle, Approaches to Hospitality Service Pricing.		
UNIT-IV		
Distribution Channels, Product Pricing And Services Strategy, Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product, Classification, Individual Product Decisions, Product Life Cycle, Approaches to Hospitality Service Pricing.		
UNIT-V		
Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing, Technology and its Applications in Marketing.		
TEXT BOOKS		
<ul style="list-style-type: none"> • Kotler, P., John, T., And Bowen, T. (1998). Marketing for Hospitality and Tourism (4th ed.). Noida: Pearson India Education Services. • David, B., And Buttle, F. (2011). Hospitality Marketing Principles and Practice (2nd ed.). New York: Routledge. • Dana, T. (2009). Principles of Management for the Hospitality Industry (1st ed.). New York: Routledge. • Saxena, R. (2012). Marketing Management (1st ed.). New Delhi: Tata McGraw Hill. • Lehmann, D. R., And Winer, R. S. (2008). Analysis for Marketing Planning (7th ed.). New York: McGraw-Hill. 		

REFERENCE BOOKS

- Litvin, W., And Goldsmith, E. (2006). Electronic Word-of-Mouth In Hospitality And Tourism Management (1st ed.). US: Cengage Learning.
- Evans, J. R., And Berman, B. (2008). Management (3rd ed.). US: Cengage Learning.
- Czinkota, M. R., And Ronkainen, I. A. (2007). International Marketing (8th ed.). US: Cengage Learning.
- Kerin, R. A. (2013). Strategic Marketing Problems: Cases And Comments (12th ed.). London: Pearson.
- Bateson, J., John, E. G., And Hoffman, K. (2012). Services Marketing (4th ed.). US: Cengage Learning.
- Hudson, S. (2008). Marketing for Hospitality And Tourism: A Global Perspective (2nd ed.). UK: Sage Publications.
- Wearne. N., Morrison. A. (2013). Hospitality Marketing (2nd ed.). UK: Routledge.

HUMAN RESOURCE MANAGEMENT		
Course code: BHMCT-702	Semester: VII	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At the end of this course, the students will be able to:		
<ul style="list-style-type: none"> • Understand the Definition - Importance of HRM In Service Industries. • Understand the Process of Manpower Planning • Identify the Concepts- Methods- Barriers of Effective Appraisal, Job Evaluation–Methods of Job Evaluation. • Learn the Aims, Components and its, Factors Influencing Employee Compensation. 		
UNIT-I		
Foundations of HRM: Human Resource Management-Definition-Importance of HRM in Service Industries- Functions of HRM-Objectives of HRM, Role of HR Practitioner, Managing the HR Function, Contribution of the HR Function to Organizational Success; Evaluating Functions.		
UNIT-II		
HR Policies: Manpower Planning- The Process of Manpower Planning - Job Analysis-Process of Job Analysis-Job Description-Job Specification-Job Design-Job Enlargement-Job Enrichments. Role and Competence Analysis; Human Resource Planning; Recruitment and Selection- Selection Process- Sources of Recruitment - Internal, External- Techniques of Recruitment-Direct, Indirect-Selection Procedure-Selection Test- Placement And Induction, Redundancy, Outplacement and Dismissal; Maintenance and Welfare Activities-Employee Health And Safety Fatigue and Welfare Activities.		
UNIT-III		
Human Resource Development: Learning And Development; Personal Development Planning; Training and Development - Concepts- Training Methods- Distinction between Training and Development - Organizational Development-Self Developments-On the Job Training-Evaluation of Training Effectiveness; Management Development; Career Management; HR Approaches to Improving Competencies.		

UNIT-IV

Performance Appraisal: Concepts- Methods- Barriers of Effective Appraisal, Job Evaluation–Methods of Job Evaluation–Job Evaluation in The Hospitality Industry– Incentives in the Hospitality Industry. Promotions, Demotions, Transfers, Separation, Absenteeism and Turnover.

UNIT-V

Employee Compensation: Aims, Components and its Factors Influencing Employee Compensation; Internal Equity, External Equity and Individual Worth Pay Structure; Incentive Payments; Employee Benefits and Services. Job Compensation: Wage and Salary Administration, Incentive Plans and Fringe Benefits, Variable Compensation For Individuals and Groups.

TEXT BOOKS

- Stoner, et. al. (1990). Principles of Management (2nd ed.). New York: Tata McGraw Hill Inc.
- Robbins, S. P. And Judge, T. A. (2007). Organizational Behavior (1st ed.). New York: Prentice Hall.
- Laurie, J., Mullins, P., And Dossor. (2013). Hospitality Management and Organizational Behavior (5th ed.). United States: Pearson.
- Laurie, J. And Mullins. (2011). Essentials of Organizational Behavior (3rd ed.). London: Pearson
- Stevens, E. G. (1995). Cases and Exercises in Human Resource (6th ed). United States: Irwind MCGraw Hill.

REFERENCE BOOKS

- Mathis, R. L., Jackson, J. H., And Valentine, S. R. (2013). Human Resource Management (14th ed.). Florence, KY: Cengage Learning.
- Armstrong, M. (1977). A Handbook of Human Resource Management Practice (1st ed.). London: Kogan Page.
- Beardwell, I., And Holden, L. (2001). Human Resource Management: A Contemporary Approach (1st ed.). London: Pearson.
- Edwards, T., And Rees, C. (2011). International Human Resource Management (3rd ed.). London, EG: Pearson.
- Rao, V. S. P. (2006). Human Resource Management-Text And Cases (1st ed.). New Delhi: Excel Books.
- Ramaswamy, E. (2000). Managing Human Resources (1st ed.). New Delhi: Oxford University Press.
- Ivancevich, J. (2012). Human Resource Management (12th ed.). Irwin: McGraw Hill.
- Casio, W. F. (2012). Managing Human Resources (9th ed.). Irwin: McGraw Hill Inc.
- Dessler, G., And Varkkey, B. (2012). Human Resource Management (12th ed.). London, EG: Pearson.
- Decenzo, D. A., And Robbins, S. P. (2012). Fundamentals of Human Resource Management (10th ed.). Hoboken, NJ: Wiley.

HOTEL LAW		
Course code: BHMCT-703	Semester: VII	
Teaching Scheme 4-0-0 (L-P-T)	Maximum Marks: 100	
Credit: 04	Examination Scheme	
	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
<p>At the end of this course, the students will be able to:</p> <ul style="list-style-type: none"> • Understand the Definition - Importance of HRM in Service Industries. • Understand the Process of Manpower Planning • Identify The Concepts- Methods- Barriers of Effective Appraisal, Job Evaluation–Methods of Job Evaluation. • Learn the Aims, Components and its Factors Influencing Employee Compensation. 		
UNIT-I		
Introduction to Mercantile Law: Brief Description of Each Law: Indian Contract Act; Definition, Essential of Contract, Valid and Void and Voidable Agreements, Time and Place of Performance, Contract of Bailment and Pledge; Sales of Good Acts; Partnership Act; Define Company, Types and Formation of Company, Article of Association, Memorandum of Association; Insurance Act, FSSAI		
UNIT-II		
HR Policies: Manpower Planning- The Process of Manpower Planning - Job Analysis-Process of Job Analysis-Job Description-Job Specification-Job Design-Job Enlargement-Job Enrichments. Role and Competence Analysis; Human Resource Planning; Recruitment and Selection- Selection Process- Sources of Recruitment - Internal, External- Techniques of Recruitment-Direct, Indirect-Selection Procedure-Selection Test- Placement and Induction, Redundancy, Outplacement and Dismissal; Maintenance and Welfare Activities-Employee Health and Safety Fatigue and Welfare Activities.		
UNIT-III		
Human Resource Development: Learning and Development; Personal Development Planning; Training and Development - Concepts- Training Methods- Distinction Between Training and Development - Organizational Development-Self Developments-On the Job Training-Evaluation of Training Effectiveness; Management Development; Career Management; Hr Approaches to Improving Competencies.		
UNIT-IV		
Performance Appraisal: Concepts- Methods- Barriers of Effective Appraisal, Job Evaluation–Methods of Job Evaluation-Job Evaluation in the Hospitality Industry– Incentives in the Hospitality Industry. Promotions, Demotions, Transfers, Separation, Absenteeism & Turnover.		
UNIT-V		
Employee Compensation: Aims, Components and its, Factors Influencing Employee Compensation; Internal Equity, External Equity and Individual Worth Pay Structure; Incentive Payments; Employee Benefits and Services. Job Compensation: Wage & Salary Administration, Incentive Plans & Fringe Benefits, Variable Compensation for Individuals & Groups.		
TEXT BOOKS		
<ul style="list-style-type: none"> • Devendra, A. (2013). Hotel Law (1st ed.). U.K.: Oxford University Press. • Negi, D. J. (2007). Hotel And Tourism Laws (1st ed.). New Delhi: Frank BrotherAnd Company. 		

- Smith, E. (2016). Hotel Law (1st ed.). New York: Law Journal Press
- Migdal, N. (2015). Hotel Law: Transactions, Management And Franchising (1st ed.). UK: Routledge
- Negi, J. M. (2001). FoodAnd Beverage Laws-food SafetyAnd Hygiene (1st ed.). Meerut: Aman Publication.

REFERENCE BOOKS

- Bachi, J. K. (1992). Dare to Dream: A Life of Rai Bahadur Mohan Singh Oberoi (1st ed.). New York: Viking Press.
- Jadhav, H.,And Bhosale, V. M. (1995). Environmental Protection and Laws (1st ed.). New Delhi: Himalaya Pub. House.
- Trivedi, R. K. (2002). HAndbook of Environmental Laws, Rules Guidelines, Compliances and StAndards (1st ed.). US: Enviro Media.
- Walker. (2008). Introduction to Hospitality management (1st ed.). New Delhi: Pearson Education India.
- Stephen, C. B.,And David, K. H. (2005). Hospitality Law: Managing Legal Issues in the Hospitality Industry (1st ed.). New York: John Wiley and Sons Inc.
- Michael, B.,And Pamett, A. (2009). Principles of Hospitality Law (1st ed.). U.K.: Thomson.

EVENT MANAGEMENT AND MICE		
Course code: BHMCT-704	Semester:VII	
Teaching Scheme	Maximum Marks: 100	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	15 Marks
	Assignment And Quiz:	10 Marks
	End Semester Exam:	75 Marks
LEARNING OUTCOME		
At the end of this course, the students will be able to:		
<ul style="list-style-type: none"> • Understand and gain knowledge about the role of hospitality and specialized events. • Make Them Understand The Fundamentals Of MICE Their Organisation And Planning. • Enable The Students To Understand Safety And Security Issues Along With The Financial Aspect 		
UNIT-I		
Why Event Management, Requirement of Event Manager, Analyzing the Events, Scope of the Event, Decision-Makers, Technical Staff, Developing Record-Keeping Systems, Establishing Policies and Procedures.		
UNIT-II		
Preparing A Planning Schedule, Organizing Tasks, Assigning Responsibilities, Communicating, Using The Schedule Properly, The Budget, and Overall Planning Tips, Checklists and Expert Resources.		
UNIT-III		
Event Planning Process, Creation of Concept – Brain Storming For Concept, Creativity, Budgeting of Event- The Budget's Purpose, Budget Line Items, Other Costs to Consider, Angling for Income, Drafting A Budget, Activating A Budget, Keeping A Budget On Track, The Master Plan Creation of Blue Print, Event Calendar, Creation of Check List, Event Flow, Time Frames and Dead Lines. Staffing and Vendors, Logistic and Staging, Breaking Down The Event, Outsourcing Strategies, Working With Vendors, Negotiating Tactics, Accountability and Responsibility.		
UNIT-IV		
Types of Events, Roles and Responsibilities of Event Management in Different Events, Scope of the Work, Approach Towards Events MICE – Meaning, Industry, Important Statistics, India as MICE Destination, MICE Services, Exhibition Management –Exhibitions Industry, Requirement of Exhibitions,		

Job Responsibilities of Exhibition Organizer, Exhibition Arrangements, Exhibition Budgeting, Understanding Exhibition Customer, Understanding Exhibition Flow, Exhibition Safety, Creating Blue Print, Designing Exhibition

UNIT-V

Corporate Events – Corporate Events, Planning Corporate Events, Job Responsibilities of Corporate Event Organizer, Arrangements, Budgeting, Understanding Customer, Understanding Flow, Safety, Creating Blue Print, Designing Plans, Understanding Entertainment Requirements, Celebrity Management in Corporate Events, Understanding Need of Entertainment in Corporate Events.

TEXT BOOKS

- Kendal. (2006). Professional meeting management: Comprehensive Strategies for Meetings, Conventions and Events (1st ed.). United States: Hunt Publishing Company
- Fenich, G. (2005). Meetings, Expositions, Events, and Conventions: An introduction to the industry (1st ed.). New Jersey: Pearson Prentice Hall.
- Kilkenny, S. (2006). The Complete Guide to Successful Event Planning (1st ed.). USA: Atlantic Pub. Group
- Schaumann, P. (2005). Practical advice from an event planner. The Guide to Successful Destination Management (1st ed.). New York: John Wiley And Sons Inc.
- Allen, J. (2009). Event planning: the ultimate guide to successful meetings, corporate events, fundraising galas, conferences, conventions, incentives (1st ed.). Mississauga, Ont.: John Wiley And Sons Canada

REFERENCE BOOKS

- Coleman, L. And Frankle. (1991). Powerhouse Conferences (1st ed.). Educational Institute of AH And MA.
- Hoyle L. H., Dorf, D. C., and Jones, J. A. (1995). Managing conventions And Group business (3rd ed.). Educational institute of AH And MA.
- Getz, D. (1997). Event Management and Event Tourism (3rd ed.). New York: Cognizant Communication Corporation.
- Conway, D. (2006). The event manager’s bible: how to plan and deliver an event (3rd ed.). London: Oxford.
- Rogers, T. (2003). Conferences And Conventions: a global industry (3rd ed.). Netherlands: Elsevier.
- Rogers, T. (1998). Conferences: A 21st Century Industry (3rd ed.). United States: Pearson

RESEARCH PROJECT-DISSERTATION		
Course code: BHMCT-705	Semester: VII	
Teaching Scheme	Maximum Marks: 200	
4-0-0 (L-P-T)	Examination Scheme	
Credit: 04	Internal Assessment Exam:	00 Marks
	Assignment And Quiz:	00 Marks
	End Semester Exam:	200 Marks
LEARNING OUTCOME		
<p>At the end of this course, the students will be able to:</p> <ul style="list-style-type: none"> • Integrate and Implement the Knowledge and Skills Gained During their Degree Program to Generate New Knowledge. • Carry Out Independent and Original Work of Practical Importance. • Use rigorous methods to solve problems related to a substantive area of the study. • To understand the concept of review of literature and its application. • Develop the research design, Use methods of data collection write report and conclude the result of the research 		
RESEARCH PROJECT-DISSERTATION		

The Bachelor Degree Culminates In A Research Project Of The Student's Own Design. This Project Is Documented By A Final Research Report Or Dissertation. The Student's Work Is Guided By An Academic Supervisor. It Also Is Supported By A Variety Of Key Skill Programmers'. Students Are Expected To Construct A Research Project That Includes Original Research, Deliberate And Well Considered Methodological Choices, And Shows Relevance To Significant Conversations Within The Discipline. The Dissertation Should Represent The Very Best Research And Analysis A Student Can Produce.

The Course Content-

Specialized Project Work: Intended To Serve The Student Develop Ability To Apply Multidisciplinary Concepts, Tools And Techniques To Deal With Operational Problems Related To Various Departments. The Documentation And Presentation Should Be Conducted Before The Panel Of Examiners (One External And One Internal) During Term End Examination.

The Evaluation Shall Be Done For The Project Report, Presentation And Viva-Voce By The Panel Of Examiners, And Marks Awarded By A Committee Comprising Of An Internal Examiner, Who Will Ordinarily Be The Supervisor, And One External Examiner.

The project may be one of the following types:

- a. Comprehensive case study
- b. Interdepartmental study
- c. Field study

A Synopsis Of The Project Should Be Prepared In Consultation With Faculty Supervisor And Submitted To The Faculty Supervisor. The Synopsis Should Clearly State The Objectives And Research Methodology. Project Topic Should Be Selected Based On Hospitality Industry (The Topics May Cover Hotels, Restaurants, Front Office, Accommodation Operations, Kitchen, Resort Management, Hospitality And Catering Establishments Like Air, Rail, Industrial, Convenience Foods And Health Foods And Also Various Sectors Related To Tourism).

The Head Of The Department Should Approve The Topic. The Presentation Of The Project Should Strictly Follow The Given Guidelines.

Guidelines for Report Submission

1. Electronic Submission Of Monthly Progress Report To Project Supervisor:

- i. The Student Must Submit Their Monthly Progress Report Electronically To Their Project Supervisor For Evaluation In The Last Week Of Every Month.
- ii. The Supervisor Will Assess The Monthly Progress Based On The Criteria For Continuous Assessment Given In This Policy.
- iii. The Supervisor Shall Evaluate And Electronically Return The Report To The Group Of Students With Recommendations Within One Week Of Receipt Of the Report.

2. Final Report Submission:

In the Last Month Of the Session, If The Project Supervisor Is Satisfied With The Quality Of The Project The Students Will Be Asked To Submit a Printed Copy As Well As an E-Copy Of the Report On Or Before The Last Teaching Day.

3. Printed Report:

- i. Final Report Of the Project Should Be Submitted To The Project Supervisor By Student(S) For Approval At Least One Week Before The Last Teaching Day Of The Term.
- ii. The Report Shall Be Checked By The Supervisor For The Originality Of The Work Through Software.
- iii. The Plagiarism Limit Of The Research Project Should Not Exceed 15%
- iv. Final Report Of the Project Shall Be In Hard Bound Only After The Approval By The Project Supervisor.
- v. Each Student Shall Submit 3 Copies Of the Project Report.

4. Project Report Format:

4.1 The Project Report Should Be Prepared On The Following Guidelines-

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgment
5. Index / Content Page No
6. Introduction (Aims And Objectives, History, Primary Data, Explanation Of Terms, Literature Review)
7. Research Methodology (Methods Adopted For Collecting Data) Questionnaire, Interview, Mails Etc.
8. Data Analysis And Data Interpretation (Data Is Depicted With The Help Of Bar Chart, Pie Charts, Graphs, and Statistical Formulae And Interpreted)
9. Conclusions And Limitations
10. Suggestions / Amendments
11. Annexure
12. Bibliography (List Of Reference Books)
13. Questionnaire (Blank Format)

4.2 The Font Of The Project Report Should Be In Times New Roman With Font Size 12 And Bold For Headings And With Justified Formatting.

5. Project Evaluation:

Internal Assessment: External Evaluation:

Abstract 20 Objective 10

Draft 10 Comprehensiveness 10

Research Orientation 20 Relevance 20

Presentation 50

Viva 60

TEXT BOOKS

- Whigham, D. (2012). Business data Analysis- Using Excel (8th ed.). New Delhi: Oxford University Press.
- Gupta, S. C. (2016). Fundamentals of Statistics (4th ed.). Mumbai: Himalaya Publishing House.
- Anderson, D. R., Sweeney, D. J., And Willams, T. A. (2012). Statistics for Business And Economics (5th ed.). Melbourne: Cengage Learning.
- Bajpai, N. (2013). Business Statistics (4th ed.). New Delhi: Pearson.
- Black, K. (2012). Applied Business Statistics (8th ed.). Singapore: John Wiley And Sons.
- Williams, G. (2013). Sampling Techniques (3rd ed.). New York: John Wiley And Sons.
- Vohra, N. D. (2013). Business Statistics (5th ed.). New Delhi: Tata Mc Graw Hill Education Pvt. Ltd.

REFERENCE BOOKS

- Zikmund, W. G., Cars, J. C., Adhikara, A., And Gaiffin, M. (2013). Business Research Methods (2nd ed.). New Delhi: Cengage Learning.
- Eisner, E. W. (1981). On the Differences between Scientific And Artistic Approaches to Qualitative Research.
- Gauch, Jr., H. G. (2003). Scientific Method in Practice (1st ed.). Cambridge, UK: Cambridge University Press.
- Shields, P., And Rangarjan, N. (2013). A Playbook for Research Methods: Integrating Conceptual Frameworks And Project Management (1st ed.). Stillwater, OK: New Forums Press
- Creswell, J. W. (2008). Educational Research: Planning, Conducting, And Evaluating Quantitative And Qualitative Research (2nd ed.). Upper Saddle River, NJ: Prentice Hall.
- Hoffman, A. (2003). Research for Writers (2nd ed.). London: A And C Black Publishers Limited.

ON THE JOB TRAINING (OJT)		
Course code: BHMCT-400	Semester:VIII	
Duration : 40 Weeks	Maximum Marks: 600	
Teaching Scheme	Examination Scheme	
-	Internal Assessment Exam:	150 Marks
-	Assignment And Quiz:	450 Marks
Credit : 22	End Semester Exam:	600 Marks
LEARNING OUTCOME		
At The End Of This Course, The Students Will Be Able To:		
<ul style="list-style-type: none"> • Understand the practical aspect of a job. • Understand the organisations work culture • Learn Entrepreneur skills. • Understand operation of various organisation/industry 		
ON THE JOB TRAINING		
Following are the intended objectives of internship training:		
<ul style="list-style-type: none"> • Will expose students to the ON-THE-JOB environment, which cannot be simulated in the classroom and hence creating competent professionals for the industry. • Provide possible opportunities to learn, understand and sharpen the real time technical/ managerial skills required at the job. • Exposure to the current technological developments relevant to the subject area of training. • Experience gained from the 'ON THE JOB Internship' in classroom will be used in classroom discussions. Create conditions conducive to quest for knowledge and its applicability On the Job • Learn to apply the technical knowledge in real ON THE JOB situations. • Gain experience in writing technical reports/projects. • Promote academic, professional and/or personal development • Expose the students to future employers. • Understand the psychology of the workers and their habits, attitudes and approach to problem solving. 		
Duration of Exposure: 15-18 weeks		
Leave Formalities: I weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs.		
Attendance: In the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. ON THE JOB Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of ON-THE-JOB training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of ON-THE-JOB exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as absent" in ON-THE- JOB training and results.		
The On-the-Job Exposure in VIII semester can be in hotels, retail, QSR, Healthcare, Banking, Insurance or any service Industry. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for ON-THE-JOB exposure from Department of University.		

Guidelines

- All trainees must ensure that the log books and appraisals are signed by the departmental /sectional heads as soon as training in a particular department or section is completed.
- All the Trainees must bring the attendance certificate from the organisation mentioning the attendance record for the assessment.
- Trainees are also advised to make a report on the department/section of their choice, on completion of training in that respective department.
- A PowerPoint presentation on that department (based on the report) should be made. This will be presented in front of a select panel from the Department and the industry. It should be made for duration of 10 minutes.
- Marks will be awarded on this. The presentation should express the student's experiences in the department and what he/she has learned / observed.