

Punjab Technical University, Jalandhar
Degree in Hotel Management and Catering Technology
Scheme of Syllabi (1st & 2nd semester)

1st Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BH-101	Food Science & Nutrition-I	2	-	-	20	30
BH-103	Communication -I	2	-	-	20	30
BH-105	Accounts-I	2	-	-	20	30
BH-107	Computer-I	1	-	-	20	30
BH-109	Food Production-I	2	-	-	20	30
BH-111	Food & Beverage Service – I	2	-	-	20	30
BH-113	House Keeping-I	2	-	-	20	30
BH-115	Front Office-I	2	-	-	20	30
BH-117	Hotel Engineering-I	1	-	-	20	30
Practicals						
BH-121	Food Production -I	-	-	6	20	30
BH-123	Food & Beverage Service- I	-	-	4	20	30
BH-125	House Keeping-I	-	-	3	20	30
BH-127	Front Office - I	-	-	3	20	30
BH-129	Hotel Engineering-I	-	-	1	20	30
BH-131	Computer-I	-	-	1	20	30

2nd Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BH-102	Food Science & Nutrition-II	2	-	-	20	30
BH-104	Communication -II	2	-	-	20	30
BH-106	Accounts-II	2	-	-	20	30
BH-108	Computer-II	1	-	-	20	30
BH-110	Food Production-II	2	-	-	20	30
BH-112	Food & Beverage Service – II	2	-	-	20	30
BH-114	House Keeping-II	2	-	-	20	30
BH-116	Front Office-II	2	-	-	20	30
BH-118	Hotel Engineering-II	1	-	-	20	30
Practicals						
BH-122	Food Production -II	-	-	6	20	30
BH-124	Food & Beverage Service- II	-	-	4	20	30
BH-126	House Keeping-II	-	-	3	20	30
BH-128	Front Office - II	-	-	3	20	30
BH-130	Hotel Engineering-II	-	-	1	20	30
BH-132	Computer-II	-	-	1	20	30

Punjab Technical University, Jalandhar
Degree in Hotel Management and Catering Technology
Scheme of Syllabi (3rd & 4th semester)

3rd Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BH-201	Applications of Computers	1	-	-	20	30
BH-203	Food Production Theory –III	2	-	-	20	30
BH-205	Food & Beverage Service – III	2	-	-	20	30
BH-207	Front Office Operation – III	2	-	-	20	30
BH-209	Accommodation Operation – I	1	-	-	20	30
BH-211	Food & Beverage Control	2	-	-	20	30
BH-213	Hotel Accountancy	2	-	-	20	30
BH-215	Food Safety and Control	2	-	-	20	30
	Practicals					
BH-217	Applications of Computers	-	-	1	20	30
BH-219	Food Production Theory – III	-	-	6	20	30
BH-221	Food & Beverage Service- III	-	-	4	20	30
BH-223	Front Office Operation- III	-	-	3	20	30
BH-225	Accommodation Operation –I	-	-	1	20	30

4th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BH-202	Food & Beverage Production - IV	2	-	-	20	30
BH-204	Food & Beverage Service – IV	2	-	-	20	30
BH-206	Accommodation Operation – II	1	-	-	20	30
BH-208	Front Office – IV	2	-	-	20	30
BH-210	Principles of Management	2	-	-	20	30
BH-212	Foreign Language (French) –I	2	-	-	20	30
BH-214	Tourism Management	2	-	-	20	30
BH-216	Hygiene & Sanitation	2	-	-	20	30
BH-218	Group Discussion & Seminar				20	30
	Practicals					
	A.					
BH-220	Food Production – IV (Cookery & Bakery)	-	-	6	20	30
BH-222	Food & Beverage Service – IV	-	-	4	20	30
BH-224	Front Office – IV	-	-	3	20	30
BH-226	Accommodation Operation – II	-	-	1	20	30

Punjab Technical University, Jalandhar
Degree in Hotel Management and Catering Technology
Scheme of Syllabi (5th and 6th Semester)

5th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BH-301	Food & Beverage Production				25	75
BH-303	Food & Beverage Service				25	75
BH-305	Front Office Operations				25	75
BH-307	House Keeping Operations				25	75
BH-309	Log Book and Training report				25	75
Total					125	375

6th semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
BH-302	Food & Beverage Production-V	2	-	-	20	30
BH-304	Food & Beverage Service – V	2	-	-	20	30
BH-306	Front Office Operations –V	2	-	-	20	30
BH-308	Business Policy & Environment	2	-	-	20	30
BH-310	Hotel Laws	2	-	-	20	30
BH-312	Managerial Economics	2	-	-	20	30
BH-314	Foreign language (French)-II	2	-	-	20	30
BH-316	House Keeping Operations-III	2	-	-	20	30
Practical						
BH-318	Food & Beverage Production-V	-	-	6	20	30
BH-320	Food & Beverage Service – V	-	-	4	20	30
BH-322	Front Office Operations	-	-	3	20	30
BH-324	House Keeping Operations-III	-	-	3	20	30

Punjab Technical University, Jalandhar
Degree in Hotel Management and Catering Technology
Scheme of Syllabi (7th and 8th Semester)

7th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
	Elective-I	2	-	-	20	30
	Elective-II	2	-	-	20	30
BH-409	Human Resource Management	2	-	-	20	30
BH-411	Facility Planning	2	-	-	20	30
BH-413	Foreign Language (French)-III	2	-	-	20	30
BH-415	Security, Safety & First aid	2	-	-	20	30
BH-417	Resort Management	2	-	-	20	30
BH-419	Organization & Consumer Behaviour	2	-	-	20	30
BH-421	Dissertation & Viva -voce	1	-	-	20	30
Practicals						
	Elective-I Practical	-	-	3	20	30
	Elective –II Practical	-	-	3	20	30

Elective-I & Elective-II

BH-401 House keeping Operations-III
 BH-403 Food & Beverage Production-VI
 BH-405 Front Office Operations-VI
 BH-407 Food & Beverage service-VI
 Labs of Elective –I & Elective –II
 BH-423 House Keeping Operations-III
 BH-425 Food & Beverage Production-VI
 BH-427 Front Office Operations-VI
 BH-429 Food & Beverage Service – VI

8th Semester

Course No	Subject	L	T	P	Maximum Marks	
					Int.	Ext.
	Elective-III	2	-	-	20	30
	Elective-IV	2	-	-	20	30
BH-410	Computer Applications & MIS	2	-	-	20	30
BH-412	Purchasing and Record (Stores)	2	-	-	20	30
BH-414	Foreign Language (French)-IV	2	-	-	20	30
BH-416	Sale & Marketing Mgt.	2	-	-	20	30
BH-418	Conference & Convention Management	2	-	-	20	30
BH-420	Financial Management	2	-	-	20	30
Practicals						
	Elective-III Practical	-	-	3	20	30
	Elective-IV Practical	-	-	3	20	30
BH-430	Computer Applications & MIS Practical	-	-	3	20	30

Elective-III & Elective-IV

BH-402 House keeping Operations-IV
 BH-404 Food & Beverage Production-VII
 BH-406 Front Office operation-VII
 BH-408 Food & Beverage service-VII

Labs of Elective –I & Elective –II
 BH-422 House Keeping Operations-IV
 BH-424 Food & Beverage Production-VII
 BH-426 Front Office Operations-VII
 BH-428 Food & Beverage service-VII

BH-101 FOOD SCIENCE & NUTRITION-I

Internal Marks: 20	L T P
External marks: 30	2 0 0
Total Marks: 50	

DEFINITION AND SCOPE OF FOOD SCIENCE AND ITS INTER-RELATIONSHIP WITH FOOD CHEMISTRY,FOOD MICROBIOLOGY AND FOOD PROCESSING **02**

CARBOHYDRATES

- A. INTRODUCTION
- B. EFFECT OF COOKING (GELATINISATION AND RETROGRADATION)
- C. FACTORS AFFECTING TEXTURE OF CARBOHYDRATES(STIFNESS OF CHO GEL & DEXTRINIZATION)
- D. USES OF CARBOHYDRATES IN FOOD PREPARATION

04

FATS &OILS

- A. CLASSIFICATION(BASED ON THE ORIGIN AND DEGREE OF SATURATION)
 - B. AUTOXIDATION (FACTORS AND PREVENTION MEASURES)
 - C. FLAVOUR REVERSION
 - D. REFINING ,HYDROGENATION & WINTERISATION
 - E. EFFECT OF HEATING ON FATS & OILS WITH RESPECT TO SMOKE POINT
- COMMERCIAL USES OF FATS (WITH EMPASIS ON SHORYENING VALUE OF DIFFERENT FATS)

05

PROTEINS

- A. BASIC STRUCTURE AND PROPERTIES
- B. TYPE OF PROTEINS BASED ON THEIR ORIGIN(PLANT/ANIMAL)
- C. EFFECT OF HEAT ON PROTEINS(DENATURATION,COAGULATION)
- D. FUNCTIONAL PROPERTIE SOF PROTEINS (GELATION,EMULSIFICATION,FOAMABILITY,VISCOSITY)
- E. COMMERCIAL USES OF PROTEINS IN DIFFERENT FOOD PREPARATIONS (LIKE EGG GELS,GELATIN GELS,CAKES ,CONFECTIONARY ITEMS,MERINGUES,SOUFFLES,CUSTARD,SOUPS,CURRIES ETC.)

05

BASIC ASPECTS

01

- A. DEFINITION OF THE TERMS HEALTH,NUTRITION AND NUTRIENTS
- B. IMPORTANCE OF FOOD –(PHYSIOLOGICAL,PSYCHOLOGICAL AND SOCIAL FUNCTION OF FOOD)IM MAINTINING GOOD HEALTH
- C. CLASSIFICATION OF NUTRIENTS

ENERGY

03

- A. DEFINITION OF ENERGY AND UNITS OF ITS MEASUREMENTS(KCAL)
- B. ENERGY CONTRIBUTION FROM MACRONUTRIENTS(CARBOHYDRATES PROTEINS AND FATS)
- C. FACTORS AFFECTING ENERGY REQUIREMENTS
- D. CONCEPT OF BMR,SDA,THERMODYANAMIC ACTION OF FOOD
- E. DIETARY SOURCES OF ENERGY
- F. CONCEPT OF ENERGY BALANCE AND THE HEALTH HAZARDS ASSOCIATED WITH UNDERWEIGHT,OVERWEIGHT

03 MACRO NUTRIENTS

05

CARBOHYDRATES

- DEFINITION
- CLASSIFICATION(MONO,DI AND POLYSACCHARIDES)
- DIETEARY SOURCES
- FUNCTIONS
- SIGNIFICANCE OF DIETARY FIBRE(PREVENTION/TREATEMENT OF DISEASES)

LIPIDS

- DEFINITION

- CLASSIFICATIONS SATURATED AND UNSATURATED FATS
- DIETARY SOURCES
- FUNCTIONS
- SIGNIFICANCE OF FATTY ACIDS(PUFAs,MUFAs,SFAs,EFA)IN MAINTAINING HEALTH
- CHOLESTEROL-DIETARY SOURCES AND THE CONCEPT OF DIETARY AND BLOOD CHOLESTEROL

05

PROTEINS

- DEFINITION
- CLASSIFICATION BASED UPON AMINO ACID COMPOSITION
- DIETARY SOURCES
- FUNCTIONS
- METHODS OF IMPROVING QUALITY OF PROTEIN IN FOOD(SPECIAL EMPHASIS ON SOYA PROTEINS AND WHEY PROTEINS)

MACRO NUTRIENTS

05

A. VITAMINS

- DEFINITIONS AND CLASSIFICATION(WATER AND FATS SOLUBLE VITAMINS)
- FOOD SOURCES,FUNCTION AND SIGNIFICANCE OF
- FAT SOLUBLE VITAMIN(VITAMIN A,D,E,K)
- WATER SOLUBLE VITAMINS(VITAMINS C,THIAMINE,RIBOFLAVIN,NIACIN,CYAHOCBALAMIN FOLIC ACID

B. MINERALS

03

- DEFINITION AND CLASSIFICATION(MAJOR AND MINOR)
- FOOD SOURCES,FUNCTIONS AND SIGNIFICANCE OF CALCIUM,IRON,SODIUM,IODINE &FLOURINE

C.WATER

01

- DEFINITION
- DIETARY SOURCES(VISIBLE,INVISIBLE)
- FUNCTIONS OF WATER
- ROLE OF WATER IN MAINTINING HEALTH(WATER BALANCE)

BH-103 COMMUNICATION-I

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

BUSINESS COMMUNICATION

- A. NEED
- B. PURPOSE
- C. NATURE
- D. MODELS
- E. BARRIERS TO COMMUNICATION
- F. OVERCOMING THE BARRIERS

LISTENING OF THE JOB

- A. DEFINITION
- B. LEVELS AND TYPES OF LISTENING
- C. LISTENING BARRIERS
- D. GUIDELINES FOR EFFECTIVE LISTENING
- E. LISTENING COMPUTERIZATION AND NOTE TAKING

EFFECTIVE SPEAKING

- A. RESTAURANT AND HOTEL ENGLISH
- B. POLITE AND EFFECTIVE ENQUIRIES AND RESPONSES
- C. ADDRESSING A GROUP
- D. ESSENTIAL QUALITIES OF A GOOD SPEAKER
- E. AUDIENCE ANALYSIS
- F. DEFINING THE PURPOSE OF SPEECH ,ORGANIZING THE IDEAS AND DELIVERING THE SPEECH

BH-105 ACCOUNTS -I

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

INTRODUCTION TO ACCOUNTING

- A. MEANING AND DEFINITION
- B. TYPES AND CLASSIFICATION
- C. PRINCIPLES OF ACCOUNTING
- D. SYSTEMS OF ACCOUNTING
- E. GENERALLY ACCEPTED ACCOUNTING PRINCIPLES(GAAP) **04**

PRIMARY BOOKS(JOURNAL)

- A. MEANING AND DEFINITION
- B. FORMAT OF JOURNAL
- C. RULES OF DEBIT AND CREDIT
- D. OPENING ENTRY ,SIMPLE AND COMPOUND ENTERIES
- E. PRACTICALS **14**

SECONDARY BOOK(LEDGER)

- A. MEANING AND USES
- B. FORMATS
- C. POSTING
- D. PRACTICALS **06**

SUBSIDIARY BOOKS

- A. NEED AND USE
- B. CLASSIFICATION
 - PURCHASE BOOK
 - SALES BOOK
 - PURCHASE RETURNS
 - SALES RETURNS
 - JOURNAL PROPER
- PRACTICALS **06**

05 CASH BOOK

- A. MEANING
- B. ADVANTAGES
- C. SIMPLE,DOUBLE AND THREE COLUMN
- D. PETTY CASH BOOK WITH IMPREST SYSTEM(SIMPLE AND TABULAR FORMS)
- E. PRACTICALS **12**

BH-107 COMPUTER-I

Internal Marks: 20
External marks: 30
Total Marks: 50

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Objectives:

The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concepts of operating systems, World Processing, Database, presentations & Networking

Computer fundamentals -Theory**Information concepts and processing**

- A. DefinitionS
- B. Need , Quality and value of Information
- C. Data processing concepts

ELEMENTS OF A COMPUTER SYSTEM

- A. DEFINITIONS
- B. CHARACTERISTICS OF COMPUTERS
- C. CLASSIFICATION OF COMPUTERS
- D. LIMITATIONS

HARDWARE FEATURES AND USES

- A. COMPONENTS OF A COMPUTER
- B. GENERATIONS OF COMPUTERS
- C. PRIMARY AND SECONDARY STORAGE CONCEPTS
- D. DATA ENTRY DEVICES
- E. DATA OUTPUT DEVICES

SOFTWARE CONCEPTS

- A. SYSTEM SOFTWARE
- B. APPLICATION SOFTWARE
- C. LANGUAGE CLASSIFICATION
- D. COMPILERS AND INTERPRETERS

05

OPERATING SYSTEM/ENVIRONMENTS-THEORY**BASICS OF MS-DOS**

- A. INTERNAL COMMANDS
- B. EXTERNAL COMMANDS

INTRODUCTION TO WINDOWS

- A. GUI/FEATURES
- B. WHAT ARE WINDOWS AND WINDOWS 95 AND ABOVE?
- C. PARTS OF A TYPICAL WINDOW AND THEIR FUNCTIONS

BH-109 FOOD PRODUCTION-I

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

HOURS

INTRODUCTION TO COOKERY

- A. LEVEL OF SKILLS AND EXPERIENCES
- B. ATTITUDE AND BEHAVIOUR IN THE KITCHEN
- C. PERSONAL HYGIENE
- D. UNIFORM & PROTECTIVE CLOTHING
- E. SAFETY PROCEDURE IN HANDLING EQUIPMENT

02

CULINARY HISTORY

- B. ORIGIN OF MODERN COOKERY

02

HIERARCHY AREA OF DEPARTMENT AND KITCHEN

- A. CLASSICAL BRIGADE
- C. MODERN STAFFING IN VARIOUS CATEGORY HOTELS
- D. ROLES OF EXECUTIVE CHEF
- E. DUTIES AND RESPONSIBILITIES OF VARIOUS CHEFS
- E. CO-OPERATION WITH OTHER DEPARTMENTS

03

KITCHEN ORGANIZATION AND LAYOUT GENERAL

A. GENERAL LAYOUT OF THE KITCHEN IN VARIOUS ORGANISATIONS

- B. LAYOUTS OF RECEIVING AREAS
- C. LAYOUT OF SERVICE AND WASH UP

03

EQUIPMENT AND FUEL

- A. VARIOUS FUELS USED
ADVANTAGES AND DISADVANTAGES OF EACH
- B. DIFFERENT EQUIPMENTS USED IN FOOD PRODUCTION

01

BASIC MENU PLANNING

- A. TYPES OF MENU
- B. MENU PLANNING PRINCIPALS

02

AIMS AND OBJECTIVES OF COOKING FOOD

- A. AIMS AND OBJECTIVES OF COOKING
- B. VARIOUS TEXTURES
- C. VARIOUS CONSISTENCIES
- D. TECHNIQUES USED IN PRE-PREPARATION
- E. TECHNIQUES USED IN PREPARATION

COMMODITIES:

I) FLOUR

- A. STRUCTURE OF WHEAT
- B. TYPES OF WHEAT
- C. TYPES OF FLOUR
- D. PROCESSING OF WHEAT – FLOUR
- E. USES OF FLOUR IN FOOD PRODUCTION
- F. COOKING OF FLOUR (STARCH)

02

II)SHORTENINGS(FATS &OILS)

- A.ROLES OF SHORTENINGS
- B.VARIETIES OF SHORTENINGS
- C.ADVANTAGES AND DISADVANTAGES OF USING VARIOUS SHORTENINGS
- D.FATS AND OIL-TYPES VARIETIES

02

III)RAISING AGENTS

- A.CLASSIFICATIONS OF RAISING AGENTS
- B.ROLE OF RAISING AGENTS
- C.ACTIONS AND REACTIONS

01

IV)SUGAR

- A.IMPORTANCE OF SUGAR
- B TYPES OF SUGAR
- C COOKING OF SUGAR-VARIOUS
- D.USES OF SUGAR

02

BASIC COMMODITIES

I)MILK

- A.INTRODUCTION
- B.PROCESSING OF MILK
- C.PASTEURISATION-HOMOGENISATION
- D.TYPE OF MILK-SKIMMEDANDCONDENSED
- E.NUTRITIVE VALUE

II)CREAM

- A.INTRODUCTION
- B.PROCESSING OF CREAM
- C.TYPES OF CREAM

III)CHEESE

- A.INTRODUCTION

- B. PROCESSING OF CHEESE
- C.TYPES OF CHEESE
- D.CLASSIFICATION OF CHEESE
- E.CURING OF CHEESE

- F.USES OF CHEESE

IV)BUTTER

- A.INTRODUCTION
- B.PROCESSING OF BUTTER
- C.TYPES OF BUTTER

BH-111 FOOD & BEVERAGE SERVICE-I

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

THE HOTEL & CATERING INDUSTRY

- A. INTRODUCTION TO THE HOTEL INDUSTRY AND GROWTH OF THE HOTEL INDUSTRY IN INDIA
- B. ROLE OF CATERING ESTABLISHMENT IN THE TRAVEL/TOURISM INDUSTRY
- C. TYPES OF F&B OPERATIONS
- D. CLASSIFICATION OF COMMERCIAL,RESIDENTIAL/NON RESIDENTAL
- E. WELFARE CATERING –INDUSTRIAL /INTITUTIONAL/TRANSPORT SUCH AS AIR,ROAD,RAIL,SEA
- F. STRUCTURE OF THE CATERING INDUSTRY –A BRIEF DESCRIPTION OF EACH

08

DEPARTMENTAL ORGANISATION & STAFFING

- A. ORGANISATION OF F&B DEPARTMENT OF HOTEL
- B. PRINCIPAL STAFF OF VARIOUS TYPES OF F&B OPERATIONS
- C. FRENCH TERMS RELATED TO F&B STAFF
- D .DUTIES & RESPONSIBILITIES OF F& B STAFF
- E .ATTRIBUTES OF WAITER
- F. INTER-DEPARTMENTAL RELATIONSHIPS(WITH F&B AND OTHER DEPARTMENT)

05

I FOOD SERVICE AREAS

- A. SPECIALITY RESTAURANTS
- B. COFFEE SHOP SERVICE
- C. CAFETERIA SERVICE
- D. FAST FOOD SERVICE
- E. ROOM SERVICE
- F. BANQUET SERVICE
- G. BAR SERVICE
- H. VENDING MACHINES

08

II ANCILLIARY DEPARTMENTS

- A. PANTRY
- B. FOOD PICK-UP AREA
- C. STORE
- D. LINEN ROOM
- E. KITCHEN STEWARDING

04

BH-113 HOUSEKEEPING-I

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION
A.ROLE OF HOUSEKEEPING IN GUEST SATISFACTION AND REPEAT BUSINESS

02

ORGANISATION CHART OF THE HOUSEKEEPING

DEPARTMENT

- A. HIERARCHY IN SMALL,MEDIUM,LARGE AND CHAIN HOTELS
- B. IDENTIFYING HOUSEKEEPING RESPONSIBILITIES
- C. PERSONALITY TRAITS OF HOUSEKEEPING MANAGEMENT PERSONNEL
- D. DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF
- E. LAYOUT OF THE HOUSEKEEPING DEPARTMENT

12

CLEANING ORGANISATION

- A. PRINCIPLES OF CLEANING,HYGIENE AND SAFETY FACTORS IN CLEANING
- B. METHODS OF ORGANISING CLEANING
- C. FREQUENCY OF CLEANING DAILY,PERIODIC,SPECIAL
- D. DESIGN FEATURES THET SIMPLIFY CLEANING USE AND CARE OF EQUIPMENTS

04

PEST CONTROL

- A. AREAS OF INFESTATION
- PREVENTIYE MEASURES AND CONTROL MEASURE

02

02

CLEANING AGENTS

- A. GENERAL CRITERIA FOR SELECTION
- B. CLASSIFICATION
- C. POLISHES
- D. FLOOR SEATS
- E. USE,CARE AND STORAGE
- F. DISTRIBUTION AND CONTROLS
- USE OF ECO-FRIENDLY PRODUCTS IN HOUSEKEEPING

06

COMPOSTION,CARE AND CLEANING OF DIFFERENT SURFACES

- A. METALS
- B. GLASS
- C. LEATHER,LEATHERITES,REXINES
- D. PLASTIC
- E. CERAMICS
- F. WOOD
- G. WALL FINISHES
- FLOOR FINISHES

06

BH-115 FRONT OFFICE –I

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

INTRODUCTION TO TOURISM,HOSPITALITY&HOTEL INDUSTRY

- A. TOURISM AND ITS IMPORTANCE
- B. HOSPITALITY AND ITS ORIGIN
- C. HOTELS THEIR EVOLUTION AND GROWTH
- D. BRIEF INTRODUCTION TO HOTEL CORE AREA WITH SPECIAL REFERENCE TO FRONT OFFICE

CLASSIFICATION OF HOTELS

- A. SIZE
- B. STAR
- C. LOCATION & CLIENTELE
- D. OWNERSHIP BASIS
- E. INDEPENDENT HOTELS
- F. MANAGEMENT CONTRACTED HOTEL
- G. CHAINS
- H. FRANCHISE/AFFILIATED
- I. SUPPLEMENTARY ACCOMMODATION
- J. TIME SHARES AND CONDOMINIUM

TYPES OF ROOMS

- A. SINGLE
- B. DOUBLE
- C. TWIN
- D. SUITS

ORGANIZATION

- A. FUNCTION AREAS
- A. FRONT OFFICE HIERARCHY
- C. DUTIES AND RESPONSIBILITIES
- B. PERSONALITY TRAITS

TARIFF STRUCTURE

- A. BASIS OF CHARGING
- B. PLANS,COMPETITION,CUSTOMER'S PROFILE,STANDARDS OF SERVICE & AMENITIES
- C. HUBBART FORMULA
- D. DIFFERENT TYPES OF TARIFFS
 - RACK RATE
 - DISCOUNTED RATES FOR CORPORATES,AIRLINES,GROUPS&TRAVEL AGENTS

HOTEL ENTRANCE,LOBBY AND FRONT OFFICE

- E. LAYOUT
- F. FRONT OFFICE EQUIPMENT(NON AUTOMATED,SEMI AUTOMATED AND AUTOMATED)

FRONT OFFICE AND GUEST HANDLING

INTRODUCTION TO GUEST CYCLE

- PRE ARRIVAL
- ARRIVAL
- STAY

DEPARTURE & AFTER DEPARTURE

BH-117 HOTEL ENGINEERING-I

Internal Marks: 20
External marks: 30
Total Marks: 50

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MAINTENANCE:PREVENTIVE AND BREAKDOWN MAINTENANCE ,COMPARISON	
A. ROLL & IMPORTANCE OF MAINTENANCE DEPARTMENT IN THE HOTEL INDUSTRY WITH EMPASIS ON ITS RELATION WITH OTHER DEPARTMENTS OF THE HOTEL	
B. ORGANIZATION CHART OF MAINTENANCE DEPARTMENT,DUTIES AND RESPONSIBILITIES OF MAINTENANCE DEPARTMENT	03
FUELS USED IN CATERING INDUSTRY	
A. TYPES OF FUELS USED IN CATERING INDUSTRY ,CALORIFIC VALUE,COMPARATIVE STUDY OF DIFFERENT FUELS	
CALCULATION OF AMOUNT OF FUEL REQUIRED AND COST	04
GAS	
A. HEAT TERMS AND UNITS ,METHOD OF TRANSFER	
B. LPG AND ITS PROPERTIES ,PRINCIPLES OF BUNSEN AND BURNER ,PRECAUTION TO BE TAKEN WHILE HANDLING GAS ,LOW AND HIGH PRESSURE BURNERS,CORRESPONDING HEAT OUTPUT	
GAS BANK,LOCATION ,DIFFERENT TYPES OF MANIFLOLDS	04
ELECTRICITY:	
A. FUNDAMENTALS OF ELECTRICITY,INSULATORS,CONDUCTORS,CURRENT,POTENTIAL DIFFERENCE RESISTANCE,AC AND DC,SINGLE PHASE AND THREE PHASE AND ITS IMPORTANCE ON EQUIPMENT SPECIFICATIONS	
B. ELECTRIC CIRCUITS OPEN CIRCUITS AND CLOSE CIRCUITS ,SYMBOL OF CIRCUIT ELEMENTS,SERIES AND PARALLEL CONNECTIONS,SHORT CIRCUIT,FUSES,MCB,EARTHING,REASON FOR PLACING SWITCHES ON LIVE WIRE SIDE	
C. ELECTRIC WIRES AND TYPES OF WIRING	
D. CALCULATION OF ELECTRIC ENERGY CONSUMPTION OF EQUIPMENT,SAFETY PRECAUTION TO BE OBSERVED WHILE USING ELECTRIC APPLIANCES	
E. TYPES OF LIGHTING ,DIFFERENT LIGHTING DEVICES ,INCANDESCENT LAMPS,FLUORESCENT LAMPS,OTHER GAS DISCHARGED LAMPS,ILLUMINATION ,AND UNITS OF ILLUMINATION	
F. EXTERNAL LIGHTING	
G. SAFETY IN HANDING ELECTRIC EQUIPMENT	06
WATER SYSTEMS	
A. WATER DISTRIBUTION SYSTEM IN A HOTEL	
B. COLD WATER SYSTEMS IN INDIA	
C. HARDNESS OF WATER ,WATER SOFTENING,BASE EXCHANGE METHOD	
D. COLD WATER CISTERN SWIMMING POOLS	
E. HOT WATER SUPPLY SYSTEM IN HOTELS	
F. FLUSHING SYSTEM,WATER TRAPS,TRAPS AND CLOSETS	04
DEMONSTRATION	
SAFETY	
A. ACCIDENT PREVENTION	
B. SLIPS AND FALLS	
OTHER SAFETY	01

BH-121 FOOD PRODUCTION-I

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 6

INTRODUCTION TO COOKERY**DEMONSTRATION CLASSES & SIMPLE APPLICATION BY STUDENTS PART A BASIC WESTERN CUISINE****i)VEGETABLES****A.VARIETIES OF VEGETABLES****B.CLASSIFICATIONS****C. CUTS OF VEGETABLES**

- JULIENNA
- JARDINIÈRE
- MOGNONETTE
- DICES
- CUBES
- MACEDOINE
- PAYSANNE
- SHRED
- CONCASSE
- MIREPOIX

D.BLANCHING OF TOMATOES & CAPSICUM**E.METHODS OF COOKING VEGETABLES**

- BOILING(POTATOES,BEANS,CAULIFLOWER)
- FRYING(AUBERGINE,POTATOES)
- STEAMING(CABBAGE)
- BAKING(POTATOES,TURNIP)
- BRAISING(ONION,LEAKS,CABBAGE)

ii)STOCKS**DEMONSTRATION & PREPARATION OF**

- WHITE STOCK
- BROWN STOCK
- FISH STOCK

iii)SAUCES**DEMONSTRATION &PREPARATION OF BASIC MOTHER SAUCES AND 2-3 DERIVATIVES OF EACH**

- BECHAMEL(+CHEESE SAUCE,MORNAY,MUSTARD SAUCE,PARSLEY SAUCE)
 - ESPAGNOLE(+LYNNAISE MADEIRA,CHARCUTIERE)
 - TOMATO (+CREOLE,ITALIENNE,PIQUANTE)
 - VELOUTE(+SUPREME,ALLEMANDE,NORMANDE)
 - HOLLANDAISE(+PALOISE,BEARNAISE)
 - MAYONNAISE(TARTARE,COCKTAIL)

IV)SOUPS**CLASSIFICATION OF SOUPS****PREPARATION OF BASIC SOUPS**

- CONSOMME(ROYAL,CARMEN,CLERMONT,AMBASSADRICE,JULIENNE)
- CREAM(TOMATO,SPINACH,VEGETABLES)
- PUREE(LENTIL,PEAS,CARROT)
- CUT VEGETABLES(SCOTCH BROTH,MINESTRONE)
- VELOUTE(CRÈME DE VOLAILLE PRINCESS,VELOUTE DAME BLANCHE/MARIE-LOUISE)

- NATIONAL SOUP(MULLIGATAWNY,FRENCH ONION,OXTAIL)
- BISQUE(PRAWN,SHRIMP)

V)EGG COOKERY

PREPARATION OF VARIETIES OF EGG DISHES

- BOILED(SOFT &HARD)
- FRIED(SUNNY SIDE UP,DOUBLE FRIED)
- POACHES
- SCRAMBLED
- OMLETTE(PLAIN,STUFFED)
- EN COCOTTE(EGGS BENEDICT)
- STARCH(RICE,PASTA,POTATO)

VI)FISH MONGERY

- IDENTIFICATION &CLASSIFICATION OF FISH E.G FLAT FISH(POMFRET,BLACK POMFRET AND SOLE)
- ROUND FISH (SURMAL,RAWAS MACKEREL)
- SHEELFISH(CLAMS,MUSSELS,SHRIMPS,CRABS,LOBSTER S)
- CEPHALOPODS(SQUID,CUTTLE,FISH)
- CUTS OF FISH E.G
FILLET,DARNE,TRONCON,PAUPRETTE,GOUJONS

PREPARATION OF SIMPLE FISH DISHES SUCH AS

- SAUMON GRILLE
- POMFRET MEUNIERE
- SOLE MORNAY
- FISH ORLY
- FISH COLBERT
- FISH A L'ANGLARSE

VII)POULTRY

- A. CUTS OF POULTRY
- B. PREPARATION AND JOINTING OF CHICKEN
- C. PREPARATION OF SIMPLE DISHES SUCH AS
 - POULET ROTI A L'ANGLAISE
 - POULET GRILLE DIABLE
 - POULET SAUTE CHASSEUR
 - POULET SAUTE MARYLAND

Vii)MEAT

- A.IDENTIFICATION OF VARIOUS CUTS
- B.CARCASS DEMONSTRATION OF LAMB & PORK

- A. PREPARATION OF BASIC CUTS SUCH AS
 - LAMB & PORK CHOPS
 - TORNADO,FILLET,STEAK AND ESCALOPE
 - ROAST LEG OF LAMB
 - STEW

PART B-BAKERY & PATISSERIE

i)BREAD MAKING

A.DEMONSTRATION +PREPARATION OF SIMPLE AND ENRICHED BREAD ,RECIPES

- B.BREAD LOAF(WHITE & BROWN)
- C.BREAD ROLLS(VARIOUS SHAPES)
- D.FRENCH BREAD
- E.BRIOCHE

BH-123 Food & Beverage Service-I Practical

Internal Marks: 20	L T P
External marks: 30	0 0 4
Total Marks: 50	

F& B SERVICE EQUIPMENT

C. FAMILIARIZATION OF

CUTLORY

CROCKERY

GLASSWARE

FLATWARE

HOLLOWWARW

ALL OTHER EQUIPMENT USED IN F&B

FRENCH TERMS RELATED TO THE ABOVE 01

CARE & MAINTENANCE OF EQUIPMENT INCLUDING CLEANING/POLISHING OF EPNS ITEMS BY

- PLATE POWDER METHOD
- POLIVIT MATHOD
- SILVER DIP METHOD
- BURNISHING MACHINE

BH-125 HOUSEKEEPING-I Practical

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

ROOM LAYOUT AND STANDARD SUPPLIES

06

CLEANING EQUIPMENT

04

CLEANING OF DIFFERENT SURFACES

- DAILY
- PERIODIC
- SPECIAL TASKS

16

BH-127 FRONT OFFICE-I Practical

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

APPRAISAL OF FRONT OFFICE EQUIPMENT AND FURNITURE(RACK,COUNTER BELL DESK)

A. FILLING UP OF VARIOUS PERFORMA

B. WELCOMING OF GUEST

TELEPHONE HANDLING

BH-129 HOTEL ENGINEERING-I Practical

Internal Marks: 20	L T P
External marks: 30	0 0 1
Total Marks: 50	

Practical is based on theory of BH-117

BH-131 COMPUTER-I Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 1

WINDOWS OPERATIONS –PRACTICAL

- A. CREATING FOLDERS
- B. B.CREATING SHORTCUTS
- C. COPYING FILES/FOLDERS
- D. RENAMING FILES/FOLDERS
- E. DELETING FILES
- F. EXPLORING WINDOWS
- G. QUICK MENUS

05

MS-OFFICE 97

MS-WORD-PRACTICAL

CREATING A DOCUMENT

- A. ENTERING TEXT
- B. SAVING THE DOCUMENT
- C. EDITING A DOCUMENT ALREADY SAVED TO DISK
- D. GETTING AROUND THE DOCUMENT
- E. FIND AND REPLACE OPERATIONS
- F. PRINTING THE DOCUMENT

FORMATTING A DOCUMENT

- A. JUSTIFYING PARAGRAPHS
- B. CHANGING PARAGRAPH INDENTS
- C. SETTING TABS AND MARGINS
- D. FORMATTING PAGES AND DOCUMENTS
- E. USING BULLETS AND NUMBERING
- F. HEADERS/FOOTERS
- G. PAGINATION

SPECIAL EFFECTS

- A. PRINT SPECIAL EFFECTS E.G BOLD,UNDERLINE,SUPERSCRIPTS,SUBSCRIPTS
- B. CHANGING FONTS
- C. CHANGING CASE

CUT,COPY AND PASTE OPERATION

- A. MARKING BLOCKS
- B. COPYING AND PASTING A BLOCK
- C. CUTTING AND PASTING A BLOCK
- D. DELETING A BLOCK
- E. FORMATING A BLOCK
- F. USING FIND AND REPLACE IN ABLOCK

USING MS-WORD TOOLS

- A. SPELLING AND GRAMMER
- B. MAIL/MERGE
- C. PRINTING ENVELOPS AND LABELS

TABLES

- A. CREATE
- B. DELETE
- C. FORMAT

GRAPHICS

- A. INSERTING CLIP ARTS
- B. SYMBOLS(BORDER/SHADING)
- C. WORD ART

PRINT OPTIONS

- A. PRAVIEWING THE DOCUMENTS
- B. PRINTING A WHOLE DOCUMENT
- C. PRINTING A SELECTED PAGE
- D. PRINTING A SELECTED SET
- E. PRINTING SEVERAL DOCUMENTS
- F. PRINTING MORE THAN ONE COPIES

2 nd Semester		BH-102 FOOD SCIENCE & NUTRITION-II	L T P
Internal Marks: 20			2 0 0
External marks: 30			
Total Marks: 50			
		HOURS	
FOOD PROCESSING.		(03)	
DEFINITION			
A. OBJECTIVES			
B. TYPES OF TREATMENT			
EFFECT OF FACTORS LIKE HEAT,ACID,ALKALI ON FOOD CONSTITUENTS			
EVALUATION OF FOOD		(03)	
A. OBJECTIVES			
B. SENSORY ASSESSMENT OF FOOD QUALITY			
C. METHODS			
D. INTRODUCTION TO PROXIMATE ANALYSIS OF FOOD CONSTITUENTS			
E. RHEOLOGICAL ASPECTS OF FOOD			
EMULSIONS		(03)	
A. THEORY OF EMULSIFICATION			
B. TYPES OF EMULSION			
C. EMULSIFYING AGENTS			
D. ROLE OF EMULSIFYING AGENTS IN FOOD EMULSIONS			
COLLOIDS		(02)	
• DEFINITION			
• APPLICATION OF COLLOID SYSTEMS IN FOOD PREPARATION			
FLAVOUR		(02)	
DEFINITION			
DESCRIPTION OF FOOD FLAVOURS(TEA,COFFEE,WINE,MEAT,FISH,SPICE)			
BROWNING		(03)	
• TYPES (ENZYMATIC AND NON ENZYMATIC)			
• ROLE IN FOOD PREPARATION			
• PREVENTION OF UNDESIRABLE BROWNING			
BALANCED DIET		(01)	
• DEFINITION			
• IMPORTANCE OF BALANCED DIET			
• RDA FOR VARIOUS NUTRIENTS –AGE,GENDER,PHYSIOLOGICAL STATE			
MENU PLANNING		02	
• PLANNING OF NUTRITIONALLY BALANCED MEALS BASED UPON THE THREE FOOD GROUP SYSTEM			
• FACTORS AFFECTING MEAL PLANNING			
• CRITICAL EVALUATION OF FEW MEALS SERVED AT THE INSTITUTES/HOTELS BASED ON THE PRINCIPLE OF MEAL PLANNING			
• CALCULATION OF NUTRITIVE VALUE OF DISHES/MEALS			
MASS FOOD PRODUCTION		01	
• EFFECT OF COOKING ON NUTRITIVE VALUE OF FOOD			
NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH			
• NEED FOR INTRODUCING NUTRITIONALLY BALANCED AND HEALTH SPECIFIC MEALS			
• CRITICAL EVALUATION OF FAST FOODS			
• NEW PRODUCTS BEING LAUNCHED IN THE MARKET(NUTRITIONAL EVALUATION)			

BH-104 COMMUNICATION-II

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

NON-VERBAL COMMUNICATION

- A. DEFINITION ,ITS IMPORTANCE AND ITS INEVITABILITY
- B. KINESICS:BODY MOVEMENTS,FACIAL EXPRESSION,POSTURE,EYE CONTACT ETC.
- C. PROTEMIES:THE COMMUNICATION USE OF SPACE
- D. PARALANGUAGE:VOCAL BEHAVIOUR AND ITS IMPACT ON VERBAL COMMUNICATION
- E. COMMUNICATIVE USE OF ARTIFACTS-FURNITURE,PLANTS,COLOURS,ARCHITECTS ETC.

|

SPEECH IMPROVEMENT

- A. PRONUNCIATION,STRESS ACCENT
- B. IMPORTANCE OF SPPECH IN HOTELS
- C. COMMON PHONETIC DIFFICULTIES
- D. CONNECTIVE DRILL EXERCISES
- E. INTRODUCTION TO FREQUENTLY USED FOREIGN SOUNDS

USING THE TELEPHONE

- A. THE NATURE OF TELEPHONE ACTIVITY IN THYE HOTEL INDUSTRY
- B. THE NEED FOR DEVELOPING TELEPHONE SKILLS
- C. DEVELOPING TELEPHONE SKILLS

BH-106 ACCOUNTS-II

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

BANK RECONCILIATION STATEMENT

- A. MEANING
- B. REASONS FOR DIFFERENCE IN PASS BOOK AND CASH BOOK BALANCES
- C. PREPARATION OF BANK RECONCILIATION STATEMENT
- D. NO PRACTICALS

TRIAL BALANCE

- A. MEANING
- B. METHODS
- C. ADVANTAGES
- D. LIMITATIONS
- E. PRACTICALS

FINAL ACCOUNTS

- A. MEANING
- B. PROCEDURE FOR PREPARATION OF FINAL ACCOUNTS
- C. DIFFERENCE BETWEEN TRADING ACCOUNTS, PROFIT & LOSS ACCOUNTS AND BALANCE SHEET
- D. ADJUSTMENTS (ONLY FOUR)
 - CLOSING STOCK
 - PRE-PAID EXPENSES
 - OUTSTANDING EXPENSES
 - DEPRECIATION

CAPITAL AND REVENUE EXPENDITURE

- A. MEANING
- B. DEFINITION OF CAPITAL AND REVENUE EXPENDITURE

BH-108 COMPUTER-II

Internal Marks: 20
External marks: 30
Total Marks: 50

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1 0 0

MS –OFFICE 97

15

CREATING A SPREADSHEET

- A. STARTING A NEW WORKSHEET
- B. ENTERING THE THREE DIFFERENT TYPES OF DATA IN A WORKSHEET
- C. CREATING SIMPLE FORMULAS
- D. FORMATING DATA FOR DECIMAL POINTS
- E. EDITING DATA IN A WORKSHEET
- F. USING AUTO FILL
- G. BLOCKING DATA
- H. SAVING A WORKSHEET
- I. EXITING EXCEL

MAKING THE WORKSHEET LOOK PRETTY

- A. SELECTING CELLS TO FORMAT
- B. TRIMMING TABLES WITH AUTO FORMATS
- C. FORMATTING CELLS FOR
 - CURRENCY
 - COMMA
 - PERCENT
 - DECIMAL
 - DATE
- D. CHANGING COLUMNS WIDTH AND ROW HEIGHT
- E. ALIGNING TEXT
 - TOP TO BOTTOM
 - TEXT WRAP
 - RE-ORDERING ORIENTATION
- F. USING BORDERS

GOING THROUGH CHANGES

- A. OPENING WORKBOOK FILES FOR EDITING
- B. UNDOING THE MISTAKES
- C. MOVING AND COPYING WITH DRAG & DROP
- D. COPYING FORMULAS
- E. MOVING AND COPYING WITH CUT,COPY,PASTE
- F. DELETING CELL ENTRIES
- G. DELETING COLUMNS AND ROWS FROM WORKSHEET
- H. INSERTING COLUMNS AND ROWS IN A WORKSHEET
- I. SPELL CHECKING THE WORKSHEET

PRINTING THE WORKSHEET

- A. PREVIEWING PAGES BEFORE PRINTING
- B. PRINTING FROM THE STANDARD TOOLBAR
- C. PRINTING A PART OF A WORKSHEET
- D. CHANGING THE ORIENTATION OF THE PRINTING
- E. PRINTING THE WHOLE WORKSHEET IN A SINGLE PAGES

- F. ADDING A HEADER AND FOOTER TO A REPORT
- G. INSERTING PAGE BREAKS IN A REPORT
- H. PRINTING THE FORMULAS IN THE WORKSHEET

ADDITIONAL FEATURES OF A WORKSHEET

- A. SPLITTING WORKSHEET WINDOW INTO TWO FOUR PANES
- B. FREEZING COLUMNS AND ROWS ON-SCREEN FOR WORKSHEET
- C. ATTACHING COMMENTS TO CELLS
- D. FINDING AND REPLACING DATA IN THE WORKSHEET
- E. PROTECTING A WORKSHEET
- F. FUNCTION COMMANDS

MAINTAINING MULTIPLE WORKSHEET

- A. MOVING FROM SHEET IN A WORKSHEET
- B. ADDING MORE SHEETS TO A WORKBOOK
- C. DELETING SHEETS FROM A WORKBOOK
- D. NAMING SHEETS TABS OTHER THAN SHEET 1,SHEET 2 ANS SO ON.
- E. COPIYING AND MOVING SHEETS FROM ONE WORKSHEET TO ANOTHER

CREATING GRAPHICS/CHARTS

- A. USING CHART WIZARDS
- B. CHANGING THE CHART WITH THE CHART TOOLBAR
- C. FORMATTING THE CHARTS AREAS
- D. ADDING A TEXT BOX TO A CHART
- E. CHANGING THE ORIENTATION OF A 3 –D CHART
- F. USING DRAWING TOOLS TO ADD GRAPHICS TO CHART AND WORKSHEET
- G. PRINTING A CHART WITH PRINTING THE REST OF THE WORKSHEET DATA

EXCEL'S DATABASE FACILITIES

- A. SETTING UP A DATABASE
- B. SORTING RECORDS IN THE DATABASE

BH-110 FOOD PRODUCTION-II

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

HOURS

BASIC PRINCIPLES OF FOOD PRODUCTION

i)VEGETABLES AND FRUIT COOKERY

- A. INTRODUCTION –CLASSIFICATION OF VEGETABLES
- B. PIGMENTS AND COLOUR CHANGES
- C. EFFECTS OF HEAT ON VEGETABLES
- D. CUTS OF VEGETABLES
- E. CLASSIFICATION OF FRUITS
- F. USES OF FRUIT IN COOKERY
- G. SALADS AND SALAD DRESSINGS

05

ii)STOCKS

- A. DEFINITION OF STOCK
- B. TYPES OF STOCK
- C. PREPARATION OF STOCK
- D. RECIPES
- E. STORAGE OF STOCKS
- F. USES OF STOCKS
- G. CARE AND PRECAUTIONS

03

iii)SOUPS

- A. CLASSIFICATION WITH EXAMPLES
- B. BASIC RECIPES
- C. CONSOMMES
- D. GARNISHES AND ACCOMPANIMENTS

03

iv)SAUCES

- A. CLASSIFICATION OF SAUCES
- B. RECIPES FOR MOTHER SAUCES
- C. DERIVATIVES

03

V)MEAT COOKERY

- A. INTRODUCTION TO MEAT COOKERY
- B. CUTS OF BEEF/VEAL
- C. CUTS OF LAMB/MUTTON
- D. CUTS OF PORK
- E. VARIETY MEATS(OFFALS)

02

VI)EGG COOKERY

- A. INTRODUCTION TO EGG COOKERY
- B. STRUCTURE OF AN EGG
- C. SELECTION OF EGG
- D. USES OF EGG IN COOKERY
- E. METHODS OF COOKING EGG

VII)FISH COOKERY

- A. INTRODUCTION TO FISH COOKERY
- B. CLASSIFICATION OF FISH WITH EXAMPLES
- C. CUTS OF FISH
- D. SELECTION OF FISH AND SHELL FISH

03

E. COOKING OF FISH(EFFECTS OF HEAT)

VIII) RICE,CEREALS &PULSES

- A. INTRODUCTION
- B. CLASSIFICATION AND IDENTIFICATION
- C. COOKING OF RICE,CEREALS & PULSES
- D. VARIETIES OF RICE AND OTHER CEREALS 02

BAKERY

PASTRY

- A. SHORT CRUST
- B. LAMINATED
- C. CHOUX
- D. HOT WATER/ROUGH PUFF
 - RECIPIES AND METHODS OF PREPARATION
 - DIFFERENCE
 - USES OF EACH PASTRY
 - CARE TO BE TAKEN WHILE PREPARING PASTRY
 - ROLE OF EACH INGREDIENT
 - TEMPERATURE OF BAKING PASTRY 02

SIMPLE BREADS

- A. PRINCIPLES OF BREAD MAKING
- B. SIMPLE YEAST BREADS
- C. ROLE OF EACH INGREDIENTS IN BREAD MAKING
- D. BAKING TEMPERATURE AND ITS IMPORTANCE 02

PASTRY CREAMS

- A. BASIC PASTRY CREAMS
- B. USES IN CONFECTIONERY
- C. PREPARATION AND CARE IN PRODUCTION 02

CULINARY TERMS

- A. LIST OF CULINARY(COMMON AND BASIC)TERMS
- B. EXPLANATION WITH EXAMPLES 02

BASIC INDIAN COOKERY

i)CONDIMENTS & SPICES

- A. INTRODUCTION TO INDIAN FOOD
- B. SPICES USED IN INDIAN COOKERY
- C. ROLE OF SPICES IN INDIAN COOKERY
- D. INDIAN EQUIVALENT OF SPICES (NAMES) 01

ii)MASALAS

- A. BLENDING OF SPICES AND CONCEPT OF MASALAS
- B. DIFFERENT MASALAS USED IN INDIAN COOKERY
 - WET MASALAS
 - DRY MASALAS
- C. COMPOSITION OF DIFFERENT MASALAS
- D. VARIETIES OF MASALAS AVAILABLE IN REGIONAL AREAS
- E. SPECIAL MASALA BLENDS 02

iii)THICKENING AGENTS

- A. ROLE OF THICKENING AGENTS IN INDIAN CUISINE
- B. TYPES OF THICKENING AGENTS 01

FRENCH

- A. LA MATERIAL DE CUISINE(THE KITCHEN AND ITS UTENSILS)
- B. HIERARCHY OF KITCHEN PERSONNEL
- C. METHODS OF COOKING
- D. EGG & FARINACEOUS

- E. CUTS OF VEGETABLES
- F. CUTS OF FISH
- G. CUTS OF MEAT LAMB /MUTTON
- PORK
- BEEF
- VEAL
- H. SIMPLE MENU TERMINOLOGY & GRAMMER

BH-112 FOOD & BEVERAGE SERVICE-II

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

MEALS & MENU PLANNING:

- A. ORIGIN OF MENU 01
- B. OBJECTIVES OF MENU PLANNING 01
- A. TYPES OF MENU 01
- B. COURSES OF FRENCH CLASSICAL MENU 10
 - SEQUENCE
 - EXAMPLES FROM EACH COURSE
 - COVER OF EACH COURSE
 - ACCOMPANIMENTS
- C. FRENCH NAMES OF DISHES 01
- D. TYPES OF MEALS 05
 - EARLY MORNING TEA
 - BREAKFAST(ENGLISH,AMERICAN,CONTINENTAL,INDIAN)
 - BRUNCH
 - LUNCH
 - AFTERNOON/HIGH TEA
 - DINNER
 - SUPPER

02

METHODS OF SERVICE

MISE-EN-SCENE & MISE EN PLACE

02

SIMPLE CONTROL SYSTEM

04

A. KOT/BILL CONTROL SYSTEM

- B. MAKING BILL
- C. CASH HANDLING EQUIPMENT
- D. RECORD KEEPING

NON-ALCOHOLIC BEVERAGES

CLASIFICATION (NOURISHING,STIMULATING AND REFRESHING BEVERAGES) 01

A. TEA

02

B. ORIGIN & MANUFACTURE

- TYPES & BRANDS

B. COFFEE

02

- ORIGIN & MANUFACTURE
- TYPES & BRANDS

C. JUICES AND SOFT DRINKS

01

SERVICE OF JUICES & SOFT DRINKS

04

- BRAND NAMES OF JUICES ,SOFT DRINKS,MINERAL WATER,TONIC WATER (01)

E. COCOA & MALTED BEVERAGES (01)

- ORIGIN & MANUFACTURE

TOBACCO

01

A. HISTORY

B. PROCESSING FOR CIGARETTES, PIPE TOBACCO & CIGARS

C. CIGARS –SHAPES /SIZES/COLOURS

D. STORAGE OF CIGARETTES & CIGARS

BH-114 HOUSE KEEPING-II

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

TYPES OF BEDS AND MATTRESSES 02
KEYS 02

- A. TYPES OF KEYS
- B. COMPUTERISED KEY CARDS
- C. KEY CONTROL

ROOM LAYOUT AND GUEST SUPPLIES 02
 A. STANDARD ROOMS,VIP ROOMS
 B. GUEST'S SPECIAL REQUESTS

AREA CLEANING 06

A. GUEST ROOMS

- B. FRONT -OF -THE -HOUSE AREAS
- C. BACK -OF- THE HOUSE AREAS
- D. WORK ROUTINE & AND ASSOCIATED PROBLEMS e.g HIGH TRAFFIC AREAS,FAÇADE CLEANING ETC.

ROUTINE SYSTEM AND RECORDS OF HOUSE KEEPING DEPARTMENT 10

- A. REPORTING STAFF PLACEMENT
- B. ROOM OCCUPANCY REPORT
- C. GUEST ROOM INSPECTION
- D. ENTERING CHECKLISTS,FLOOR REGISTER,WORK ORDER,LOG SHEET
- E. LOST & FOUND REGISTER AND ENQUIRY FILE
- F. MAID'S RECORDS AND HOUSEKEPPER'S REPORT
- G. HANDOVER RECORDS
- H. GUEST'S SPECIAL REQUESTS REGISTER
- I. RECORD OF SPECIAL CLEANING
- J. CALL REGISTER
- K. VIP LISTS

INTER DEPARTMENTAL RELATIONSHIP

- A. WITH FRONT OFFICE
- B. WITH MAINTENANCE
- C. WITH SECURITY
- D. WITH STORES
- E. WITH ACCOUNTS
- F. WITH PERSONNEL
- G. USE OF COMPUTERS IN HOUSEKEEPING DEPARTMENT

BH-116 FRONT OFFICE-II

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

RESERVATION	08
A. IMPORTANCE OF RESERVATION	
B. MODES	
C. CHANNELS AND SOURCES(FITS,TRAVEL AGENTS,AIRLINES,GITS)	
D. TYPES OF RESERVATIONS(TENTATIVE,CONFIRMED,GUARANTEED ETC)	
E. SYSTEMS(NON AUTOMATIC,SEMI AUTOMATIC ,FULLY AUTOMATIC)	
F. CANCELLATION,AMENDMENTS AND OVERBOOKING	
ROOM SELLING TECHNIQUES	02
A. UP SELLING	
B. DISCOUNTS	
ARRIVALS	05
A. PREPARING FOR GUEST ARRIVALS AT RESERVATION AND FRONT OFFICE	
B. RECEIVING OF GUESTS	
C. PRE-REGISTRATION	
D. REGISTRATION(NON AUTOMATIC ,SEMI AUTOMATIC AND AUTOMATIC)	
E. RELEVANT RECORDS FOR FITs,GROUPS,AIR CREWS &VIPs	
BELL DESK	06
A. FUCTIONS	
B. PROCEDURES AND RECORDS	
DURING THE STAY ACTIVITIES	05
A. INFORMATION SERVICES	
C. MESSAGE & MAIL HANDLING	
D. KEY-HANDLING	
E. ROOM SELLING TECHNIQUE	
F. HOSPITALITY DESK	
G. COMPLAINTS HANDLING	
H. GUEST HANDLING	
I. GUEST HISTORY	
FRONT OFFICE CO-ORDINATION WITH OTHER DEPARTMENTS OF HOTEL	03
.GUEST ACCOUNTING (MANUAL)	03
C. GUEST WEEKLY BILL	
D. VISITORS TABULAR LEDGE	
FRENCH	06
A. UNDERSTANDING AND USES OF ACCENTS ,OTHOGRAPHIC SIGNS & PUNCTUATION	
B. KNOWLEDGE OF CARDINAUX & ORDINAUX(ORDINAL &CARDINAL)	
C. DAYS,DATES,TIME,MONTHS ANS SEASONS	

BH-118 HOTEL ENGINEERING-II

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
1 0 0

REFRIGERATION & AIR-CONDITIONING:

- A. BASIC PRINCIPLES,LATENT HEAT,BOILING POINT AND ITS DEPENDENCE ON PRESSURE,VAPOUR COMPRESSOR,SYSTEM OF REFRIGERATION AND REFRIGERANTS.
- B. VAPOUR ABSORPTION SYSTEM,CARE AND MAINTENANCE OF REFRIGERATORS,DEFROSTING,TYPES OF REFRIGERANT UNITS,THEIR CARE AND MAINTENANCE
- C. CONDITIONS FOR COMFORT,RELATIVES HUMIDITY,HUMIDIFICATION,DE –HUMIDIFYING,DUE POINT CONTROL ,UNIT OF AIR CONDITIONING
- D. WINDOW TYPE AIR CONDITIONER,CENTRAL AIR CONDITIONING,PREVENTIVE MAINTENANCE
- E. VERTICAL TRANSPORTATION ,ELEVATORS,ESCALATORS

FIRE PREVENTION AND FIRE FIGHTING SYSTEM: (04)

- A. CLASSES OF FIRE,METHODS OF EXTINGUISHING FIRES
- B. FIRE EXTINGUISHERS,PORTABLE AND STATIONERY
- C. FIRE DETECTORS AND ALARM
- D. AUTOMATIC FIRE DETECTORS CUM EXTINGUISHING DEVICES
- E. STRUCTURAL PROTECTION
- F. LEGAL REQUIREMENTS

WATER DISPOSAL AND POLLUTION CONTROL: (051)

- A. SOLID AND LIQUID WASTE,SULLAGE AND SEWAGE,DISPOSAL OF SOLID WASTE
- B. SEWAGE TREATMENT
- C. POLLUTION RELATED TO HOTEL INDUSTRY
- D. WATER POLLUTION ,SEWAGE POLLUTION
- E. AIR POLLUTION ,NOISE POLLUTION,THERMAL POLLUTION
- F. LEGAL REQUIREMEN

SECURITY (01)

EQUIPMENT REPLACEMENT POLICY: (05)

- A. CIRCUMSTANCES UNDER WHICH EQUIPMENT ARE REPLACED
- B. REPLACEMENT POLICY OF ITEMS WHICH GRADUALLY DETERIORATES
- C. REPLACEMENT WHEN THE AVERAGE ANNUAL COST IS MINIMUM
- D. REPLACEMENT WHEN THE PRESENT COST IS MINIMUM
- E. ECONOMIC REPLACEMENT CYCLE FOR SUDDENLY FAILING EQUIPMENT

AUDIO VISUAL EQUIPMENTS (08)

- A. VARIOUS AUDIO VISUAL EQUIPMENT USED IN HOTEL
- B. CARE AND CLEANING OF OVERHEAD PROJECTOR,SLIDE PROJECTOR,LCD AND POWER POINT PRESENTATION UNITS
- C. MAINTENANCE OF COMPUTERS
- D. CARE AND CLEANING OF PC,CPU,MODEM,UPS,PRINTER,LAPTOPS
- E. SENSORS-VARIOUS SENSORS USED IN DIFFERENT LOCATIONS OF A HOTEL-TYPE USES AND COST EFFECTIVENESS

CONTRACT MAINTENANCE: (03)

- A. NECESSITY OF CONTRACT MAINTENANCE ADVANTAGES AND DISADVANTAGES OF CONTRACT MAINTENANCE
- B. ESSENTIAL REQUIREMENTS OF A CONTRACT,TYPES OF CONTRACT THEIR COMPARATIVE ADVANTAGES AND DISADVANTAGES
- C. PROCEDURE FOR INVITING AND PROCESSING TENDERS,NEGOTIATING AND FINALIZING

BH-122 FOOD PRODUCTION-II Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 6

PART B-BAKERY & PATISSERIE

SIMPLE CAKES

DEMONSTRATION +PREPARATION OF SIMPLE AND ENRICHED CAKES,RECIPIES
 SPONGE,GENOISE,FATLESS,SWISS ROLL
 FRUIT CAKE
 RICH CAKES
 DUNDEE,MADEIRA

PASTRY

A.DEMONSTRATION AND PREPARATION OF DISHES USING VARIETIES OF PASTRY
 B.SHORT CRUST-JAM TARTS,TURNOVERS
 C. LAMINATED –PALMIERS,KHARA BISCUITS,DANISH PASTRY CREAM HORNS
 D.CHOUX PASTE ECLAIRS,PROFITEROLES

SIMPLE COOKIES

DEMONSTRATION AND PREPARATION OF SIMPLE COOKIES LIKE NAN KHATAI,GOLDEN
 GOODIES,MELTING MOMENTS,SWISS TART,TRI COLOUR,BISCUITS,CHOCOLATE CHIP
 COOKIES,CHOCOLATE CREAM FINGERS,BACHELOR BUTTONS

HOT/COLD DESSERTS

A. CARARNEL CUSTARD ,BREAD AND BUTTER PUDDING,QUEEN OF PUDDING,SOUFFLE
 –LEMON/PINEAPPLE,MOUSSE(CHOCOLATE,COFFEE)BAVAROISE,DIPLOMAT
 PUDDING,APRICOT PUDDING.
 B. STEAMED PUDDING-ALBERT PUDDING,CABINET PUDDING

PART –C BASIC INDIAN CUISINE

RICE ,CEREALS & PULSES

A. IDENTIFICATION OF VARIOUS VARIETIES OF RICE,CEREALS AND PULSES
 B. SIMPLE PREPARATION SUCH AS
 BOILED RICE
 FRIED RICE
 VARIOUS SIMPLE DAL PREPARATIONS
 WHEAT PRODUCTS LIKE CHAPPATIES ,PARANTHAS,PHULKAS,POORIS
 ii)**INDIAN MASALAS**
 E. COMPOSITION OF BASIC INDIAN MASALAS

- GREEN
 - WHITE
 - BROWN
 - TANDOORI
- B.PREPARATION OF THESE AND INCORPORATION IN SIMPLE DISHES
 SUCH AS VINDALOO,KORMA,TIKKA,SAFED MAS,NAVRATTAN KORMA
 F. THICKENING ,COLORING AND SOURING AGENTS

INDIVIDUAL STUDENT PRACTICAL

PRACTICAL CLASSES TO INCORPORATE SIMPLE MENUS BOTH INDIAN AND CONTINENTAL
 COMPRISING OF FOLLOWING DISHES.EACH INSTITUTE TO FORMULATE THEIR OWN
 COMBINATION

A. SOUPS

CREAM –VEGITABLE, SPINACH, TOMATO and GREEN PEAS
 CONSOMME WITH GARNISHES LIKE
 ROYALE,CARMEN,MADRILENE,CLERMONT,CELESTINE

NATIONAL SOUPS –OXTAIL,MULLIGATAWNY,MINESTRONE,VICHYSOISE

**B. FISH-FISH ORLY,A’LANGLAISE,COLBERT,MEUNIERE,POACHED FISH,GRILLED
 FISH,BAKED FISH,SUCH AS FLORENTINE ,MORNAY,PORTUGUESE**

- C. ENTRÉE LAMB STEW, HOT POT, HAMBURGER, SHEPHERD'S PIE, SCOTCH EGG, GRILLED STEAKS & LAMB/PORK CHOPS, CASSEROLES, ROAST CHICKEN/LEG OF LAMB, BEEF
- D. POTATO ALL BASIC PREPARATION SUCH AS BOILED, BAKE ROAST, FRENCH FRIES, LYONNAISE, MASHED/CREAMED, PARSLEY/PARISIENNE
- E. VEGETABLES

BOILED

- VEGETABLES, CABBAGE, CAULIFLOWER, BEANS
- GLAZED VEGETABLES, CARROT, RADISH, TURNIP
- FRIED VEGETABLES, AUBERGINES
- STEWED VEGETABLES, COUGETTE PROVENCE, BAKED BEANS, RATATOUILLE
- BRAISED VEGETABLES: ONION, LEEKS, CABBAGE

F. SALADS – BASIC SIMPLE SALADS & DRESSING

- COLE SLAW SALADE NICOISE
- RUSSIAN SALAD BEETROOT SALAD
- POTATO SALAD FRUIT SALAD
- CARROT & CELERY WALDORF SALAD

G. COLD SWEET – HONEY COMB MOULD, BUTTERSCOTCH SPONGE, COFFEE MOUSSE, LEMON SPONGE, TRIFLE, BLANCMANGE, CHOCOLATE MOUSSE, LEMON SOUFFLE

H. HOT SWEET – BREAD & BUTTER PUDDING, Caramel CUSTARD, ALBERT PUDDING, CHRISTMAS PUDDING

- INDIAN SWEETS – SIMPLE ONES SUCH AS CHICOTI, GAJJAR HALWA, KHEER
- INDIAN RICE – DISHES SUCH AS GHEERA PULAO, VEGETABLES PULAO, LEMON RICE, ALOO GOBI KI THEHARI, KHICHDI
- INDIAN BREADS – CHAPATTIES, POORIS, PARATHAS, MISSI ROTI,
- INDIAN MEAT/CHICKEN DISHES – KORMA, BAFAT, SAFED MAS, SHAHJEHANI, JHALFRAZIE, HUSSAINIY CURRY, ROGINI, TANDOORI CHICKEN
- VEGETABLE PREPARATION – SALADS, RAITAS, FOOGATH, THORAN, BHAJEES, BHUJJIA, CUCUMBERS, DAHI WADAS, PREPARATION OF PANEER

BH-124 F & B Service-II Practical

Internal Marks: 20	L T P
External marks: 30	0 0 4
Total Marks: 50	

A. TABLE LAYING FOR DIFFERENT MEALS	26
B. RESTAURANT RESERVATION	02
C. RECEIVING & SEATING THE GUEST	02
D. TAKING THE ORDER	02
E. PROCEDURE OF SERVICE AT TABLE (SILVER SERVICE & PRA-PLATED SERVICE)	40
F. PRESENTATION & ENCASHING THE BILL	02
G. ROOM SERVICE (TRAY & TROLLEY)	12
H. FRENCH FOR RECEIVING & GREETING THE GUEST & SEATING THE GUEST	02
I. FRENCH RELATED TO TAKING ORDER & DESCRIPTION OF DISHES PREPARATION & SERVICE	02
PREPARATION & SERVICE OF DIFFERENT TYPES OF COFFEE	
SERVICE OF JUICES & SOFT DRINKS	04
MOCKTAIL MAKING	04
PREPARATION & SERVICE OF	04
SERVICE OF CIGARS & CIGARETTES	06

BH-126 HOUSEKEEPING-II Practical

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

MAID'S TROLLEY-SETTING UP A TROLLEY
BED MAKING
DAILY CLEANING OF GUEST ROOMS & BATHROOMS
PUBLIC AREA CLEANING
GUEST ROOM INSPECTION

BH-128 FRONT OFFICE-II Practical

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

- ROLE PLAY
- RESERVATION
 - ARRIVALS
 - LUGGAGE HANDLING
 - MESSAGE AND MAIL HANDLING
 - PAGING
 - FIDELIO TRAINING (IN COMPUTER LAB)

BH-130 Hotel Engineering-II Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 1

Practical is based on the theory of BH-118

BH-132 COMPUTER-II Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 1

MS-EXCEL-PRACTICAL

- A. HOW TO USE EXCEL
- B. STARTING EXCEL
- C. PARTS OF EXCEL SCREEN
- D. PARTS OF THE WORKSHEET
- E. NAVIGATING IN A WORKSHEET
- F. GETTING TO KNOW MOUSE POINTER SHAPES

INTERNET & EMAIL –PRACTICAL

3rd Semester

BH-201 Application of computers

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
1 0 0

MS Office 97

Ms Powerpoint-Practical
 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
 E. Creating an Organizational chart

Networks-Theory

Network Topology
 Bus
 Star
 Ring
 B.Networks Applications
 C.Types of networks
 LAN
 MAN
 WAN
 D.Network Configuration hardware
 Server
 Nodes
 E.Channel
 Fibre Optics
 Twisted
 Co-Axial
 F.Hubs
 network Interface card
 Arcnet
 Ethernet
 Network Software
 Novel
 Window NT

BH-203 FOOD PRODUCTION THEORY-III

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

QUANTITY FOOD PRODUCTION**Equipment**

- A. Equipment required for mass/volume feeding
- B. Heat and cold generating equipment
- C. Care and maintenance of this equipment
- D. Modern development in equipment manufacture

Menu Planning

- A. Basic principles of menu planning –recapitulation
- B. Points to consider in menu planning for various feeding outlets such as Industrial, Institutional, Mobile catering units
- C. Planning menus for
 - School/college students
 - Industrial worker
 - Hospitals
 - Outdoor parties
 - Theme dinners
 - Transport facilities ,Cruise lines,airlines,railways
- D. Nutritional factors of the above

Indenting

- Principles of Indenting for volume feeding
- Portion size 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 quality food production with regards to

- Space allocation
- Equipment selection
- Staffing

Volume Feeding

- A. Institutional and Industrial Catering
 - Types of institutional and Industrial Catering
 - Problems associated with this type of catering
 - Scope for development and growth
- B. Hospital catering
 - Highlights of hospital catering for patients,staff,visitors
 - Diet Menus and nutritional requirement
- C. Off Premises catering
 - Reasons for growth and development
 - Menu Planning & Theme Parties
 - Concept of a central production Unit
 - Problems Associated with off-premises catering
- D. Mobile catering
 Characteristics of Rail,Airline(Flight,Kitchens and Sea Catering)

Branches of mobile catering

E. Quantity purchase & storage

- Introduction to purchasing
- Purchasing system
- Purchasing specification
- Purchasing techniques
- Storage

BH-205 Food & Beverage Service –III

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Alcoholic Beverage

- A. Introduction and definition
- B. Classification

Wines

A Definition

B Classification with examples

- Table/Still/Natural
- Sparking
- Fortified
- Aromatized

C. Production of each classification

D. Principles wine regions and wines of

- France
- Italy
- Spain
- Portugal
- USA
- Australia

E. New world wines (brand names)

- India
- Chile
- South Africa
- Algeria
- New Zealand

F Food & Wine harmony

G Storage of wines

H Wine terminology (English & French)

BH-207 Front Office Operation-III

Internal Marks: 20

External marks: 30

Total Marks: 50

L T P

2 0 0

Computer Application in Front Office Operation

Fidelio

Amadeus

Front office(Accounting)

Accounting fundamentals

Guest and non Guest accounts

Accounting System

(Non automated,semi automated and fully automated)

Check Out Procedures

Guest accounts settlement

Cash and credit

Indian currency and foreign currency

Transfer of guest accounts

Express Check out

BH-209 ACCOMMODATION OPERATION-I

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
1 0 0

Linen Room

Activities of the Linen Room
Layout and equipment in the Linen Room
Selection criteria for various Linen Items & fabrics suitable for this purpose
Purchase of linen
Calculation of Linen requirements
Linen control-procedures 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 the uniform room

SEWING ROOM

Activities and areas to be provided
Equipment provided

BH-211 FOOD & BEVERAGE CONTROLS

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Food cost control

Introduction to cost control
Define cost control
The objectives and Advantages of cost control
Basic costing
Food costing

Food control Cycle

Purchasing Control
Aims of Purchasing Policy
Job description of purchase manager/Personnel
Types of food Purchase
Quality Purchasing
Food quality factors for different commodities
Definition of yield
Tests to arrive at standard yield
Definition of Standard Purchase Specification
Advantage of standard yield and Standard purchase Specification
Purchasing procedure
Different methods of food purchasing
Sources of supply
Purchasing by contract
Periodical Purchasing
Open market purchasing
Standing order purchasing
Centralize Purchasing
Methods of purchasing in Hotels
Purchase order forms
Ordering cost
Carring cost
Economic order quantity
Practical Problems

Receiving Controls

Aims of receiving
Job description of receiving clerk/Personnel
Equipment required for receiving
Documents by supplier including Format
Delivery notes
Bills/Invoices
Credit notes
Statements

Record maintain in the receiving department

Goods received book

Daily receiving book

Meat tags

Receiving procedure

Blind receiving

Assessing the performance and efficiency of receiving department

Frauds in the receiving department

Hygiene and cleanliness of area

Storing and issuing control

Storing control

Aims of store control

Job description of food store room Clerk/personnel

Storing control

Conditions of facility & equipment

Arrangements of foods

Location of storage facility

Security

Stock control

Two Types of food received-direct stores(perishable/nonperishable)

Stock Records maintained Bin Cards

Stock Record cards/Books

issuing Control

Requisitions

Transfer notes

Perpetual Inventory Methods

Monthly Inventory/Stock taking

Pricing of Commodities

Stock taking and comparison of actual physical inventory and book value

Stock levels

Practical Problems

Hygiene & cleanliness of area

Production control

Aims and objectives

Forecasting

Fixing of Standards

Definition of standards (Quality & Quantity)

Standard Recipe(Definition,Objectives and various tests)

Standard Portion size(Definition,objective and equipment used)

Standard portion cost(objectives & cost cards)

Computation of staff meals

Sales control

sales-ways of expressing selling,determining sales price,calculation of selling price,factors to be considered while fixing selling price

Matching costs with sales

Billing procedure-cash and credit sales

Cashier`s sales summary sheet

BH-213 HOTEL ACCOUNTANCY

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Uniform System of accounts for Hotels

Introduction to uniform system of accounts

Contents of the income statement

Practical Problems

Contents of The balance sheet(under uniform system)

Practical problems

Departmental Income Statements and Expenses statements(Schedules 1 to 16)

Practical Problems

Internal Control

Definition and objectives of internal control

Characteristics of internal control

Implementation and review of internal control

Internal Audit and Statutory Audit

An introduction to internal and statutory audit

Distinction between internal and statutory audit

Implementation and review of internal audit

Departmental Accounting

An introduction to departmental accounting

Allocation and apportion meant of expenses

Advantages of allocation

Drawbackes of allocation

Basis of allocation

Practical problems

BH-215 FOOD SAFETY & CONTROL

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Basic Introduction to food safety, food hazards and risk contaminants and food hygiene

Micro-organism in food

general characteristics of micro-organism based on the occurrence and structure
factors affecting their growth in food-(intrinsic and extrinsic)

Common food born micro-organism

a. Bacteria (Spores/capsules)

b. fungi

c. Viruses

d. parasites

Food spoilage & Food preservation

A. Types & causes of spoilage

Sources of Contamination

Spoilage of different products (milk & milk products, meat eggs, fruits and vegetables, canned products)

Basic principles of food preservation

Methods of preservation (High temperature, Low temperature, drying, preservations and irradiation)

Beneficial role of micro organism

fermentation and role of lactic and bacteria

fermentation in food (dairy foods, vegetable, indian foods, Bakery Products and alcoholic beverages)

Miscellaneous (vinegar & anti-biotics)

Food Borne diseases

Types (Infections and intoxications)

Common diseases caused by food borne pathogens

Preventive measures

BH-217 APPLICATIONS OF COMPUTERS

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 1

Practical is based on the theory of paper BH-201

BH-219 FOOD PRODUCTION THEORY-III

Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 6

To formulate 36 sets of menus form the following dishes and to include more dishes from from respective regions

- Awadh
- Bengal
- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

BH-221 Food & Beverage Service –III Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 4

Service of Wines

- Red wine
- White/Rose white wine
- Sparkling wines
- Fortified wines
- Aromatized wines

BEER

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

Service of

Bottled & canned beers
Draught beers

BH-223 Front Office Operation-III Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 3

Hands on practices of computer Application (Fidelio System)related to front office precedures such as Reservation,registration,Guest History,telephones,Housekeeping,Daily transactions)

Front office Accounting procedures

Manual accounting

Machine accounting

Payable, Accounts receivable,Guest History,Yield Management

Role Play

Situation Handling

BH-225 ACCOMMODATION OPERATION-I
Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 1

Layout of Linen and uniform room/laundry
Selection and designing of Uniforms

4th Semester

BH-202 FOOD AND BEVERAGE PRODUCTION-IV

Internal Marks: 20

External marks: 30

Total Marks: 50

L T P

2 0 0

PART – I , BASIC INDIAN COOKERY

Regional Indian cuisine

- Introduction to regional Indian cuisine
- Heritage of Indian cuisine.

Factors that effect eating habits in different parts of the country.

Differentiation of regional cuisine

(South India, Gujrat, Maha Rashtra, Bengal & Goa)

- Historical back ground
- Location
- Raw material
- Equipment and fevel

Food

Communities :-

- Parsee
- Chettinad
- Hyderabadi
- Luck now
- Awadhi
- Malabari
- Syrian
 - Christian

Bohri.

Discussions :-

- Indian Bread
- Indian sweets
- Indian snacks

Rechauffe

- Principles of rechauffe
- Precautions

Identification of food for rechauffee

Food preservation

Accompaniments & Garnishes

PART II BAKERY & PATISSERIE

ROYAL ICING

- Forms, types and uses in various stages
- Role of glycerin in making royal icing.

GUM PASTE

- Role of Gelatin and Precautions
- Methods of making Gum Paste

SUGAR

- Confectionary manufacturing & uses

MARZI PAN

- Methods & Uses

BH-204 FOOD & BEVERAGE SERVICE-IV

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

SPIRITS :-

- (a) Introduction & definition
- (b) Production of spirit
- (c) Pot still method
- (d) Patent still method
- (e) Types and production of spirits
 - Whiskey
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequila
- (f) Different proof spirits
 - Proof scales
 - American proof
 - Gay-Lussac
- (g) Service of spirits

Aperitifs :-

- Introduction and definition
- Different types of aperitifs.

Liqueurs :-

- Definition, classification & History
- Production of Liqueurs.
- Name of Liqueurs and country of origin & predominant flavour
- Service of liqueurs.

Cocktails :-

- Definition & Classification
- Cocktail bar equipment
- Preparation & service of cocktails / mock tails

Service of special coffee

BH-206 ACCOMODATION OPERATIONS-II

Internal Marks: 20

External marks: 30

Total Marks: 50

L T P

1 0 0

OBJECTIVES : To further familiarize students with security, flooring carpet, fabrics, Soft furnishings, Laundry, Flower arrangement & indour plants.

Security :-

- Handling of keys in H.K. department
- Different types of keys
- Security measures
- Adopted by different hotels
- Procedures to handle key thefts

Lost property and other valuables.

Flooring or floor finishes :-

- Choosing floorings
- Sub floors
- General care
- Cleaning of flooring

Classification of floor finishes.

Carpets :-

- Selection points
- Classification of carpets
- Size of carpet
- Choice of carpet
- Carpet laying
- Protection of carpets
- Cleaning of carpets

Advantages and disadvantages of carpet.

Fabrics :-

- Selection points
- Types of fabrics

Finish given to fabrics.

Wall covering :-

- Type of wall coverings
- Care and cleaning of different wall coverings

Soft furnishings:-

- Curtains
- Characteristics of curtains for different parts of Hotel
- Care and cleaning
 - Pelmets
 - Valances
 - Swags
 - Blinds
 - Loose covers

Cushions.

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.

Flower arrangement:-

- Flower arrangement in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangements

Principles of design as applied to flower arrangement.

Indoor plants :-

selection and care

BH-208 FRONT OFFICE -IV

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Control of cash and credit cards

- Procedure for handling & accepting the foreign exchange
- Foreign currency transaction

Travellers cheque

- Night auditing
- Functions

Audit procedures (non automated, semi automated and fully automated)

- Front office and guest safety security
- Importance of security systems
- Safe deposits
- Key control

Emergency Situations (Accident , Illness, Theft, fire, Bomb)

Reception :-

- Night duty
- Night Clerk Report
- VIP list
- Communication as its use in Hotels

Paging

Information :-

- Information racks
- Receive message
- Message slip
- Key rack with message
- Lights
- Handling guest mails
- Messages through telephone

Telex etc.

Telephone :-

- Telephone exchange
- Qualities of telephone operator
- Registers used in exchange
- General duties

Wake up calls

French :-

Expressions De politesse et les command st expressions d' encouragement

Basic conversation related to front office activities such as :-

- Reservation (Personal & Telephonic)
- Reception (Doorman, Bell boys, Receptionist etc.)
- Cleaning of room

Change of room

BH-210 PRINCIPLES OF MANAGEMENT**Internal Marks: 20****L T P****External marks: 30****2 0 0****Total Marks: 50**

OBJECTIVE :- The main objectives of this course are to provide the student an understanding of tasks and functions of Management

The foundations of management: -

- Meaning
- Nature
- Management,
- Science or art
- Management as a profession
- Professionalisation of management in India
- Functions of management
- Managerial skills
- Tasks of a professional manager
- The evolution of management thought systems concepts
- Social responsibilities of management

Planning :-

- Meaning
- Significance
- Limitations
- Types
- Planning process
- Planning premises
- Management by objectives (MBO)

Decision making

- Meaning
- Role
- Types
- Approached decision making under different states of nature
- Decision making process
- Summary of major principles for planning.

Organizing :-

- Concept
- Significance
- Process
- Formal and informal organization
- Organization chart
- Departmentation
- Span of management
- Authority and responsibility
- Delegation of authority
- Centralization
- Decentralization line and staff relationship
- Effective organizing and organizational culture
- Summary of major principles for organizing.

Directing :-

- Meaning
- Significance and techniques of direction human factor and directing communication
- Concept
- Process elements
- Communication flow in an organization barriers and break downs in communication
- Making communication effective transactional analysis

Summary of major principles for directing

Controlling :-

- Concept
- Need for control
- The basic control process
- Requirements for effective control
- Control techniques and systems
- Direct control vs preventing control
- Control by exception
- Co-ordination.
- The essence of managing
- Summary of major principles for controlling.

Area of management :-

- Concept of financial management
- Human resource management
- Production management
- Operational management
- Marketing management.

BH-212 Foreign Language (French)-I

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

- **01** Conjugation of first second & third group (irregular) of verbs in present tense.
- The articles Plural of Nouns
- Verb “Etre”, ‘Avoir’
- Important Culinary terms plurals,
- Opposites
- Adjectives
- Formation of English to French & French to English
- Negative Positive Interrogative sentences.
- Expressions de politesse
- Les commands
- Expressions d’ encouragement

BH-214 TOURISM MANAGEMENT**Internal Marks: 20****L T P****External marks: 30****2 0 0****Total Marks: 50**

OBJECTIVES :- The module aims to provide the basic of Tourism upon which the entire hospitality Industry is based.

A Historical over view

- Travel in Ancient times and in the middle ages
- The grand tour
- Travel & tourism in the 19th century and after independence
 - **Major Changes and Developments**

Tourists:-

- Conceptual and statistical definitions:
- Popular versus scientific concepts
- Typologies
- Stages
- In the Touristic process

Role & Implications of Leisure.**Tourist Generating Region: -**

- Conceptual Definitions
- Role in the casual model of tourists activity
- Illustrative examples of variations in regions

Identifying basic relationship with destination regions and with the tourist industry.**Determinants and motivations in tourism: -**

- Factors stimulating the growth of tourism (determinants)
- Why people wish to travel (motivations)

Influences of supply**Statistical measurements and dimensions: -**

Types of tourism statistics

(a) – Domestic Tourism: -

- Sources
- **Methods and dimensions**

(b) International Tourism: -

- Sources

Methods and dimensions

The tourist industry

- **Definition**

- Characteristics of purchase and consumption of tourist services
- Kinds of goods and services
- Sectors of the tourism industry

Illustrative example and tourist industry in relation to the tourism system**Tourism and Travel Organizations :**

- WTO
- PATA
- IATA
- DOT

ITDC etc.

BH-216 HYGIENE AND SANITATION

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

OBJECTIVES :- To provide information regarding contaminated food, Causes of contamination & sanitary techniques for presentation

COURSE CONTENT :-

Importance of Hygiene :-

- The place of hygiene in the catering industry
- Personal hygiene for staff members in the food production areas and those coming in contact with the guest.

Proper care and hygiene :-

- Meaning of food poisoning in food & water
- Borne disease
- Moulds
- Yeast

Bacteria & transfer of bacteria.

Food sanitation :-

- Hygienic food handling
- High Risk Foods
- Preventing Contamination
- Temperatures Control
- Storage of food

Food hygiene regulations.

Cleaning methods :-

- Design of premises and equipment in the kitchen
- Cleaning and Disinfection
 - **Cleaning Agents**
 - Water Detergents
 - Abrasives
 - Disinfectants etc.
 - Cleaning schedules
 - PEST Control
 - Waste Disposal

BH-218 GROUP DISCUSSION AND SEMINAR

Internal Marks: 20

External Marks: 30

Total Marks:50

Each student is required to participate in the seminar and group discussions session. The topics of the seminars would be based on the theory subjects of the programme as well as condition of the market for the hospitality students as well as other problems related to travel and tourism operation. Forever at the time of examination each student would be given a topic of seminar and group discussion well in advance on the basis of seminar presentation and active participation in group discussion. Internal and external examiner will award marks separately and average marks will be finally awarded to each student.

BH-220 FOOD PRODUCTION-IV (COOKERY & BAKERY) PRACTICALS

PART – I

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 6

To cover regional menus of

- South Indian
- Gujrat
- Maharashtra
- Bengal
- Goa

PART –II

- Truffles Icing
- Marzipan Icing
- Fudge (Cream, Chocolate & Butter)
- Different types of candies & toffees
- Brownies
- Ice Box Biscuits
- Christmas Pudding
- Angel cookies
- Chocolate macaroons

BH-222 FOOD & BEVERAGE SERVICE-IV PRACTICAL

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 4

Service of spirits :

- Whiskey
- Vodka
- Rum
- Gin
- Brandy

Tequila

02 Service of different type of aperitifs

- Service of liqueurs.
- Regional cuisine practical
- Menu writing of regional dishes.
- Table laying of regional dishes.
- Service of regional dishes.

BH-224 FRONT OFFICE-IV PRACTICAL

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 3

Showing of various equipment involved in security of the front office department. Metal detectors / validates

Emphasis on key control, make out an effective programme for the unusual access of the keys.

Outline emergency procedures in the ease of medical

- Emergencies
- Fire
- Theft
- Bomb
- Threats

Role-play.

Know-how of various communication segments like

- Log book
- Information directory

Mail handling

Telephone etiquette

Role-play in the bell Desk Department (performing & Various duties) like baggage handling, providing guest information (sundry information).

BH-226 ACCOMODATION OPERATIONS-II

PRACTICAL

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 1

- Laundry machinery and equipment.
 - Stain removal
 - Monogramming
 - Flower arrangement
- Selection and designing of uniforms

5th Semester

Semester Five devoted to 24 weeks Industrial Training

Each candidate will have to prepare a log book and training report of the day to day activities of his 24 Weeks on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the head of department at least one month before the commencement of the sixth semester supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts comprising of one internal and one external. The viva-voce of the 5th semester would be based on the training report as well as other applied assignments, the candidate has undertaken during on the job training. The report should be neatly typed and duly forwarded by Head of Department to the Dean examination for further evaluation.

6th SEMESTER

BH-302 FOOD & BEVERAGE PRODUCTION-V

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Larder

1. Lay our & Equipment

- (a) Introduction of Larder Work
- (b) Definition
- (c) Equipment found in larder
- (d) Layout of a typical larder with equipment and various section

2. Terms & Larder Control

- (a) Common terms used in the Larder and Larder Control
- (b) Essential of Larder Control
- (c) Importance of Larder Control
- (d) Devising Larder Control System
- (e) Leasing with other departments
- (f) Yield Testing

3. Duties and Responsibilities of the Larder Chef

- (a) Functions of the Larder
- (b) Hierchy of Larder Staff
- (c) Section of the Larder
- (d) Duties & Responsibilities of Larder Chef

CHARCUTIERIE

1. SAUSAGE

- (a) Introduction to charcutierie
- (b) Sausage – Types & variety
- (c) Casing – Types & variety
- (d) Filling – Types & Variety
- (e) Additives & Preservative

2. Force Meats.

- (a) Types of force meats
- (b) Preparation of force meats
- (c) Uses of force meats

3. Sandwiches

- (a) Parts of Sandwiches
- (b) Types of bread
- (c) Types of filling

- (d) Spreads & Garnish
- (e) Types of Sandwiches
- (f) Making of Sandwiches

Bakery & Confectionery

1. Icings & Toppings

- (a) Varieties of Icings
- (b) Using of Icings
- (c) Difference between icings & toppings
- (d) Recipes

2. Chocolate

- (a) History
- (b) Source
- (c) Manufacture & processing of chocolate
- (d) Types of chocolate
- (e) Tempering of chocolate

If Cocoa butter, white chocolate and its application

BH-304 FOOD & BEVERAGE SERVICE-V

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

- 1. Gueridon Service**
Different type of Flembe' dishes

- 2. Special Service**
 - (a) Launge Service
 - (b) Hospital tray service
 - (c) Airline Catering Service

- 3. Carving : Introduction to carving & joining**

- 4. Bar Management**
 - (a) Internal Control
 - (b) Liquor Licence
 - (c) Bar display
 - (d) Equipment for bar

- 5. Supervisory Aspect**
 - (a) Customer Relation
 - (b) Situation handling
 - (c) Responsibility toward staff
 - (d) Discipline

Human Resource Management

1. Scope to total quality
2. Quality overview.
3. Introduction to quality Management

BH-306 FRONT OFFICE OPERATIONS-V

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

1. Yield Management

- (a) Concept & Importance
- (b) Applicability to room division
 - Capacity Management
 - Discount allocation
 - Duration control
- (c) Measurement yield
- (d) Potential high & low demand tactics.
- (e) Yield Management Software
- (f) Yield Management Team

2. Telephone:-

- Role of telephone exchange
- Qualities of telephone operator.
- Register used in Exchange
- General duties & wake-up calls.

3. Dealing with Guest Problems

- Skills necessary for dealing with problems
- Handling with Guest Problems
- Courses of action to take when handling problems.

4. Planning & evolution of front office operations :

- A - Forecasting Techniques
- B - Forecasting Room Availability

Forecast formulas

%age of double occupancy, % age of single occupancy foreign & Local Occupancy %, ARR.

Communication in Hotels

- Importance of Effective communication in hotel industry
- Telephone Communication, good telephone techniques
- Communication Skills.

BH-308 BUSINESS POLICY AND ENVIRONMENT

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Unit I : Introduction

Business policy and strategy, strategic planning & management, dimension of business environment (cultural, social, political, constitutional, economic, legal & technological) Environmental Analysis (Techniques of environment forecasting), Internal environment (Strength & weakness analysis).

Unit II : Framework for Policy and Strategy

Nature of policy and strategy, strategic Management process, Role of strategic management.

Unit – III : Strategy Formulation & Implementation

Organizational mission and objectives, environmental analysis, corporate analysis, choice of strategy; strategy implementation; Non structural issues, strategy review and control.

Unit – IV : Acts

MRTP Act 1969, Securities (Regulation) Act 1956, SEBI Act & Consumer' Protection Act, 1986. Environment Protection Act, sick industrial companies (Special provision act, 1985).

Unit V : Regulations

Government Regulation of Business Corporation; Trade Policy Reforms & Globalization, privatization process, ecology and energy issue, environmental issues and policy.

BH-310 HOTEL LAWS

Internal Marks: 20

External marks: 30

Total Marks: 50

L T P

2 0 0

Law Relating to Hotel Guest Relationship

1. definition – Paying Guest, Tenant and Tenement
2. Refusal of Accommodation
3. Innkeepers Lien

Food Legislation the Prevention of Food Adulteration Act 1954

1. Definition – Adulterant Adulterated Food, Public Analyst, Central Food Laboratory.
2. The Central Committee for food standards.
3. Food Inspectors & Their power & duties.
4. Notification of Food Poisoning

Labour Laws over View workmen’s Compensation Act 1948

Nature & Scope of the act

Industrial Dispute Act 1947

Definition :- Industry, Industrial Dispute Lay off, Lockout, National in bunt Restaurant, Settlement

Industrial Dispute Act 1947

Definition :- Industry, Industrial Dispute Lay off, Lockout, National in bunt Restaurant, Settlement

Trade Union Act 1926

Main Provision of the Act

Essential Commodities

Main Provision of the Act

Contract of Insurance

Main Provision of the Act

Negotiable Instrument Act 1881

Credit Instruments, Cheque, Bill of Exchanges, promissory, Notes Travelers Cheque, Credit Cards
Mercantile law

A brief study of law of contract, sales of good’s act and Indian partnership act.

Licenses

Licenses & Permits for hotels, suspension and termination of licenses.

BH-312 MANAGERIAL ECONOMICS

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Introduction

Nature and Scope of Managerial Economics, Economic theory and Managerial Economics, Managerial Economist – Role & Responsibility.

Demand Analysis

Demand Determination, Demand Distinction, Demand Forecasting, Methods of Demand Forecasting, Advertising and Sales Promotion.

Cost and Production Analysis

Cost concepts and classification, cost output relationship, production function, cost control and cost reduction.

Price and Output Decision Under Different Market Structure

Price and out put decision under prefect competition, price and output decision, under monopoly, price pollicies, price methods, pricing problems & price forecasting.

Banks

Introduction & Classification

BH-314 FOREIGN LANGUAGE (FRENCH)-II

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Objective : To make the students familiar with pronouns, degrees of pronouns and conjugation.

Basic elements of grammar laid down in the prescribed text book :

Pronouns en ety – Pronoms relatifs – comparatifs et superlatifs-conjugaison du futur-present continu et passe' re'cent.

Communication :

Written comprehension; Demander l' autorisation- interdire- formuler des projects – discuter et de'batte.

BH-316 House Keeping Operations-III

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Staffing for Housekeeping Operation

- (a) Prelude to staffing
- (b) Job specifications
- (c) Employee Requisition
- (d) Staffing – Housekeeping Positions

Health and safety

- (a) Fire and personal injury
- (b) Accidents, Prevention
- (c) Prevention of fire
- (d) Fire emergencies
- (e) First Aid

System of Guest Complaint and getting the job done

Swimming Pool Operation and Management

- (a) Responsibility
- (b) Components
- (c) Pool Sizes and Shapes
- (d) Water cloudy
- (e) Types of filters, Back wash-up Cycle
- (f) The Spa
- (g) Water Chemistry
- (h) Algae
- (i) Pool Equipment
- (j) Diving Boards
- (k) Staffing

BH-318 FOOD & BEVERAGE PRODUCTION-V PRACTICAL

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 6

Three course menu to be formulated featuring international cuisines.

1. French
2. Oriental
3. Chinese
4. Thai
5. Italy
6. Germany
7. Spain
8. Greece
9. Mexican

Bakery

Decorated Cakes, Gateaux, Sorbet, Parfaits

BH-320 FOOD & BEVERAGE SERVICE-V Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 4

1. Flambé service
2. Cocktail Making & Serving
3. Situation Handling
4. Restaurant Management

BH-322 FRONT OFFICE OPERATIONS-V Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 3

1. Dealing with Guest Problems
2. Hands on practice of Forecasting Techniques with forecasting room availability.
3. Hands on practice of handling the telephone calls.

BH-324 House Keeping Operations-III Practical

Internal Marks: 20

L T P

External marks: 30

0 0 3

Total Marks: 50

Same as theory of BH-316

7TH SEMESTER

BH-401 HOUSEKEEPING OPERATION-III

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Planning Trends

- (a) Overall planning of Hotel
- (b) Guest Rooms
- (c) Bath Room
- (d) Suites, Lounges, Clock Room, Conference Room, Leisure facilities.

Elements of Interior of Decoration

- (a) Color
- (b) Pattern
- (c) Texture
- (d) Furniture and other furnishing
- (e) Lighting and ventilation

The full Circle of Management

- (a) Problem solving
- (b) Management Styles
- (c) Development of others
- (d) Personal Development
- (e) Housekeeping Managers of the future

BH-403 FOOD & BEVERAGE PRODUCTION-VI

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Objectives : To impart skills, knowledge, and attitude required to plan organize, produce and cost Indian, Continental and Chinese food in any type of food production operation.

Unit I : Food Costing

Percentage, discounts, service charges, wastage in preparation and purchasing, food case percentage or kitchen percentage, Standard recipes, selling prices, business documents i.e. purchase order, delivery note, invoice and statement of account.

Unit II ; Food production cost control

Establishing purchase specification, dealing with suppliers, store organization, stock control, portion control, yield testing for meat, fish and poultry, Meat tags.

Unit III : Sandwiches

Cutting of sandwiches, kinds of breads and spread used in sandwiches, different types of sandwiches such as Loaf, pinwheel, club, ribbon, bookmaker, broad way etc.

Unit IV : Accompaniments

Listing of accompaniments of different foods, soups and vegetables with a few examples.

Unit V : Cheese

Preparation, types and usage of cheese in food production. Study of several international cheeses with their origin and special features.

BH-405 FRONT OFFICE OPERATION-VI

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Different types of Report & Records

- (a) Discrepancy Report
- (b) Night Room Report
- (c) Room Key Record
- (d) Night Clerk's report
- (e) Message Slip
- (f) Departure Intimation Control Sheet

Different types of Cards & Vouchers

- (a) Guest Registration Card
- (b) Guest History Card
- (c) Reservation Form
- (d) Guest Folio
- (e) Cash Receipt Voucher
- (f) Allowance Voucher
- (g) Paid out voucher
- (h) Lobby Control Sheet
- (i) Local Telephone Call Voucher
- (j) Long Distance Telephone Call Voucher

Front Office Procedures for Emergencies

- (a) Lost & Found
- (b) Fire in the Hotel
- (c) Death
- (d) Accidents
- (e) Drunken Guest
- (f) Theft
- (g) Vandalism
- (h) Damage to property by resident guest.

Basic information for front desk assistants

- (a) Different types of rooms
- (b) Numbering of rooms & food plan
- (c) Basis of charging a guest : Tariff, Rates, Discounts & Policy
- (d) Facilities available in Hotel : Brochure & Tariff Card

Allowances

- (a) Processing allowance vouchers
- (b) Front officer cashier report
- (c) Paid out voucher.

Selling Techniques

- (a) Creative options
- (b)** Room & Rate Assignment
- (c) Method of payment

Internal Control

- (a) Front Office Cash Sheet
- (b)** Cash Backs

The Audit Procedure

- (a) posting the room charges.
- (b)** Distributing the charges
- (c) Providing the charges
- (d) The audit procedure credits

Other works of auditors

BH-407 FOOD & BEVERAGE SERVICE-VI

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Managing F & B Outlets -

Indenting and maintaining par-stocks of supplies, advt./selling techniques. Calculating G.O.P., Cost controlling, Food Storage methods, Garbage disposal, situation handling, fire and emergency procedure, employee requirement, setting up operational procedures, training programmes, employee evaluating / performance appraisal.

Gueridon Service :

History & definition of Gueridon, Types of Trolley, Various items to be prepared, advantages and disadvantages of Gueridon.

Billing Methods – Bill as check

Service bill, bill with order, prepaid, voucher, no charge & different payment.

Function Catering -

Organization of banquet department with their duties of responsibilities, pricing banquet protocol. Types of function – formal / informal, buffets, theme parties, food practicals, Out door caterings, conference / seminars / workshops, cocktails and tea. Booking procedure – Booking diary, Function Prospectus and its notifications. Function planning - space requirement. Table configuration, seating plan, name cards, service sequence, sequence of events & toasting, closing and evaluating the function.

BH-409 HUMAN RESOURCE MANAGEMENT

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Objective : To enable students with HRP, Grievance handling & salary admission procedure.

Unit I : Human Resource Planning and Administrations

Introduction, HR planning, market analysis, job analysis and job design. HRM record system, planning for new establishments.

Unit II : Evaluating Performance, Principles of training, and development

Principles of learning, levels of teaching, need for training, training and development techniques, career development programs.

Unit III : Employee recruitment, development and relations

Unit IV : Performance appraisals & management

Role of HRD Dept. in performance appraisals
Performance appraisals methods.
Performance appraisals error & problems
Transfer, promotion & reward policies.

BH-411 FACILITY PLANNING

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

I. Hotel Design, Hotel Considerations :

Attractive appearance. Efficient plan, Good location, Suitable Materials, Good workmanship, Sound financing, competent management, Evaluation of accommodation need, thumb rules, Ensuring that the hotel must combine integrated functions of housing, feeding, entertainment, rental services, maintenance & light manufacture.

II. Planning Considerations:

Flow process & flow diagrams, Space relationship, Architectural considerations, Difference between carpet area & plinth area, approximate cost estimation, Class room exercises.

III. Star classification of hotels :

Criteria for star classification of hotels, various licenses required for starting and running of hotel & catering services.

IV. Room Tariff :

Factors considered for determining room tariff, method of computing room tariff.

V. Planning of Management areas like :

General Manger's office, offices of all H.O.D's and other services related to the same like meeting room toilets etc.

BH-413 FOREIGN LANGUAGE (FRENCH) -III

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Objectives : To enable the students to understand catering terminology, hotel conversation, restaurant menu terms, etc.

Catering terminology, through simple speaking and writing exercise, developing correct pronunciation and simple grammar principles.

La politesse et presentations : expressions et conversations, usuelles

Le client et l'hotel " les services et le personnel de l'hotel; le menu

La prononciation francaise

Basic elements of grammar laid down in the prescribed text book

Pronoms relatifs, interrogatifs, demonstratifs, possessifs, forme passive, subjonctif-
Pronoms 'en et' y'-formes impersonnelles.

BH-415 SECURITY, SAFETY & FIRST AID

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

I Safety

Fire and its precaution, Prevention of Accident, Fire fighting systems (fire detectors, extinguishers and their maintenance)

II. Security

Its Importance, Organization Structure – Details of security in public area, Monitoring of Activities in public areas.

Security Monitoring in Accommodation Operation Area – Floor, Lobby & Rooms

Security Monitoring – Staff Utility and Back of the House Areas.

Different kinds of security equipments used in Hotel Operation.

Keys : Used in a Hotel, Different types of Lock, Types and kinds of keys used, Issuing and handling of keys.

Time Office Operations – in and machine, records maintained, personal check.

Handling of Guest Complaints, Drunkard guest.

Lost & Found procedure.

III. First Aids : Definition, Importance & Rules

Duties of a First –Aid provider

Skeleton system : Anatomy & functions of Eye, Ear & lungs.

Pressure Points.

Respiration, Artificial Respiration

Hear – Blood Circulation

IV

Burns and scalds ; Poisons.

Shock : Types, Sign & Symptoms & Treatments

Fractures : Types, signs & symptoms & treatments.

Wounds & Hemorrhage

Dressings & Bandages.

Masc : Heat stroke epileptic fit, sprain, electric shock, drowning, snake bite etc.

BH-417 Resort Management

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Resort Concept :

Characteristics of resort management as opposed to total management, historical perspective, Indian scenario.

Special Consideration in Planning and Development

Investment Considerations, market feasibility, Market segmentation, Target Marketing, Competition Analysis, forecasts, changing markets, resort financing, Capital requirements, investment risk, forms of resort ownership, shared ownership concepts.

Basic elements of a Resort complex :

Loading facilities, Landscaping, Dining and drinking facilities, Family Oriented Services, Shops and Services, Entertainment; Use of Community resources.

Future of Resort Business :

Factors leading to the growth of leisure market ; Demographic / Socio-Economic Changes in market countries ; condominium and Timesharing and concept of Mega Resorts.

BH-419 ORGANIZATION & CONSUMER BEHAVIOR

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Objectives : This module helps the understand the key dimensions, process and influences upon human behavior at the level of individual and going in context of work organization.

Unit I : Nature of Organization

Concept and features of organization. Types, significance and organizational goals. Concept of OB. Role of managers in organization and Management skills and networks.

Unit II : Individual Dimension of OB

Caused nature and process of human behavior. Models of Man. Perception : concept and perception process. Perceiving others. Leaving : components of leaving, leaving theory. Personality : determinants of personality, personality and behavior. Motivation : definition and theories of motivation. Stress : concept features and causes.

Unit III : Interactive Dimensions of OB

Concept of Group dynamics. Concept and features of group, types of groups. Techniques of improving group decision making and its positive and negative aspects.

Unit IV : Behavioral Dimensions

Controlling and directing the behavior : concept and theories of leadership, successful v/s effective leadership and leadership styles in Indian organization. Communication : process and functions, network and barriers in communication organization climate : concept and factors in organization climate, developing sound organization climate.

Unit V : Organizational Effectiveness and Organization Structure

Concept of organization effectiveness. Approvals to O.E. factors in OE. Concept of organization structure. Environment and structure. Forms of organization structure.

BH-423 HOUSEKEEPING OPERATION-III Practical

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

Mock planning of area required for different guest rooms and bathrooms

Preparing of models of guest room according to particular theme with the consideration of elements of interior designing.

BH-425 FOOD & BEVERAGE PRODUCTION-VI PRACTICAL

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

Practicals will be in accordance with the topics of theory of BH-403.

BH-427 Front Office Operations -VI Practical

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

Role play for emergencies such as – Lost and Found & according to the theory

BH-429 FOOD & BEVERAGE SERVICE-VI PRACTICAL

Internal Marks: 20	L T P
External marks: 30	0 0 3
Total Marks: 50	

Practicals will be in accordance with the topics of theory BH-407

DISSERTATION & VIVA-VOCE

BH-402 HOUSEKEEPING OPERATION-IV

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Revision of Important topics

- (a) Cleaning Agents, Cleaning Equipments
- (b) Standard Sizes of Linen, Bed and Rooms
- (c) Staffing
- (d) Laundry Equipments
- (e) Types of flooring and Wall Covering

Material Planning

- (a) Material Budget – capital Expenditure Budget, Operating Budget and Pre Operating Budget
- (b) Inventory Control material Classification – Basic application to principles of accounting, on going operations.
- (c) Pre-operating operations – Temporary storage, moving on the property, Disposition of spares.

Material Planning – Supplies and equipments

- (a) Housekeeping Chemicals
- (b) Cleaning Supplies and Equipment
- (c) Guest Supplies

BH-404 FOOD & BEVERAGE PRODUCTION VII

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Carving

Selection of tools, preparation of joints, Carving chicken, duck, turkey, leg of lamb, mutton & port, saddle of lamb, mutton & veal, shoulder of lamb, loin of lamb, pork and ham.

Larder work

Cold food presentation, aspic and chaud froid, sandwiches and canapés. Cold starters (terrines, galantines, pate etc.)

American / Mexican food : fast food, evolution, franchising, growth of multinationals, Brand names, Chains, Fast food menus, products, processing and storage.

European cuisine – History and tradition of cuisine-French, Italy and Germany. Special ingredients, equipment, tools, preparation and technology involved.

Accompaniments : Listing of accompaniments of different foods

Milk & milk products : Types & uses with their origin and special features.

BH-406 FRONT OFFICE OPERATIONS-VII

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
2 0 0

Tracking Transaction

- (a) Cash Payments
- (b) Charge Purchases
- (c) Accounts Correction
- (d) Accounts Allowance
- (e) Cash Advance

The Transcript

- (a) Procedure for making a transcript
- (b) Daily sales recapitulation
- (c) Night auditor's sales recapitulation
- (d) Statement of bills exceeding limits.

Telecom equipments

- (a) Role of telephone exchange PBX & PABX
- (b) Panels, Head Set & plug, cords
- (c) Junction test key
- (d) Alarm cur off Key Couple Key
- (e) Head set Jack

Reservation

- (a) Importance of reservation
- (b) Reservation System
- (c) Reservation Chart, Density Chart
- (d) Confirmation, Cancellation & amendment
- (e) Overbooking Policy
- (f) Reservation Form

Guest Check in Procedure (arrival)

- (a) Modes of reservation
- (b) Sources of reservation
- (c) Types of reservation
- (d) Systems of reservation
- (e) Cancellation, amendments & overbooking

Foreign Exchange

- (a) Foreign Currency
- (b) Passport Visa
- (c) Form FXA, FXB, FXC

Guest Check Out Procedure

- (a) Guest account settlement
- (b) Transfer of guest accounts
- (c) Express check out

Roles & Responsibilities

- (a) General Manager
- (b) Lobby Manager
- (c) Guest Relation Executive
- (d) Bell Captain & Bell boy
- (e) Cashier
- (f) Commissioner
- (g) Preservationist & Receptionist

BH-408 FOOD AND BEVERAGES SERVICE –VII

Internal Marks: 20

L T P

External marks: 30

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Total Marks: 50

1. Specialized form of service :

Lounge service, butler service, railway catering and airline services.

2. Carving & Flambé service :

Flambé trolleys, sweets trolley, cooking & carving at table

3. Bar Operations :

Types of Bar – Cocktails, Dispense, Floating / Cash bar, Area of bar – Front, Under, Back. Bar equipment, Bar stocks of alcoholic, mixers, Non- alcoholic, Perishable & dry stores. Staffing and their job description, inventory & controls systems.

4. Banqueting :

Types of banquet, Formal & informal banqueting.

5. Planning an effective Design of Restaurant :

Restaurant Planning, Furniture arrangement for Restaurant, Restaurant Equipment Planning.

BH-410 COMPUTER APPLICATIONS AND MIS

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Unit I : Meaning and Role of MIS

Concept and definition of MIS, Role of MIS, Characteristics of MIS, Limitations of MIS, MIS and USER.

Unit II : Basic of MIS

Decision Making Concepts, Decision methods, tools & procedure, Organization Decision Making, MIS and decision Making Concepts. Information Concepts, Classification of Information, Methods of Data and Information collection, organization and Information, MIS and Information concepts, system concepts, System Control, Types of Systems, Systems Approach, Handling System Complexity, Post Implementation problem in a system, MIS and System Concepts.

Unit III : System analysis and Design

Introduction, The need for System Analysis, System Analysis of an existing system, System Analysis of a new requirement, System Development Model, Structure System Analysis and Design (SSAD), Computer System Design, MIS and System Analysis.

Unit IV : Choice of Information Technology

Introduction, Nature of IT design, Strategic and Configuration Design Evaluation, IT implementation plan, Choice of the IT and the MIS.

Unit V : EMIS (Enterprise Management Services)

Definition, ERP (Enterprise Resource Planning).

Unit VI : Networks

Introduction, Network Topology, Feature of a Local Area Network, Examples of Network Usage.

Unit VIII : Application of MIS in Hospitality Industry

Unit IX : DBMS /RDMS

Database Concepts Database Models Data Models Database design RDBMS MIS and RDBMS.

BH-412 PURCHASING AND RECORDS (STORES)

Internal Marks: 20	L T P
External marks: 30	2 0 0
Total Marks: 50	

Objectives : To familiarize the students with purchasing procedures as well as keeping record of different items used in hotel operation.

Unit I : Function and Policy

The Food service industry, The purchasing structure Organizational structure, The purchasing policy, basic techniques.

Unit II : The Buyer

Job description, Managerial skills, Training Staff.

Unit III : Specification and Suppliers

Product specification, The right Supplier, the sales Representatives.

Unit IV : Price and Payment

Baying methods, the right price, opportunity purchases, The concept of Value, Payment policy, Payment Methods, Payment security.

Unit V : Inventory and Storage

The need for control, Par stock method, Theoretical methods, Minimum Maximum methods, storage, Security.

Unit VI : Buying Process

Cycle of control, Placement of Orders, Requisition, Placement of orders, storage, Inventory, Issuing.

BH-414 FOREIGN LANGUAGE (FRENCH)-IV

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Objectives : To familiarize students with adjectives, etiquette of hotel employees and general conversation between guest & hotel staff.

Basic elements of grammar laid down in the prescribed text book

Adjectifs et pronoms indefinis-fur anterieur- plusque – parfait-expression de la dur’ee-
prepositions et adverbes de lieu – expression de la consequence.

Etiquettes

Conversation practice covering all technical terms of the hotel industry.

General conversation with guest as required mainly in the front office and also in the room of the guest.

Reading of relevant articles from books, articles, use of audio visual aids.

BH-416 SALES AND MARKETING MANAGEMENT

Internal Marks: 20	L T P
External marks: 30	2 0 0
Total Marks: 50	

Introduction to Hospitality sales and marketing**Today's Hospitality Trends :**

Globalization, Consolidation, Product Segmentation, Expansion of Legalized, Gambling, Distribution Methods, Computes, Media Planning, Environmental Awareness, Guest Preferences, Relationship Marketing.

Marketing and Sales

Marketing vs Sales, The marketing Mix

Management's Role in Marketing & sales – The general manager, The director of marketing, The director of sales.

The importance of sales – Sales a Career, The Challenges of Hospitality Sales.

The Marketing Plan

The marketing team, Steps of a Marketing Plan, Conducting a Marketing Performance, Audit, Selection Target Market, Positioning the Property, Determining Marketing Objectives, Developing and Implementing Action Plans, monitoring and Evaluating the Marketing plan.

Labour Relations

1. Why employees Unionize?
2. Structure of Unions
3. How employees become Unionized
4. Working with unions
5. Maintaining non-union status

ORIENTATION AND TRAINING

1. Different between orientation and training
2. Benefits of orientation, developing the orientation programs.
3. Orientation of different levels of employees – new joiners, trained and experienced, New employee, executives and other highly experienced new employees, disabled employees, employees where first language is not English.
4. Elements of typical orientation programme.
5. Follow up and evaluation.
6. Training and its importance.
7. Developing and designing a training programme
8. Creating training sessions.
9. Selecting trainers.
10. Evaluating the training programme.
11. Training a continuous process.

BH-418 CONFERENCE AND CONVENTION MANAGEMENT**Internal Marks: 20****L T P****External marks: 30****2 0 0****Total Marks: 50**

Objectives : As a result of participating in this module, students shall understand the Managerial and Operational aspects pertaining to Conference Convention Management.

Growth and Development

Introduction to Conventions Exhibitions and Meetings (MICE). Definition of Conference and the Components of the Conference Market. Introduction to Convention Venues. The nature of Conference Markets, Demand for Conference Facilities ; Growth and Development of the Industry, Economic and Social Significance of Conventions. Impact of Conventions on Local and National Communities; International Market Perspective.

New Product Development

Trade shows and Exhibitions; Principal Purpose; Types of Shows; Benefits; Major Participants; Organization and Membership; Evaluation of attendees; Convention / Exhibition Facilities; Benefits of Conventions Facilities; Inter-related Venues; Project Planning and Development; Meeting planners / Convention Manager; Organization and Planning Events; Major Attributes of Meeting Planners; Types of Meeting Planners, Convention and Visitor Bureaus; Bureau Structure and Funding.

Budgeting Conference and Exhibition

Use of Budget Preparation, Estimating, Fixed and Variable Costs, Cash flow, Sponsorship and subsidies.

Operation

Registration, Seating Arrangements, Documentation, Interprets Press Relation, Computer Graphics, Teleconferencing, Recording and Publishing Proceeding, Interpretation and Language.

Convention Service Management

Transpiration, Group fares, Airline negotiation, Extra services, Cargo transportation.

Advertising

Preparation of Brochures, Publicity, Competition and Generics Direct Sales, Joint Publicity, Hospitality Studies.

Suggested Readings

1. Coleman, Lee & Frankle; 1991, Powerhouse Conferences, Educational Institute of AH&MA.
2. Hoyle, Dort & Jones; 1995, Maning Conventions and Group Business, Educational Institute of AH & MA.

BH-420 FINANCIAL MANAGEMENT

Internal Marks: 20
External marks: 30
Total Marks: 50

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2 0 0

Objectives : To familiarize the students with financial analysis aspect and to inform them about the techniques of preparing financial information.

Unit I : Nature of Financial Management

Financial function, meaning, role scope and importance. Job of financial manger, financial goals, financial control, organization and objectives of financial function.

Unit II : Financial Planning

Capitalization and capital structure. Meaning and concept of capital. Theories of capitalization. Sources of finance short term, medium term, long term.

Unit III : Budget and Budgetary Control

Preparation of Budget, types of Budget, capital, sales, cash, flexible, benefits and limitations of budgetary control.

Unit IV : Financial Analysis

Uses : Types of financial analysis, tools of financial analysis, ratio analysis. Preparation of fund flow and cash flow statements.

Unit V : Working Capital Management

Concept, Importance & scope, estimates of working capital and financing of current assets.

BH-422 HOUSEKEEPING OPERATIONS-IV Practical

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 3

Practicals will be in accordance with the topics of theory of BH-402.

**BH-424 FOOD & BEVERAGE PRODUCTION-VII
PRACTICAL**

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 3

Practicals will be in accordance with the topics of theory of BH-404.

**BH-426 FRONT OFFICE OPERATIONS-VII
Practical**

Internal Marks: 20
External marks: 30
Total Marks: 50
F.

L T P
0 0 3

1. Handling Complaints
2. Identification of Voucher List prepared by F.O. & sub Depts.
3. Role plays for guest check in
4. Role plays for guest check out

**BH-428 FOOD & BEVERAGE SERVICE-VII
PRACTICAL**

Internal Marks: 20
External marks: 30
Total Marks: 50

L T P
0 0 3

Practicals will be in accordance with the topics of theory BH-408

BH-430 COMPUTER APPLICATIONS AND MIS PRACTICAL

Internal Marks: 20

L T P

External marks: 30

2 0 0

Total Marks: 50

Unit I : Meaning and Role of MIS

UNIT I : Fox Pro 2.6

Introduction, working with data : creating modifying and deleting Sorting, Indexing and Expressions, Rushmore technology Working with multiple database file, Using the view Window, Generating reports and labels Relational Query by examples.

Unit II : Power Point

Making a simple Power Point presentation, Using Auto content Wizards and Templates, Power Point five views, Slides : Creating slides, rearranging, modifying, Inserting pictures, object, setting up a Slide Show Creating an Organization Chart.