

**Study Scheme & Syllabus of  
Bachelor of Hotel Management & Catering  
Technology  
(BHMCT)**

**Batch 2018 Onwards**



**By**

**Board of Study HMCT**

**Department of Academics**

**I. K. Gujral Punjab Technical University**

**Bachelors of Hotel Management & Catering Technology (BHMCT) :**

It is an Under Graduate (UG) Programme of 4 years duration (8 semesters)

**Eligibility for Admission:** 10+2 Pass in any Stream.

**Courses & Examination Scheme:****First Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT101-18	Core Theory	Food Production Foundation-I	3	0	0	40	60	100	3
BHMCT102-18	Practical	Food Production Foundation-I	0	0	4	60	40	100	2
BHMCT103-18	Core Theory	Food & Beverage Service Foundation-I	3	0	0	40	60	100	3
BHMCT104-18	Practical	Food & Beverage Service Foundation-I	0	0	4	60	40	100	2
BHMCT105-18	Core Theory	Front Office Foundation-I	3	0	0	40	60	100	3
BHMCT106-18	Practical	Front Office Foundation-I	0	0	2	60	40	100	1
BHMCT107-18	Core Theory	Accommodation Operations-I	3	0	0	40	60	100	3
BHMCT108-18	Practical	Accommodation Operations-I	0	0	2	60	40	100	1
BTHU103-18	Ability Enhancement Compulsory Course(AECC)-I	English	1	0	0	40	60	100	1
BTHU104-18	Ability Enhancement Compulsory Course(AECC)	English Practical/ Laboratory	0	0	2	30	20	50	1
HVPE101-18	Ability Enhancement Compulsory Course(AECC)	Human Values, De-addiction and Traffic Rules	3	0	0	40	60	100	3
HVPE-102-18	Ability Enhancement Compulsory Course(AECC)	Human Values, De-addiction and Traffic Rules (Lab/ Seminar)	0	0	1	25	--**	25	1
BMPD102-18		Mentoring and Professional Development	0	0	1	25	--**	25	1
<b>TOTAL</b>			<b>16</b>	<b>0</b>	<b>16</b>	<b>560</b>	<b>540</b>	<b>1100</b>	<b>25</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per

requirement

\*\*The Human Values, De-addiction and Traffic Rules (Lab/ Seminar) and Mentoring and Professional Development course will have internal evaluation only.

## **Second Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT201-18	Core Theory	Food Production Foundation-II	3	0	0	40	60	100	3
BHMCT202-18	Practical	Food Production Foundation-II	0	0	4	60	40	100	2
BHMCT203-18	Core Theory	Food & Beverage Service Foundation-II	3	0	0	40	60	100	3
BHMCT204-18	Practical	Food & Beverage Service Foundation-II	0	0	4	60	40	100	2
BHMCT205-18	Core Theory	Front Office Foundation-II	3	0	0	40	60	100	3
BHMCT206-18	Practical	Front Office Foundation-II	0	0	2	60	40	100	1
BHMCT207-18	Core Theory	Accommodation Operations-II	3	0	0	40	60	100	3
BHMCT208-18	Practical	Accommodation Operations-II	0	0	2	60	40	100	1
EVS102-18	Ability Enhancement Compulsory Course (AECC) -III	Environmental Science	2	0	0	40	60	100	2
BMPD202-18		Mentoring and Professional Development	0	0	1	25	--	25	1
	<b>TOTAL</b>		<b>14</b>	<b>0</b>	<b>13</b>	<b>465</b>	<b>460</b>	<b>925</b>	<b>21</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

### Third Semester

CourseCode	CourseType	Course Title	Load Allocations			Marks Distribution		TotalMarks	Credits
			L*	T*	P	Internal	External		
BHMCT301-18	Practical	Food Production Operations- Industry Exposure-1	0	0	12	60	40	100	6
BHMCT302-18	Practical	Food & Beverage Service Operations- Industry Exposure-1	0	0	12	60	40	100	6
BHMCT303-18	Practical	Front Office Operations- Industry Exposure-1	0	0	12	60	40	100	6
BHMCT304-18	Practical	Accommodation Operations Industry Exposure- I	0	0	12	60	40	100	6
BHMCT305-18	Practical	Log Book & Training Report on Industry Exposure	0	0	4	60	40	100	2
BMPD302-18		Mentoring and Professional Development	0	0	1	25	--	25	1
<b>TOTAL</b>			<b>0</b>	<b>0</b>	<b>53</b>	<b>325</b>	<b>200</b>	<b>525</b>	<b>27</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

#### **Fourth Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT401-18	Core Theory	Introduction to Indian Cookery	3	0	0	40	60	100	3
BHMCT402-18	Practical	Introduction to Indian Cookery	0	0	4	60	40	100	2
BHMCT403-18	Core Theory	Food & Beverage Service Operations-II	3	0	0	40	60	100	3
BHMCT404-18	Practical	Food & Beverage Service Operations-II	0	0	4	60	40	100	2
BHMCT405-18	Core Theory	Front Office Operations-II	3	0	0	40	60	100	3
BHMCT406-18	Practical	Front Office Operations-II	0	0	2	60	40	100	1
BHMCT407-18	Core Theory	Accommodation Operations-III	3	0	0	40	60	100	3
BHMCT408-18	Practical	Accommodation Operations-III	0	0	2	60	40	100	1
BHMCT409-18	Elective	Accounting Skills for Hospitality	2	0	0	40	60	100	2
BMPD402-18		Mentoring and Professional Development	0	0	1	25	--	25	1
		<b>TOTAL</b>	<b>14</b>	<b>0</b>	<b>13</b>	<b>465</b>	<b>460</b>	<b>925</b>	<b>21</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

### Fifth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT501-18	Core Theory	Larder & Kitchen practices	3	0	0	40	60	100	3
BHMCT502-18	Practical	Larder & Kitchen practices	0	0	4	60	40	100	2
BHMCT503-18	Core Theory	Bar operations & Management	3	0	0	40	60	100	3
BHMCT504-18	Practical	Bar operations & Management	0	0	4	60	40	100	2
BHMCT505-18	Core Theory	Front Office Operations & Management	3	0	0	40	60	100	3
BHMCT506-18	Practical	Front Office Operations & Management	0	0	2	60	40	100	1
BHMCT507-18	Core Theory	Accommodation Operations & Management	3	0	0	40	60	100	3
BHMCT508-18	Practical	Accommodation Operations & Management	0	0	2	60	40	100	1
BHMCT509-18	Elective	Food & Beverage controls and Management	2	0	0	40	60	100	2
BMPD502-18		Mentoring and Professional Development	0	0	1	25	--	25	1
<b>TOTAL</b>			<b>14</b>	<b>0</b>	<b>13</b>	<b>465</b>	<b>460</b>	<b>925</b>	<b>925</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

### Sixth Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT601-18	Core Theory	International cuisine- An Exploration	3	0	0	40	60	100	3
BHMCT602-18	Practical	International cuisine- An Exploration	0	0	4	60	40	100	2
BHMCT603-18	Core Theory	Banquet and restaurant operations & Management	3	0	0	40	60	100	3
BHMCT604-18	Practical	Banquet and restaurant operations & Management	0	0	4	60	40	100	2
BHMCT605-18	Core Theory	Front Office Management	3	0	0	40	60	100	3
BHMCT606-18	Practical	Front Office Management	0	0	2	60	40	100	1
BHMCT607-18	Core Theory	Accommodation Management	3	0	0	40	60	100	3
BHMCT608-18	Practical	Accommodation Management	0	0	2	60	40	100	1
BHMCT609-18	Elective	Principles of Management	2	0	0	40	60	100	2
BMPD602-18		Mentoring and Professional Development	0	0	1	25	--	25	1
<b>TOTAL</b>			<b>14</b>	<b>0</b>	<b>13</b>	<b>465</b>	<b>460</b>	<b>925</b>	<b>21</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

### Seventh Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT701-18	Core Theory	Specialization-I	3	0	0	40	60	100	3
BHMCT702-18	Practical	Specialization-I	0	0	4	60	40	100	2
BHMCT703-18	Core Theory	Specialization-II	3	0	0	40	60	100	3
BHMCT704-18	Practical	Specialization-II	0	0	4	60	40	100	2
BHMCT705-18	Core Theory	Principles of Marketing	3	0	0	40	60	100	3
BHMCT706-18	Core Theory	Financial Management	3	0	0	60	40	100	3
BHMCT707-18	Core Theory	Entrepreneurship	3	0	0	40	60	100	3
BHMCT708-18	Practical	Project Report	0	0	2	00	100	100	1
BHMCT709-18	Elective	Facility Planning	2	0	0	40	60	100	2
BMPD702-18		Mentoring and Professional Development	0	0	1	25	--	25	1
<b>TOTAL</b>			<b>17</b>	<b>0</b>	<b>11</b>	<b>405</b>	<b>520</b>	<b>925</b>	<b>23</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

NOTE: Student has to choose one group out of following as Specialization –I and Specialization-II

#### GROUP SPECIALIZATION – I

GROUP A – Food Production Management application

GROUP B – Food& Beverage Service Management

GROUP C- Front Office Management

GROUP D- Accommodation Management

#### SPECIALIZATION-II

Tandoor-Principle, concept and

Event Management

Tour & Travel Management

Interior Decoration



**Eighth Semester**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
BHMCT801-18	Practical	Specialized Hospitality Training	0	0	16 week	00	200	200	8
BHMCT802-18	Practical	Project Report on emerging trends in hospitality Industry	0	0	05	00	100	100	4
BMPD802-18		Mentoring and Professional Development	0	0	01	25	-	25	1
<b>TOTAL</b>			<b>0</b>	<b>0</b>		<b>25</b>	<b>300</b>	<b>325</b>	<b>13</b>

\*A course can either have four Hrs Lecture or Three Hrs Lecture + One Hrs Tutorial as per requirement

***FIRST***  
***SEMESTER***

<b>COURSE CODE:</b>	<b>BHMCT-101</b>
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION I (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two Parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 30 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<p><b>INTRODUCTION TO COOKERY:</b> Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms &amp; protective clothing, Safety procedure in handling equipment</p> <p><b>CULINARY HISTORY:</b> Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American</p> <p><b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN:</b> Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout Of the kitchen in organisations, layout of receiving areas, layout of service &amp; wash up</p> <p><b>CULINARY TERMS:</b> List of culinary (common and basic) terms, Explanation with examples</p> <p><b>AIMS &amp; OBJECTS OF COOKING FOOD:</b> Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation</p> <p><b>HACCP - Practices in food handling &amp; storage</b></p> <p><b>CONVERSION TABLES:</b> American, British measures and its equivalents</p>
<b>UNIT-2</b>	<p><b>Fuels used in catering industry:</b> Types of fuel used in catering industry; calorific value; comparative study of different fuels, Calculation of amount of fuel required and cost.</p> <p><b>Gas:</b> method of transfer, LPG and its properties; principles of Bunsen burner, precautions to be taken while handling gas; low and high-pressure burners, Gas bank, location, different types of manifolds</p> <p><b>FIRE PREVENTION AND FIRE FIGHTING SYSTEM:</b> Classes of fire, methods of extinguishing fires (Demonstration), Fire extinguishers, portable and stationery, Fire detectors and alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements</p> <p><b>METHODS OF COOKING FOOD:</b> Roasting, Grilling, Frying, Baking, Broiling,</p>

	Poaching, Boiling:-Principles of each of the above, Care and precautions to be taken, Selection of food for each type of cooking.
<b>UNIT-3</b>	<p><b>BASIC PRINCIPLES OF FOOD PRODUCTION</b></p> <p><b>VEGETABLE AND FRUIT COOKERY:</b> Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery.</p> <p><b>STOCKS:</b> Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions</p> <p><b>SAUCES:</b> Classification of sauces, Recipes for mother sauces, Storage &amp; precautions</p> <p><b>SOUPS:</b> Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.</p> <p><b>EGG COOKERY:</b> Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery</p> <p><b>SALADS AND SANDWICHES:</b> Salads &amp; its compositions Types Of Lettuce , Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types</p>
<b>UNIT-4</b>	<p><b>COMMODITIES:</b></p> <p><b>SHORTENINGS</b> (Fats &amp; Oils): Role of Shortenings, Varieties of Shortenings, Advantages and disadvantages of using various Shortenings, Fats &amp; Oil – Types, varieties</p> <p><b>RAISING AGENTS:</b> Classification of Raising Agents, Role of Raising Agents, Actions and Reactions</p> <p><b>THICKENING AGENTS:</b> Classification of thickening agents, Role of Thickening agents</p> <p><b>HERBS &amp; SPICES :</b> Uses its Importance &amp; it's different types</p> <p><b>Kitchen Organsiation and Layout:</b> General layout of Kitchen in various organisations, layout of receiving areas, layout of service and washup areas</p>

#### REFERENCES:

- The Professional Chef (4th Edition) By Le RolA.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton&Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Socity of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery ByKinton&Cessarani

<b>COURSE CODE:</b>	<b>BHMCT-102</b>
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION I (PRACTICALS) (PART A)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR PAPER EVALUATION</b>	<b>This paper consist of two sections Part A and Part B</b> <b>Part A will be :</b> PRACTICAL'S OF FOOD PRODUCTION OF 20 MARKS <b>Part B will be:</b> BAKERY & PATISSERIE of 10 MARKS

<b>Sr. No.</b>	<b>Topic</b>	<b>Method</b>
<b>PART - A</b>	<b>PRACTICAL'S OF FOOD PRODUCTION</b>	
1	(i) Equipments - Identification, Description, Uses & handling (ii) Hygiene - Kitchen etiquettes, Practices & knife handling (iii) Safety and security in kitchen	Demonstrations & simple applications by students
2	(i) Vegetables – classification (ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix (iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients -Qualitative and quantitative measures.	Market survey/tour
4	(i) Basic Cooking methods and pre-preparations (ii) Blanching of Tomatoes and Capsicum (iii) Preparation of concasse (iv) Boiling (potatoes, Beans, Cauliflower, etc.) (v) Frying - (deep frying, shallow frying, sautéing, Aubergines, Potatoes, etc.) (vi) Braising - Onions, Leeks, Cabbage (vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	(i) Stocks - Types of stocks (White and Brown stock) (ii) Fish stock (iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> <li>• Béchamel</li> <li>• Espagnole</li> <li>• Veloute</li> <li>• Hollandaise</li> </ul>	Demonstrations & simple applications

	<ul style="list-style-type: none"> <li>• Mayonnaise</li> <li>• Tomato</li> </ul>	
7	<p>Egg cookery - Preparation of variety of egg dishes</p> <ul style="list-style-type: none"> <li>• Boiled ( Soft &amp; Hard)</li> <li>• Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)</li> <li>• Poaches</li> <li>• Scrambled</li> <li>• Omelette (Plain, Stuffed, Spanish)</li> <li>• En cocotte (eggs Benedict)</li> </ul>	Demonstrations & simple applications by students
8	<p><b>Simple Salads:</b></p> <ul style="list-style-type: none"> <li>• Cole slaw,</li> <li>• Potato salad,</li> <li>• Beet root salad,</li> <li>• Green salad,</li> <li>• Fruit salad,</li> <li>• Consommé</li> </ul> <p><b>Simple Egg preparations:</b></p> <ul style="list-style-type: none"> <li>• Scotch egg,</li> <li>• Assorted omelletes,</li> <li>• Oeuf Florentine</li> <li>• Oeuf Benedict</li> <li>• Oeuf Farci</li> <li>• Oeuf Portugese</li> <li>• Oeuf Deur Mayonnaise</li> </ul> <p><b>Soups Preparations:</b></p> <ul style="list-style-type: none"> <li>• Cream Soups</li> <li>• Puree Soups</li> <li>• Consomme</li> </ul> <p><b>Simple potato preparations</b></p> <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Lyonnaise potatoes</li> <li>• Allumettes</li> </ul> <p><b>Vegetable preparations</b></p>	Demonstration by instructor and applications by students

	<ul style="list-style-type: none"> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables. Sandwiches</li> <li>• Open</li> <li>• Club</li> <li>• Closed</li> <li>• Canapé</li> <li>• Zukuskis</li> <li>• Pin wheel</li> <li>• Checkers board</li> </ul>	
9	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
<b>PART – B</b>	<b>BAKERY &amp; PATISSERIE (PRACTICAL)</b>	
10	<b>Equipments</b> <ul style="list-style-type: none"> <li>• Identification</li> <li>• Uses and handling</li> </ul> <b>Ingredients - Qualitative and Quantitative Measures</b>	Demonstration by instructor and applications by students
11	<b>BREAD MAKING</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>	Demonstration by instructor and applications by students
12	<b>SIMPLE CAKES</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>	Demonstration by instructor and applications by students
13	<b>SIMPLE COOKIES</b> <ul style="list-style-type: none"> <li>• Demonstration and Preparation of simple cookies like</li> <li>• Nan Khatai</li> <li>• Golden Goodies</li> <li>• Melting moments</li> </ul>	Demonstration by instructor and applications by students

	<ul style="list-style-type: none"> <li>• Swiss tart</li> <li>• Tri colour biscuits</li> <li>• Chocolate chip</li> <li>• Cookies</li> <li>• Chocolate Cream Fingers</li> <li>• Bachelor Buttons</li> </ul>	
14	<b>HOT / COLD DESSERTS</b> <ul style="list-style-type: none"> <li>• Caramel Custard,</li> <li>• Bread and Butter Pudding</li> <li>• Queen of Pudding</li> <li>• Soufflé – Lemon / Pineapple</li> <li>• Mousse (Chocolate Coffee)</li> <li>• Bavaroise</li> <li>• Diplomat Pudding</li> <li>• Apricot Pudding</li> <li>• Steamed Pudding - Albert Pudding, Cabinet Pudding</li> </ul>	Demonstration by instructor and applications by students



<b>COURSE CODE:</b>	<b>BHMCT-103</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICE FOUNDATION I (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course aims to inculcate knowledge of food service principles, functions, procedures among trainees
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts:-</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<p><b>INTRODUCTION TO FOOD AND BEVERAGE INDUSTRY:-</b></p> <p>Introduction to Food &amp; Beverage Service Industry, Types of catering operations–commercial, welfare, transport, others. Role of catering establishment in the hospitality industry</p>
<b>UNIT-2</b>	<p><b>FOOD SERVICE AREAS (F &amp; B OUTLETS)</b></p> <p>Restaurants, Coffee Shop, Bar, Banquet, Cafeteria, Fast Food (Quick Service Restaurants), Grill Room, Vending Machines, Discothèque</p> <p><b>ANCILLIARY DEPARTMENTS:-</b> Pantry, Food pick-up area, Store, Linen room, Kitchen stewarding</p>
<b>UNIT-3</b>	<p><b>DEPARTMENTAL ORGANISATION &amp; STAFFING:</b> Organization of F&amp;B department of hotel, Principal staff of various types of F&amp;B operations, Job Descriptions &amp; Job Specifications of F&amp; B Service Staff, French terms related to F&amp;B staff, Attributes of F&amp;B Personnel, Inter and Intra departmental relationship.</p>
<b>UNIT-4</b>	<p><b>F &amp; B SERVICE EQUIPMENT:-</b> Familiarization &amp; Selection factors of:- Cutlery, Crockery, Glassware, Flatware, Hollowware, All other equipment used in F&amp;B Service, French terms related to the above</p> <p><b>PREPARATION FOR SERVICE:</b> Organising Mise-en-scene, Organising Mise-en-place</p> <p><b>NON-ALCOHOLIC BEVERAGES:</b> Classification (Nourishing, Stimulating and Refreshing), Tea- Origin, Manufacture, Types &amp; Brands, Coffee- Origin, Manufacture, Types &amp; Brands, Juices and Soft Drinks, Cocoa &amp; Malted Beverages - Origin &amp; Manufacture</p>

#### REFERENCES:

- Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House
- Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi.
- Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill.
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services

New Delhi.

<b>COURSE CODE:</b>	<b>BHMCT-104</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICE FOUNDATION I (PRACTICAL)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>Sr. No.</b>	<b>Topic</b>
<b>1.</b>	Familiarization of F&B Service equipment
<b>2.</b>	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Wiping of Tableware, Chinaware, Glassware
<b>3.</b>	<b>PREPARATION FOR SERVICE (RESTAURANT)</b> A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties
<b>4.</b>	Briefing/debriefing
<b>5.</b>	Tea & Coffee Service

## **COURSE CODE BHMCT – 105**

### **COURSE TITLE FRONT OFFICE FOUNDATION I (THEORY)**

**COURSE OBJECTIVES** The course is aimed at familiarizing the students with various functions of front office and to develop work ethic towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.

**EVALUATION** The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments. All carrying 40 percent of the total credit and rest 70 percent through semester end examination of 3hrs duration.

### **INSTRUCTION FOR PAPER SETTING**

The paper will be divided into two parts

Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.

Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each unit will contain two questions and there may be short notes in these questions.

## **UNIT - 1 INTRODUCTION TO HOSPITALITY INDUSTRY**

Hospitality and its origin, Tourism and hotel Industry, its importance, and scope, Evolution of Tourism and Hotel Industry, Introduction of World's leading Hotel Operators and their brands, Introduction to Indian leading and emerging Hotel Operators and their brands, Role of Tourism industry in Indian economy with a special emphasis on Hotel Industry.

## **UNIT - 2 CLASSIFICATION OF HOTELS**

A brief introduction to hotel core areas.

Classification of Hotels on the basis of Size, Location, Type of guest, Length of stay of guest.

Ownership basis: - Independent Hotels, Chain Hotels, Franchise and Management Contracts Hotels, Marketing/Retailing/Consumer's Co-operatives/Referral Groups with examples, Vacation ownership/Time share and Condominium Hotels with examples of hotel groups involved in this business concept,

### **STAR CLASSIFICATION OF HOTELS**

Government's Classification Committee, Star ratings and Heritage

Classifications adopted in India, Basis on which Star ratings are granted along with the Performance of Star Classification.

### **OVERVIEW OF OTHER CONCEPTS**

Spa, Boutique hotels, All Suite, Budget Hotels, Green Hotels, Ecotels etc.

Supplementary/Alternative Accommodations, examples of National

International Hotels with its type, category and classification and

## **UNIT - 3 FRONT OFFICE ORGANIZATION**

Introduction to Front Office in Hotels, Types of Rooms, Sub sections/Function areas in Front Office

Department and their functions in Front Office and hotel in details, Layout of Front Office Department.

### **FRONT OFFICE PERSONNEL**

Personality traits, Duties and Responsibilities, Hierarchy/ Organizational chart of Front Office Department – Large, Medium and Small Hotels/Resorts/Spa.

### **VACATION OWNERSHIP AND CONDOMINIUMS**

#### **UNIT - 4**

Vacation Ownership/Timeshare, Condominium, How are they different from Hotel business? Deeded ownership and Right to use ownership Types of timeshares/Vacation ownerships, Examples with list of hotel operating companies offering vacation ownerships and Condominium concepts.

Front Office Equipment:- automated, semi automated, non automated

**BELL DESK:-** Functions Procedures and Formats.

### **FRENCH**

To be taught by professional French language teacher, Understanding and uses of accents, orthographic signs and punctuation, knowledge of cardinaux and ordinaux (Ordinal and cardinal), Days, Dates, Time, Months Seasons.

and

### **References**

- ❑ Front Office training manual- Sudhir Andrews
- ❑ Front office operations and management – Jatashankar R Tewari
- ❑ Front Office Operations – Colin Dix, Chris Baird
- ❑ Professional Hotel Front Office Management – Anutosh Bhakta
- ❑ Hotel Front Office Management – James. A. Bardi
- ❑ Front Office Operations and Management – Ahmed Ismai (Thompson Delmar)
- ❑ Front Office Operation Management – S. K. Bhatnagar
- ❑ Managing Front Office Operations – Micheal Kasavana and Brooks
- ❑ Principles of Front Office Operations – Sue Baker & Jermy Huyton

<b>COURSE CODE:</b>	<b>BHMCT – 106</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE FOUNDATION I (PRACTICAL'S)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>S. No.</b>	<b>Topic</b>
<b>1</b>	<ul style="list-style-type: none"> <li>☐ Grooming and Hospitality etiquettes.</li> <li>☐ Personality traits of front office personnel</li> </ul>
<b>2</b>	<ul style="list-style-type: none"> <li>☐ Identification of equipments and furniture used in Front Office Department</li> <li>☐ Front Desk Counter and Bell Desk</li> </ul>
<b>3</b>	☐ Countries, their capitals, currencies, airlines and their flags,
<b>4</b>	Role Play :- <ul style="list-style-type: none"> <li>☐ Reservations: FIT, Corporate guest and group.</li> <li>☐ Luggage Handling: FIT, Walk-in, Scanty Baggage, regular, crew and group</li> </ul>
<b>5.</b>	Great Personalities of Hotel Industry (min 3 personalities to be given as assignment)

<b>COURSE CODE:</b>	<b>BHMCT-107</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS I (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course familiarizes students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<p><b>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION:</b></p> <p>Role of Housekeeping in Guest Satisfaction and Repeat Business, Personality Traits of housekeeping Management Personnel, Layout of the Housekeeping Department, overview of subsection of housekeeping department, Role of housekeeping in other institutes. (from 2nd unit to 1st)</p>
<b>UNIT-2</b>	<p><b>ORGANIZATION CHART OF THE HOUSEKEEPING DEPARTMENT:</b></p> <p>Hierarchy in small, medium, large and chain hotels, (from 1<sup>st</sup> to 2<sup>nd</sup>) Identifying Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff, Different types of room in a hotel along with their status, standard supplies &amp; amenities of a guest room. (New)</p>
<b>UNIT-3</b>	<p><b>CLEANING ORGANISATION:</b> Principles of cleaning, hygiene and safety factors in cleaning, Methods of organizing cleaning, Frequency of cleaning daily, periodic, special, Design features that simplify cleaning, Use and care of Equipment</p> <p><b>CLEANING OF GUEST ROOM :-</b> type of soil, nature of soil, standard of cleaning, Cleaning of public area</p> <p><b>HOUSEKEEPING INVENTORIES:</b> equipments, agents, supplies, linen, uniform (new)</p>
<b>UNIT-4</b>	<p><b>PEST CONTROL:</b> Areas of infestation, Preventive measures and Control measure (Sem. 2 to Sem. 1)</p> <p><b>WASTE DISPOSAL AND POLLUTION CONTROL:</b> Solid and liquid waste, sullage and sewage, disposal of solid waste, Sewage treatment, Pollution related to hotel industry, Water pollution, sewage pollution, Air pollution, noise pollution, thermal pollution, Legal Requirements</p> <p><b>INTER DEPARTMENTAL RELATIONSHIP:</b> With Front Office, With Maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in House Keeping department</p>
<b>REFERENCES:</b>	<p>❑ Hotel Hostel and Hospital Housekeeping –by Joan C Branson &amp; Margaret</p> <p>❑ Lennox, ELBS with Hodder &amp; Stoughton Ltd.</p>

	<p>❑ Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.</p> <p>❑ Hotel Housekeeping Operations &amp; Management by Raghubalan, Oxford University Press.</p> <p>❑ Management of Hotel &amp; Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.</p> <p>❑ Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin &amp; Thomas J.A. Jones, Wiley Publications</p> <p>❑ The Professional Housekeeper by Tucker Schneider, Wiley Publications</p> <p>❑ Professional management of Housekeeping by Manoj Madhukar, Rajat Publications</p>
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<b>COURSE CODE:</b>	<b>BHMCT-108</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS I(PRACTICALS)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>Sr.No.</b>	<b>Topic</b>
01	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> <li>• Familiarization</li> <li>• Different parts</li> <li>• Function</li> <li>• Care and maintenance</li> </ul>
02	Cleaning Agent <ul style="list-style-type: none"> <li>• Familiarization according to classification</li> <li>• Function</li> </ul>
3	Maid's trolley <ul style="list-style-type: none"> <li>• Contents</li> <li>• Trolley setup</li> </ul>
04	Sample Layouts of Guest Rooms <ul style="list-style-type: none"> <li>• Single room</li> <li>• Double room</li> <li>• Twin room</li> <li>• Suite</li> </ul>
05	Guest Room Supplies and Position <ul style="list-style-type: none"> <li>• Standard room</li> <li>• Suite</li> <li>• VIP room special amenities</li> </ul>
06	Public Area Cleaning Procedure <p>A. SILVER/ EPNS</p> <ul style="list-style-type: none"> <li>• Plate powder method</li> <li>• Polivit method</li> <li>• Proprietary solution (Silvo)</li> </ul> <p>C. BRASS</p> <ul style="list-style-type: none"> <li>• Traditional/ domestic 1 Method</li> </ul>

	<ul style="list-style-type: none"> <li>• Proprietary solution 1 (brasso)</li> </ul> <p>D. GLASS</p> <ul style="list-style-type: none"> <li>• Glass cleanser</li> <li>• Economical method(newspaper)</li> </ul> <p>E. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> <li>• Skirting</li> <li>• Dado</li> <li>• Different types of paints(distemper Emulsion, oil paint etc)</li> </ul>
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## **AECC BTHU103/18 English:1L 0T 0P 1Credit**

### **Course Outcomes:**

- ☐ The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- ☐ To help the students become the independent users of English language.
- ☐ To develop in them vital communication skills which are integral to their personal, social and professional interactions.
- ☐ The syllabus shall address the issues relating to the Language of communication.
- ☐ Students will become proficient in professional communication such as interviews, group discussions, office environments, important reading skills as well as writing skills such as report writing, note taking etc.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

### **Detailed Contents:**

#### **Unit1- 1 (Introduction)**

- ☐ Theory of Communication
- ☐ Types and modes of Communication

#### **Unit- 2 (Language of Communication)**

- ☐ Verbal and Non-verbal
- ☐ (Spoken and Written)
- ☐ Personal, Social and Business
- ☐ Barriers and Strategies
- ☐ Intra-personal, Inter-personal and Group communication

#### **Unit-3 (Reading and Understanding)**

- ☐ Close Reading
- ☐ Comprehension
- ☐ Summary Paraphrasing
- ☐ Analysis and Interpretation
- ☐ Translation(from Hindi/Punjabito English and vice-versa)

**OR**

#### **Precis writing /Paraphrasing (for International Students)**

- ☐ Literary/Knowledge Texts

#### **Unit-4 (Writing Skills)**

- ☐ Documenting
- ☐ Report Writing
- ☐ Making notes
- ☐ Letter writing

#### **Recommended Readings:**

1. *Fluency in English - Part II*, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Language, Literature and Creativity*, Orient Blackswan, 2013.
4. *Language through Literature* (forthcoming) ed. Dr. Gauri Mishra, Dr. RanjanaKaul, Dr. Brati Biswas
5. *On Writing Well*. William Zinsser. Harper Resource Book. 2001
6. *Study Writing*. Liz Hamp-Lyons and Ben Heasley. Cambridge University Press. 2006.

## **AECBTHU104/18 English Practical/Laboratory: 0L 0T 2P1 Credit**

### **Course Outcomes:**

- ☐ The objective of this course is to introduce students to the theory, fundamentals and tools of communication.
- ☐ To help the students become the independent users of English language.
- ☐ To develop in them vital communication skills which are integral to personal, social and professional interactions.
- ☐ The syllabus shall address the issues relating to the Language of communication.
- ☐ Students will become proficient in professional communication such as interviews, group discussions and business office environments, important reading skills as well as writing skills such as report writing, note taking etc.

The recommended readings given at the end are only suggestive; the students and teachers have the freedom to consult other materials on various units/topics given below. Similarly, the questions in the examination will be aimed towards assessing the skills learnt by the students rather than the textual content of the recommended books.

### **Interactive practice sessions in Language Lab on Oral Communication**

- ☐ Listening Comprehension
- ☐ Self Introduction, Group Discussion and Role Play
- ☐ Common Everyday Situations: Conversations and Dialogues
- ☐ Communication at Workplace
- ☐ Interviews
- ☐ Formal Presentations
- ☐ Monologue
- ☐ Effective Communication/ Mis- Communication
- ☐ Public Speaking

### **Recommended Readings:**

1. *Fluency in English* - Part II, Oxford University Press, 2006.
2. *Business English*, Pearson, 2008.
3. *Practical English Usage*. Michael Swan. OUP. 1995.
4. *Communication Skills*. Sanjay Kumar and PushpLata. Oxford University Press.2011.
5. *Exercises in Spoken English*. Parts. I-III. CIEFL, Hyderabad. Oxford University Press

HVPE101-18 Ability Enhancement Compulsory

Course (AECC)

Human Values, De-addiction and Traffic Rules

### **Course Objective**

This introductory course input is intended

- a. To help the students appreciate the essential complementarity between 'VALUES' and 'SKILLS' to ensure sustained happiness and prosperity which are the core aspirations of all human beings.
- b. To facilitate the development of a Holistic perspective among students towards life, profession and happiness, based on a correct understanding of the Human reality and the rest of Existence. Such a holistic perspective forms the basis of Value based living in a natural way.
- c. To highlight plausible implications of such a Holistic understanding in terms of ethical human conduct, trustful and mutually satisfying human behavior and mutually enriching interaction with Nature.

Thus, this course is intended to provide a much needed orientational input in Value Education to the young enquiring minds.

### **Course Methodology**

☐ The methodology of this course is universally adaptable, involving a systematic and rational study of the human being vis-à-vis the rest of existence.

☐ It is free from any dogma or value prescriptions.

☐ It is a process of self-investigation and self-exploration, and not of giving sermons.

Whatever is found as truth or reality is stated as proposal and the students are facilitated to verify it in their own right based on their Natural Acceptance and Experiential Validation.

☐ This process of self-exploration takes the form of a dialogue between the teacher and the students to begin with, and within the student himself/herself finally.

☐ This self-exploration also enables them to evaluate their pre-conditionings and present beliefs.

HVPE101-18 Ability Enhancement Compulsory

Course (AECC)

Human Values, De-addiction and Traffic Rules

**Total no. of Lectures: 28 [L-T- P: 3-0-0]**

**Content for Lectures:**

**Module 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education[6]**

1. Understanding the need, basic guidelines, content and process for Value Education
2. Self Exploration – what is it? – its content and process; ‘Natural Acceptance’ and Experiential Validation – as the mechanism for self exploration
3. Continuous Happiness and Prosperity – A look at basic Human Aspirations
4. Right understanding, Relationship and Physical Facilities – the basic requirements for fulfillment of aspirations of every human being with their correct priority
5. Understanding Happiness and Prosperity correctly – A critical appraisal of the current scenario
6. Method to fulfill the above human aspirations: understanding and living in harmony at various levels

**Module 2: Understanding Harmony in the Human Being - Harmony in Myself![6]**

7. Understanding human being as a co-existence of the sentient ‘I’ and the material ‘Body’
8. Understanding the needs of Self (‘I’) and ‘Body’ - *Sukha* and *Suvidha*
9. Understanding the Body as an instrument of ‘I’ (I being the doer, seer and enjoyer)
10. Understanding the characteristics and activities of ‘I’ and harmony in ‘I’
11. Understanding the harmony of I with the Body: *Sanyam* and *Swasthya*; correct appraisal of Physical needs, meaning of Prosperity in detail
12. Programs to ensure *Sanyam* and *Swasthya* – Practice Exercises and Case Studies will be taken up in Practice Sessions.

**Module 3: Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship[6]**

13. Understanding harmony in the Family – the basic unit of human interaction
14. Understanding values in human-human relationship; meaning of *Nyaya* and program for its fulfillment to ensure *Ubhay-tripti*; Trust (*Vishwas*) and Respect (*Samman*) as the foundational values of relationship
15. Understanding the meaning of *Vishwas*; Difference between intention and competence
16. Understanding the meaning of *Samman*, Difference between respect and differentiation; the other salient values in relationship

17. Understanding the harmony in the society (society being an extension of family): *Samadhan, Samridhi, Abhay, Sah-astitva* as comprehensive Human Goals

18. Visualizing a universal harmonious order in society- Undivided Society (*AkhandSamaj*), Universal Order (*SarvabhaumVyawastha*) - from family to world family!- Practice Exercises and Case Studies will be taken up in Practice Sessions.

#### **Module 4: Understanding Harmony in the Nature and Existence - Whole existence as Co-existence[4]**

19. Understanding the harmony in the Nature

20. Interconnectedness and mutual fulfillment among the four orders of nature- recyclability and self-regulation in nature

21. Understanding Existence as Co-existence (*Sah-astitva*) of mutually interacting units in all-pervasive space

22. Holistic perception of harmony at all levels of existence- Practice Exercises and Case Studies will be taken up in Practice Sessions.

#### **Module 5: Implications of the above Holistic Understanding of Harmony on Professional Ethics[6]**

23. Natural acceptance of human values

24. Definitiveness of Ethical Human Conduct

25. Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order

26. Competence in professional ethics:

a) Ability to utilize the professional competence for augmenting universal human order,

b) Ability to identify the scope and characteristics of people-friendly and eco- friendly production systems,

c) Ability to identify and develop appropriate technologies and management patterns for above production systems.

27. Case studies of typical holistic technologies, management models and production systems

28. Strategy for transition from the present state to Universal Human Order:

a) At the level of individual: as socially and ecologically responsible engineers, technologists and managers

b) At the level of society: as mutually enriching institutions and organizations

#### **Text Book**

R R Gaur, R Sangal, G P Bagaria, 2009, *A Foundation Course in Value Education*.

#### **Reference Books**

1. Ivan Illich, 1974, *Energy & Equity*, The Trinity Press, Worcester, and HarperCollins, USA

2. E.F. Schumacher, 1973, *Small is Beautiful: a study of economics as if people mattered*, Blond & Briggs, Britain.

3. A Nagraj, 1998, *Jeevan Vidyaek Parichay*, Divya Path Sansthan, Amarkantak.

4. Susan George, 1976, *How the Other Half Dies*, Penguin Press. Reprinted 1986, 1991



5. PL Dhar, RR Gaur, 1990, *Science and Humanism*, Commonwealth Publishers.
6. A.N. Tripathy, 2003, *Human Values*, New Age International Publishers.
7. SubhasPalekar, 2000, *How to practice Natural Farming*, Pracheen(Vaidik) Krishi TantraShodh, Amravati.
8. Donella H. Meadows, Dennis L. Meadows, Jorgen Randers, William W. Behrens III, 1972, *Limits to Growth – Club of Rome's report*, Universe Books.
9. E G Seebauer & Robert L. Berry, 2000, *Fundamentals of Ethics for Scientists & Engineers*, Oxford University Press
10. M Govindrajran, S Natrajan & V.S. Senthil Kumar, *Engineering Ethics (including Human Values)*, Eastern Economy Edition, Prentice Hall of India Ltd.
11. B P Banerjee, 2005, *Foundations of Ethics and Management*, Excel Books.
12. B L Bajpai, 2004, *Indian Ethos and Modern Management*, New Royal Book Co., Lucknow. Reprinted 2008.

**Relevant CDs, Movies, Documentaries & Other Literature:**

1. Value Education website, <http://uhv.ac.in>
2. Story of Stuff, <http://www.storyofstuff.com>
3. Al Gore, *An Inconvenient Truth*, Paramount Classics, USA
4. Charlie Chaplin, *Modern Times*, United Artists, USA
5. IIT Delhi, *Modern Technology – the Untold Story*

## **HVPE102-18Ability Enhancement Compulsory**

### **Course (AECC)Human Values, De-addiction andTraffic Rules (Lab/ Seminar)**

One each seminar will be organized on Drug De-addiction and Traffic Rules. Eminent scholar and experts of the subject will be called for the Seminar at least once during the semester. It will be binding for all the students to attend the seminar.

#### **Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- ☐ Overall Personality
- ☐ Aptitude (Technical and General)
- ☐ General Awareness (Current Affairs and GK)
- ☐ Communication Skills
- ☐ Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### **Part – A (Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

#### **Part – B (Outdoor Activities)**

- 1.Sports/NSS/NCC
- 2.Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.

***SECOND***  
***SEMESTER***

<b>COURSE CODE:</b>	<b>BHMCT-201</b>
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION –II (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	This paper will give the basic knowledge of cooking to the beginners. They will get versed with different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, cereals, pulses, various cuts of vegetables and meats with their cookery.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<p><b>MENU PLANNING:</b> Meaning Types and importance. Menu Engineering its need and Importance.</p> <p><b>INTRODUCTION TO INDIAN COOKERY BASICS.</b></p> <p>Introduction to Indian food, Spices used in Indian cookery, Role of spices in Indian cookery, Indian equivalent of spices (names) <b>MASALAS:</b> Blending of spices, Different masalas used in Indian cookery-Wet masalas, Dry masalas, Composition of different masalas, Varieties of masalas available in regional areas, Special masalas blends</p> <p><b>Gravies :</b> Different types Haryali, Makhni, Shahi/white, Chopped Masala, karahai, Yellow Gravy Basic Tandoori Preparations Indian marinades and Pastes</p> <p><b>Commodities in Indian cuisine:-</b> Souring Agents, colouring agents, tenderizing agent, Flavouring &amp; Aromatic Agents, Spicing Agents <b>RICE, CEREALS &amp; PULSES:</b> Introduction, Classification and identification, Cooking of rice, cereals and pulses, Varieties of rice and other cereals</p>
<b>UNIT-2</b>	<p><b>MEAT COOKERY:</b> Introduction to meat cookery, Cuts of beef/veal, Cut of lamb/mutton, Cut of pork, Variety meats (offal's), Poultry, (With menu examples of each)</p> <p><b>FISH COOKERY:</b> Introduction to fish cookery, classification of fish with examples, Cuts of fish with menu examples, Selection of fish and shell fish, Cooking of fish (Effects of heat)</p>
<b>UNIT-3</b>	<p><b>PASTRY:</b> Shortcrust, Laminated, Choux, Hot water/Rough puff, Recipes and methods of preparation, Differences, Uses of each pastry, Care to be taken while preparing pastry, Role of each ingredient, Temperature of baking pastry</p> <p><b>Flour:</b> Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch) <b>SIMPLE BREADS:</b> Principles of bread making, Simple yeast breads, Role of each ingredient in bread making, Baking temperature and its importance</p> <p><b>PASTRY CREAMS:</b> Basic pastry creams, Uses in confectionery, Preparation and care in</p>

	production
<b>UNIT-4</b>	<b>BASICCOMMODITIES:</b> Milk-Introduction,ProcessingofMilk,Pasteurisation–Homogenisation,TypesofMilk–Skimmedand Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese,Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking Of Sugar- Various Temperature
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>❏ The Professional Chef (4th Edition) By Le RolA.Polsom</li> <li>❏ The Professional Pastry Chef, Fourth Edition By Bo FribergPublisher: Wiley &amp; Sons INC</li> <li>❏ Theory of Catering By Kinton&amp;Cessarani</li> <li>❏ Theory of Cookery By K Arora, Publisher: Frank Brothers</li> <li>❏ Accompaniments &amp; Garnishes from waiter; Communicate: Fuller J. Barrie &amp; Jenkins</li> <li>❏ Bakery &amp; Confectionery By S. C Dubey, Publisher: Society ofIndian Bakers</li> <li>❏ Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman</li> <li>❏ Practical Cookery By Kinton&amp;Cessarani</li> </ul>

<b>COURSE CODE:</b>	<b>BHMCT-202</b>	
<b>COURSE TITLE:</b>	<b>FOOD PRODUCTION FOUNDATION-II (PRACTICAL) (PART A)</b>	
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation,house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.	
<b>INSTRUCTIONS FOR PAPER EVALUATION</b>	<b>This paper consist of two sections Part A and Part B</b> <b>The Paper is of 50 Marks which it will be divided into two parts</b> <b>Part A: PRACTICAL'S OF FOOD PRODUCTION OF 20 MARKS</b> <b>Part B: BAKERY &amp; PATISSERIE of 10 MARKS</b>	
<b>Sr.No.</b>	<b>Topic</b>	<b>Method</b>
1	? Meat – Identification of various cuts, Carcass demonstration ? Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope ? Fish-Identification & Classification ? Cuts and Folds of fish	Demonstrations & simple application
2	? Identification, Selection and processing of Meat, Fish and poultry. ? Slaughtering and dressing	Demonstrations at the site in local Area/Slaughtering house/Mark et
3	Preparation of menu <b>Salads &amp; soups-</b> Waldrof salad, Fruit salad,Russian salad, saladenicoise, <b>Soups preparation:</b> Chowder, Bisque, Veloute, BrothInternationalsoups	Demonstration by instructor and application s by students
4	<b>Chicken, Mutton and Fish Preparations-</b> Fish orly, a la anglaise, colbert, meuniere, poached, bakedEntrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Porkchops, Roast chicken, grilled chicken, Leg of Lamb, Beef	Demonstration by instructor and application s by students
5	<b>Indian cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Meat, fish Vegetables andPaneer	Demonstration by instructor and application s by students
<b>PART B</b>	<b>BAKERY &amp; PATISSERIE (PRACTICAL)</b>	
<b>Sr.No.</b>	<b>Topic</b>	<b>Method</b>
1	<b>PASTRY:</b> Demonstration and Preparation of dishes using varieties of Pastry ? Short Crust – Jam tarts, Turnovers	Demonstration by instructor and application s by students

	<ul style="list-style-type: none"> <li>☐ Laminated – Palmiers, Khara Biscuits, Danish Pastry, CreamHorns</li> <li>☐ Choux Paste – Eclairs, Profiteroles</li> </ul>	
2	<b>COLD SWEET</b> <ul style="list-style-type: none"> <li>☐ Honeycomb mould</li> <li>☐ Butterscotch sponge</li> <li>☐ Coffee mousse</li> <li>☐ Lemon sponge</li> <li>☐ Trifle</li> <li>☐ Blancmange</li> <li>☐ Chocolate mousse</li> <li>☐ Lemon soufflé</li> </ul>	Demonstration by instructor and applications by students
3	<b>HOT SWEET</b> <ul style="list-style-type: none"> <li>☐ Bread &amp; butter pudding</li> <li>☐ Caramel custard</li> <li>☐ Albert pudding</li> <li>☐ Christmas pudding</li> </ul>	Demonstration by instructor and applications by students
4	<b>INDIAN SWEETS</b> Simple ones such as chicoti, gajjarhalwa, kheer	Demonstration by instructor and applications by students

<b>COURSE CODE:</b>	<b>BHMCT-203</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICE FOUNDATION –II (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course aims to inculcate knowledge of food service principles, functions, and procedures among trainees. The students will be well versed with menu planning and sale control system.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided in two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of Course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each Unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT-1</b>	<b>TYPES OF FOOD SERVICE:</b> Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialised Service.
<b>UNIT-2</b>	<p><b>MENU PLANNING:</b> Origin of Menu, Objectives of Menu Planning, Factors to be considered while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes</p> <p><b>Types of Meals:</b> Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper</p>
<b>UNIT-3</b>	<p><b>ROOM SERVICE:</b> Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms &amp; formats.</p> <p><b>SALE CONTROL SYSTEM:</b> KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing</p>
<b>UNIT-4</b>	<p><b>TOBACCO:</b> History, Processing for cigarettes, pipe tobacco &amp; cigars,</p> <p><b>Cigarettes</b> – Types and Brand names, Pipe Tobacco – Types and Brand names</p> <p>Cigars – shapes, sizes, colours and Brand names, Care and Storage of cigarettes &amp; cigars</p>

## REFERENCES

- Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House
- Food & Beverage Service- R. Singaravelan, Oxford University Press, New Delhi.
- Food & Beverage Service - Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi



Food and Beverage Service – Vijay Dhawan

<b>COURSE CODE:</b>	<b>BHMCT-204</b>
<b>COURSE TITLE:</b>	<b>FOOD &amp; BEVERAGE SERVICE FOUNDATION-II (PRACTICAL)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, housetests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks

<b>S.No.</b>	<b>TOPIC</b>
<b>1.</b>	<b>REVIEW OF SEMESTER -1</b>
<b>2.</b>	<b>PROCEDURE FOR SERVICE OF A MEAL</b> Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests
<b>3.</b>	<b>TABLE LAY-UP &amp; SERVICE</b> Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover <b>TRAY/TROLLEY SET-UP &amp; SERVICE</b> Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup

<b>4.</b>	<b>Social Skills</b> Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes
<b>5.</b>	<b>Special Food Service - (Cover, Accompaniments &amp; Service)</b>

	<p><b>Task-01:</b> Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus</p> <p><b>Task-02:</b> Cheese</p> <p><b>Task-03:</b> Dessert (Fresh Fruit &amp; Nuts)</p> <p><b>Service of Tobacco</b></p> <p>Cigarettes and Cigar</p>
6.	Compiling of a menu in French, Service of Non-alcoholic beverages

<b>COURSE CODE:</b>	<b>BHMCT – 205</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE FOUNDATION II (THEORY)</b>
<b>COURSE OBJECTIVES:</b>	The course is aimed at familiarizing the students with various functions of frontoffice and to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical skills.
<b>EVALUATION:</b>	The performanceof the students will be evaluated on the basis of classparticipation, house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.
<b>INSTRUCTION FORPAPER SETTING:</b>	<p>The paper will be divided into two parts</p> <p>Part A: There will be ten short answer questions covering whole syllabus of course. This part will be of 20 marks.</p> <p>Part B: Students will have to attempt four questions in total, one question from each unit with one internal choice. All questions will carry equal marks (10 marks each). Each unit will contain two questions and there may be short notes in these questions.</p>
<b>UNIT - 1</b>	<p><b>TARIFF STRUCTURE</b></p> <p>Tariff Structure, Rack Rate, Discounted rates, Tariff card and its use, Hotel Day rate, Basis of Charging Room Rent, Various factors affecting Room rent, Fixing Room Tariffs through Cost based pricing &amp; Market based pricing, Rule of Thumb, Hubbart formula</p> <p>Front Office Coordination, Meal Plans, and Type of Guests</p> <p>Role of Tour operators and Travel agents in hotel business, Meal Plans –Type, needs and use of such plans, Type of Guests – FIT, VIP, CIP, GIT, Business travellers,Specialinteresttours,domestic,foreigneretc,FrontOffice coordination with different departments in hotels.</p>
<b>UNIT - 2</b>	<p><b>GUEST CYCLE AND RESERVATIONS</b></p> <p>Introduction to guest cycle – Pre arrival, Arrival, During guest stay, Departure and After departure, Reservation and its importance, Basic tools of reservation – Room Status Board, ALC, DCC with formats, Handling reservation and reservation form with formats, Modes of Payment while reservation - an introduction, Sources of Reservation, Systems of Reservation, Types of Reservations, Cancellations and Amendments, , Reservation reports and statistics Overbooking, Upselling, No show, Walk-in guest, scanty baggage, stay over, over stay, under stay, early arrival, turn away, time limit, overstay etc.</p>
<b>UNIT - 3</b>	<p><b>REGISTRATION</b></p> <p>Registration and its importance, Types of registration records – Bound book register, loose leaf register and Guest Registration Card (GRC) and their formats</p> <p><b>GUESTHANDLING</b>,Preregistrationactivities,ProcedureofGuest Handling – Pre arrival, On Arrival and Post Arrival procedures, Handling reserved guests, Procedure for Handling Free Individual Traveller (FIT),Chance guests, VIP, Group arrival, Foreigner guest ( C-forms, Foreign currency exchange), Single Lady guest, Corporate guest, Layover passenger, Check-in for guest holding Discount voucher, Turn-away guest</p>
<b>UNIT - 4</b>	<p><b>FRONT DESK FUNCTIONS</b></p> <p>Procedure for Room Assignment, Room not clear, Wash and Change Room, Complimentary stay, Suite Check-in, Upgrading a guest, Downgrading a guest,</p>

	Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Up selling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/CIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.
<b>References</b>	<ul style="list-style-type: none"> <li>② Front Office training manual- Sudhir Andrews</li> <li>② Front office operations and management- Jatashankar R. Tewari</li> <li>② Front Office Operations – Colin Dix, Chris Baird</li> <li>② Professional Hotel Front Office Management- Anutosh Bhakta</li> <li>② Hotel Front Office Management – James. A. Bardi</li> <li>② Front Office Operations and Management – Ahmed Ismail (Thompson Delmar)</li> <li>② Front Office Operation Management – S. K. Bhatnagar</li> <li>② Managing Front Office Operations – Micheal Kasavana and Brooks</li> <li>② Principles of Front Office Operations – Sue Baker &amp; Jermy Huyton</li> <li>② Check-in check-out – Jerome Valley</li> <li>② A Manual of Hotel Reception – J. R. S. Beavis, S. Medlik Heinemann Professional</li> </ul>

<b>COURSE CODE:</b>	<b>BHMCT - 206</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE FOUNDATION F -II (PRACTICALS)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>Sr.No.</b>	<b>Topic</b>
1.	☐ Review of Semester one
2.	☐ Welcoming/Greeting of guest ☐ Providing Information to the Guest ☐ Telephone handling, How to handle enquiries ☐ Suggestive selling
3.	☐ Filling up of various Forms and Formats
4.	☐ Registrations: FIT, VIP, Corporate, Groups/Crew ☐ Security Deposit Box Handling ☐ Credit Card Handling Procedure ☐ Foreign Currency Exchange Procedure
5	<b>Introduction to PMS</b> 1. Hot function keys 2. Create and update guest profiles 3. Make FIT reservation 4. Send confirmation letters 5. Printing registration cards 6. Make an Add-on reservation 7. Amend a reservation 8. Cancel a reservation-with deposit and without deposit 9. Log onto cashier code 10. Process a reservation deposit 11. Pre-register a guest 12. Put message and locator for a guest 13. Put trace for guest 14. Check in a reserved guest 15. Check in day use

	<ul style="list-style-type: none"><li>16. Check -in a walk-in guest</li><li>17. Maintain guest history</li><li>18. Issue a new key</li><li>19. Verify a key</li><li>20. Cancel a key</li><li>21. Issue a duplicate key</li><li>22. Extend a key</li><li>23. Programme keys continuously</li><li>24. Re-programme keys</li><li>25. Programme one key for two rooms</li></ul>
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**COURSE CODE: BHMCT-207**

**COURSE TITLE: ACCOMODATION OPERATIONS-II (THEORY)**

**COURSE OBJECTIVES:** The course familiarizes students with the organization of housekeeping, its system and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness and pest control.

**EVALUATION:** The performance of the students will be evaluated on the basis of class participation house tests, regularity and assignments carrying 40 percent of the total credit and rest through semester end examination of 3 hours duration.

#### **INSTRUCTIONS FOR PAPER SETTING**

The performance of the students will be evaluated on the basis of class participation house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 3 hours duration.

#### **UNIT-1 CLEANING AGENTS:**

General Criteria for selection, Polishes, Floor seats, Use care and Storage, Distribution and Controls,

**AREA CLEANING:** Guest rooms, Front-of-the-house Areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

**WATER SYSTEMS IN HOTEL:** Water distribution system in a hotel, Cold water systems in India, Hardness of water, water softening, base exchange method (Demonstration), Cold water cistern swimming pools, Hot water supply system in hotels, Flushing system, water taps, traps and closets Classification, Use of Ecofriendly products in Housekeeping. (HE)

#### **UNIT-2 COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES**

Metals, Glass, Leather, Leatherites, Rexines, Plastic, Ceramics, Wood, Wall finishes Floor Finishes,

#### **UNIT-3 ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING (3rd to 2nd)**

**DEPARTMENT:** Reporting Staff placement, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet, Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's Report Handover Records, Guest's Special Requests Register, Record of Special Cleaning Call Register, VIP Lists Guest room layout, type of bed & mattresses

#### **UNIT-4 KEYS:**

Types of keys, Computerized key cards, Key control

**OVERVIEW OF MAINTENANCE DEPARTMENT:** Role, Responsibilities, Importance of maintenance department in the hotel industry with emphasis on it, relation with other departments of the hotel. Preventive and breakdown maintenance comparisons (HE)

#### **REFERENCES:**

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.



- Professional Management of Housekeeping Operations (IIEdn.) by Robert J. Martin & Thomas J.A. Jones, WileyPublications
- The Professional Housekeeper by Tucker Schneider, WileyPublications
- Professional management of Housekeeping by ManojMadhukar, Rajat Publications

<b>COURSE CODE:</b>	<b>BHMCT208-18</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS-II (PRACTICALS)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 30 marks
<b>Sr.No.</b>	<b>Topic</b>
01	Review of semester 1
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><b>ROOM</b></p> <p>Task 1- open curtain and adjust lighting .</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p><b>BATHROOM</b></p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p> <p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)</p> <p>Step 2-make miter corner (on both corner of your side)</p>

	<p>Step 3- spread second sheet (upside down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>
04	<p>Records</p> <ul style="list-style-type: none"> <li>☐ Room occupancy report</li> <li>☐ Checklist</li> <li>☐ Floor register</li> <li>☐ Work/ maintenance order]</li> <li>☐ Lost and found</li> <li>☐ Maid's report</li> <li>☐ Housekeeper's report</li> <li>☐ Log book</li> <li>☐ Guest special request register</li> <li>☐ Record of special cleaning</li> <li>☐ Call register</li> <li>☐ VIP list</li> <li>☐ Floor linen book/ register</li> </ul>
05	Guest room inspection
06	<p>Minibar management</p> <ul style="list-style-type: none"> <li>☐ Issue</li> <li>☐ stock taking</li> <li>☐ checking expiry date</li> </ul>
07	<p>Handling room linen/ guest supplies</p> <ul style="list-style-type: none"> <li>☐ maintaining register/ record</li> <li>☐ replenishing floor pantry</li> <li>☐ stock taking</li> </ul>
08	<p>Guest handling</p> <ul style="list-style-type: none"> <li>☐ Guest request</li> <li>☐ Guest complaints</li> </ul>

## Ability Enhancement Compulsory Course

### EVS102-18 Environmental Studies

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
						Internal	External		
EVS102-18	Ability Enhancement Compulsory Course(AECC)-III	Environmental Studies	2	0	0	40	60	100	2

#### **Course Outcomes:**

1. Students will enable to understand environmental problems at local and national level through literature and general awareness.
2. The students will gain practical knowledge by visiting wildlife areas, environmental institutes and various personalities who have done practical work on various environmental Issues.
3. The students will apply interdisciplinary approach to understand key environmental issues and critically analyze them to explore the possibilities to mitigate these problems.
4. Reflect critically about their roles and identities as citizens, consumers and environmental actors in a complex, interconnected world

#### **UNIT-1: Introduction to Environmental Studies**

Multidisciplinary nature of Environmental Studies: Scope & Importance

Need for Public Awareness

#### **UNIT-2: Ecosystems**

Concept of an Ecosystem: Structure & functions of an ecosystem (Producers, Consumers & Decomposers)

Energy Flow in an ecosystem: Food Chain, Food web and Ecological Pyramids

Characteristic features, structure & functions of following Ecosystems:

- ☐ Forest Ecosystem
- ☐ Aquatic Ecosystem (Ponds, Lakes, River & Ocean)

#### **UNIT-3: Natural Resources**

Renewable & Non-renewable resources

Forest Resources: Their uses, functions & values (Biodiversity conservation, role in climate change, medicines) & threats (Overexploitation, Deforestation, Timber extraction, Agriculture

Pressure), Forest Conservation Act

Water Resources: Their uses (Agriculture, Domestic & Industrial), functions & values, Overexploitation and Pollution of Ground & Surface water resources (Case study of Punjab), Water Conservation, Rainwater Harvesting,

Land Resources: Land as a resource; Land degradation, soil erosion and desertification

Energy Resources: Renewable & non-renewable energy resources, use of alternate energy resources (Solar, Wind, Biomass, Thermal), Urban problems related to Energy

#### **UNIT-4: Biodiversity & its conservation**

Types of Biodiversity: Species, Genetic & Ecosystem  
India as a mega biodiversity nation, Biodiversity hot spots and biogeographic regions of India  
Examples of Endangered & Endemic species of India, Red data book

#### **UNIT-5: Environmental Pollution & Social Issues**

Types, Causes, Effects & Control of Air, Water, Soil & Noise Pollution

Nuclear hazards and accidents & Health risks

Global Climate Change: Global warming, Ozone depletion, Acid rain, Melting of Glaciers & Ice caps, Rising sea levels

Environmental disasters: Earthquakes, Floods, Cyclones, Landslides

#### **UNIT-6: Field Work**

Visit to a National Park, Biosphere Reserve, Wildlife Sanctuary

Documentation & preparation of a Biodiversity (flora & fauna) register of campus/river/forest

Visit to a local polluted site : Urban/Rural/Industrial/Agricultural

Identification & Photography of resident or migratory birds, insects (butterflies)  
Public hearing on environmental issues in a village

Suggested Readings:

1. Bharucha, E. Text Book for Environmental Studies. University Grants Commission, New Delhi.
2. Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
3. Bharucha Erach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380 013, India, Email: mapin@icenet.net (R)
4. Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
5. Clark R.S., Marine Pollution, Clarendon Press Oxford (TB)
6. Cunningham, W.P. Cooper, T.H. Gorhani, E & Hepworth, M.T. 2001, Environmental Encyclopedia, Jaico Publ. House, Mumbai, 1196p
7. De A.K., Environmental Chemistry, Wiley Eastern Ltd.
8. Down to Earth, Centre for Science and Environment (R)
9. Gleick, H.P. 1993. Water in crisis, Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute Oxford Univ. Press. 473p
10. Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural History Society,

Bombay (R)

11. Heywood, V.H &Waston, R.T. 1995. Global Biodiversity Assessment. CambridgeUniv. Press 1140p.
12. Jadhav, H &Bhosale, V.M. 1995. Environmental Protection and Laws. HimalayaPub. House, Delhi 284 p.
13. Mckinney, M.L. & School, R.M. 1996. Environmental Science systems & Solutions, Web enhanced edition. 639p.
14. Mhaskar A.K., Matter Hazardous, Techno-Science Publication (TB)
15. Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)
16. Odum, E.P. 1971. Fundamentals of Ecology. W.B. Saunders Co. USA, 574p
17. Rao M N. &Datta, A.K. 1987. Waste Water treatment. Oxford & IBH Publ. Co.Pvt. Ltd. 345p.
18. Sharma B.K., 2001. Environmental Chemistry. Geol Publ. House, Meerut
19. Survey of the Environment, The Hindu (M)
20. Townsend C., Harper J, and Michael Begon, Essentials of Ecology, BlackwellScience (TB)
21. Trivedi R. K. and P.K. Goel, Introduction to air pollution, Techno-SciencePublication (TB)
22. Wanger K.D., 1998 Environmental Management. W.B. Saunders Co. Philadelphia, USA 499p

### **Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- ☐ Overall Personality
- ☐ Aptitude (Technical and General)
- ☐ General Awareness (Current Affairs and GK)
- ☐ Communication Skills
- ☐ Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### **Part – A (Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

#### **Part – B (Outdoor Activities)**

3.Sports/NSS/NCC

4.Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity

conducted and the same shall be submitted to the department.

***THIRD***  
***SEMESTER***



<b>COURSECODE:</b>	<b>BHMCT301-18 - to BHMCT305-18</b>
<b>COURSE TITLE:</b>	<b>INDUSTRIAL TRAINING</b>
<b>DURATION:</b>	Minimum 22-24 Weeks with coverage of the following operational department of a full service hotel. <input type="checkbox"/> Food production <input type="checkbox"/> Food and beverage service <input type="checkbox"/> Accommodation service
<b>COURSE OUTCOME:</b>	The students will gain day to day on-hand practical exposure in real life business activity under the supervision of industry experts. They will also learn to co-relate theoretical knowledge with practical realities.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER:</b>	The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training.
	<b>Documents to be submitted after successful completion of INTERNSHIP:</b> <input type="checkbox"/> Training Log – Book (To be issued by Learning Centre) <input type="checkbox"/> Departmental Appraisal Forms – to be filled and signed by the supervisor <input type="checkbox"/> Training Report <input type="checkbox"/> Training Certificate from the concerned organization

### **Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- ☐ Overall Personality
- ☐ Aptitude (Technical and General)
- ☐ General Awareness (Current Affairs and GK)
- ☐ Communication Skills
- ☐ Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

#### **Part – A (Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

#### **Part – B (Outdoor Activities)**

5. Sports/NSS/NCC

6. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity

conducted and the same shall be submitted to the department

***FOURTH***  
***SEMESTER***

<b>COURSE CODE:</b>	<b>BHMCT401 – 18</b>
<b>COURSE TITLE:</b>	<b>INTRODUCTION TO INDIAN COOKERY (THEORY)</b>
<b>COURSE OUTCOME:</b>	This paper will give the knowledge of Indian cooking to the students. They will get versed with Indian regional cuisine, basic Indian spices, and basic Indian gravies, traditional Indian cooking methods, cooking equipment used and required for Indian cuisine and specific cooking ingredients.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration.
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT - 1</b>	<p><b>INTRODUCTION TO INDIAN COOKERY:</b></p> <ul style="list-style-type: none"> <li>❑ Introduction to Indian Regional Cuisine</li> <li>❑ History &amp; heritage of Indian Cuisine</li> <li>❑ Factors that affect eating habits in different parts of the country</li> <li>❑ Geographic location</li> <li>❑ Historical background</li> <li>❑ Seasonal availability</li> <li>❑ Special equipment</li> <li>❑ Staple diets</li> <li>❑ Specialty cuisine for festivals and special occasions</li> <li>❑ Indian cuisine Culinary Terms</li> </ul>
<b>UNIT - 2</b>	<p><b>INDIAN CUISINES NORTH REGION</b></p> <ul style="list-style-type: none"> <li>❑ Kashmir</li> <li>❑ Mugalai</li> <li>❑ Punjab</li> <li>❑ Rajasthan</li> </ul> <p><b>INDIAN CUISINES EAST</b></p> <ul style="list-style-type: none"> <li>❑ Bengal</li> <li>❑ Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland &amp; Tripura)</li> </ul>

	<p><b>INDIAN CUISINES WEST</b></p> <ul style="list-style-type: none"> <li>☐ Gujarat</li> <li>☐ Maharashtra</li> </ul> <p><b>INDIAN CUISINES SOUTH</b></p> <ul style="list-style-type: none"> <li>☐ Tamil Nadu</li> <li>☐ Kerala</li> <li>☐ Andhra Pradesh</li> </ul> <p><b>INDIAN CUISINES CENTRAL INDIA</b></p> <ul style="list-style-type: none"> <li>☐ Madhya Pradesh</li> <li>☐ Chhattisgarh</li> <li>☐ Uttar Pradesh/Bihar</li> </ul>
<b>UNIT - 3</b>	<p><b>INTRODUCTION TO DUM COOKING AND TANDOOR COOKING</b></p> <ul style="list-style-type: none"> <li>☐ Introduction</li> <li>☐ Origin of Dum Cooking</li> <li>☐ Special Equipment and their use</li> <li>☐ Classical Dishes</li> <li>☐ Origin and history of tandoor</li> <li>☐ Types of Tandoor and their uses</li> <li>☐ Installing a new tandoor</li> <li>☐ Marinating and making techniques for kebab</li> <li>☐ Basic Indian breads made in tandoor</li> </ul>
<b>UNIT- 4</b>	<p><b>INTRODUCTION TO INDIAN SWEETS</b></p> <p>Introduction</p> <p>Origin and history of Indian sweets</p> <p>Ingredients used in Indian Sweets</p> <p>Regional Influence on Indian Sweets</p> <p>Equipment used in preparing Indian Sweets.</p>
<b>REFERENCES:</b>	<p>Food Production Operations: Parvinder S Bali, Oxford Publication</p> <p>Prashad Cooking With Indian Masters, J. Inder Singh Kalra .</p> <p>A Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd.</p> <p>Zaike Ka Safar, Jiggs Kalra</p> <p>Daawat, Jiggs Kalra, New Delhi, Allied Publishers</p> <p>The Professional Chef, Arvind Saraswat, New Delhi, Ubs Publishers</p>

<b>COURSE CODE:</b>	<b>BHMCT402 - 18</b>
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COURSE TITLE:	INTRODUCTION TO INDIAN COOKERY (PRACTICAL)	
COURSE OUTCOME:	This paper will give the practical knowledge of Indian cooking to students.They will get versed with Indian regional cuisine, basic Indian spices, and basic Indian gravies, traditional Indian cooking methods, cooking equipment used and required for Indian cuisine and specific cooking ingredients.	
EVALUATION:	The performance of the students will be evaluated on the basis of class participation, house tests, regularity, assessments and assignments carrying 60 percent of the total credit and rest 40 percent at semester end practical examination of 4 hours duration.	
INSTRUCTIONS FOR EXTERNAL EXAMINAR	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voce	
S. No.	Topics: INDIAN CUISINES NORTH	
1.	☐ Kashmir	
2.	☐ Punjab	
3.	☐ Rajasthan	
4.	☐ Mughlai	
	INDIAN CUISINES EAST	
5.	☐ Bengal	
6.	☐ Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)	
	INDIAN CUISINE WEST	
7.	☐ Gujarat	
8.	☐ Maharashtra	
9.	☐ Goa	
	INDIAN CUISINE SOUTH	
10.	☐ Tamil Nadu	
	☐ Kerala	
	☐ Andhra Pradesh	
11.	☐ Hyderabad	
	INDIAN CUISINES CENTRAL INDIA	
12.	☐ Madhya Pradesh	
	☐ Chhattisgarh	
	☐ Uttar Pradesh/Bihar	
13.	☐ North Indian Break Fast	
14.	☐ South Indian Breakfast	
NOTE: - All basic gravies to be covered		
FORMAT OF THE MENU TO BE COMPILED: (Menu 1-12)		
1.	Starter/Soup	Any one item

2.	Meat/ Poultry/ Fish (Main Course) any one item	Any one item
3.	Lentils (Dal item)	Any one item
4.	Paneer Item	Any one item
5.	Vegetable (dry / curry / kofta / korma / kadhi etc)	Any one item
6.	Rice preparation / Roti preparation	Any one item
7.	Salad / papad / pickle / raita	Any one item
8.	Sweets (Region wise)	Any one item

<b>COURSE CODE:</b>	<b>BHMCT-403 - 18</b>
<b>COURSE TITLE:</b>	<b>FOOD AND BEVERAGESERVICE OPERATIONS-II (THEORY)</b>
<b>COURSE OUTCOME:</b>	The students will be well versed with viticulture and viniculture, Beerproduction,typesofwinesandbeers,brandsandintroductionto cheeses
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of classparticipation,housetests,regularityandassignmentscarrying40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to be attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT-I</b>	<b>ALCOHOLIC BEVERAGE</b> <ul style="list-style-type: none"> <li>• Introduction and definition</li> <li>• Production of Alcohol</li> <li>• Fermentation process</li> <li>• Distillation process</li> <li>• Classification with examples</li> </ul>
<b>UNIT-II</b>	<b>WINES</b> <ul style="list-style-type: none"> <li>o Definition &amp; History</li> <li>o Classification with examples</li> <li>o Table/Still/Natural ☐ Sparkling ☐ Fortified ☐ Aromatized</li> <li>o Production of each classification</li> <li>o Old World wines (Principal wine regions, wine laws, grapevarieties, production and brand names) <ul style="list-style-type: none"> <li>☐ France ☐ Germany ☐ Italy ☐ Spain ☐ Portugal</li> <li>☐ New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> <li>☐ USA ☐ Australia ☐ India ☐ Chile ☐ South Africa Algeria New Zealand</li> <li>☐ F. Food &amp; Wine Harmony</li> <li>☐ G. Storage of wines</li> <li>☐ H. Wine terminology (English &amp; French)</li> </ul> </li> </ul> </li> </ul>
<b>UNIT-III</b>	<b>BEER</b> <ul style="list-style-type: none"> <li>• Introduction &amp; Definition</li> </ul>



	<ul style="list-style-type: none"> <li>• Types of Beer</li> <li>• Production of Beer</li> <li>• D. Storage</li> </ul>
<b>UNIT-IV</b>	<b>TABLE CHEESE</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Types</li> <li>• Production</li> <li>• Brands and Services</li> <li>• Storage</li> </ul>
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Food &amp; Beverage Service – Denis Lillicrap</li> <li>• Food &amp; Beverage Service – Vijay Dhawan</li> <li>• Food &amp; beverage Service- Rao J Suhas</li> <li>• The Waiter Handbook by Grahm Brown, Publisher: Global Books&amp;Subscription Service New Delhi</li> <li>• Food &amp; Beverage Service Training Mannual-SudhirAndrew, Tata McGraw Hill</li> </ul>

<b>COURSE CODE:</b>	<b>BHMCT404 – 18</b>
<b>COURSE TITLE:</b>	<b>FOOD AND BEVERAGE SERVICE OPERATIONS-II (PRACTICAL)</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house test, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration
<b>INSTRUCTIONS FOR EXTERNAL EXAMINAR:</b>	The Performance of the students will be evaluated on the basis of his performance during the practical examination & viva voce
	<b>Dispense Bar – Organizing Mise-en-place</b>
Task-01	Identification of Wine service equipment
Task-02	Identification of Beer service equipment
Task-03	Identification of Cocktail bar equipment
Task-04	Identification of Liqueur / Wine Trolley
Task-05	Bar stock - alcoholic & non-alcoholic beverages
Task-06	Preparation of Bar accompaniments & garnishes
Task-07	Identification of Bar accessories & disposables
	<b>Service of Wines</b>
Task-01	Service of Red Wine
Task-02	Service of White/Rose Wine
Task-03	Service of Sparkling Wines
Task-04	Service of Fortified Wines
Task-05	Service of Aromatized Wines
	<b>Wine &amp; Drinks List</b>
Task-01	Comparative analysis of various Wine Bar
Task-02	Comparative analysis of various Beer Bar
Task-03	Comparative analysis of various Cocktail Bar
	<b>Service of Beer</b>
Task-01	Service of Bottled & canned Beers
Task-02	Service of Draught Beers
Task-03	Service of Cheese

<b>COURSE CODE:</b>	<b>BHMCT-405 - 18</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE OPERATIONS - II (THEORY)</b>
<b>COURSE OUTCOME:</b>	The course is aimed at familiarizing the students with various functions of Night Auditing & Accounting. Students will Learn about the various Software being used in the Hospitality Industry.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING :</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT -1</b>	<p><b>Computer Application and software used in Front Office</b></p> <ul style="list-style-type: none"> <li>☐ Role of Information Technology in Hospitality industry .</li> <li>☐ Different Property Management Systems – Opera, Ids, Fidelio, ShawMan, Amadeus, Galelio</li> <li>☐ Various modules of the PMS – Front Desk Module, Reservations, Rooms, Setup Module, Cashier, Night audit, Report center, Back Office Module and linking of Property Management System in Other Departments</li> </ul>
<b>UNIT - 2</b>	<p><b>Front Office Accounting System</b></p> <ul style="list-style-type: none"> <li>☐ Front Office Accounting and its Functions, Types of Accounts, Vouchers, Folios , Ledger , Paid Out, Allowance, Credit Control.</li> <li>☐ Front Office Accounting Cycle – Creation of Accounts, Maintenance of Accounts, Settlement of accounts</li> </ul>
<b>UNIT-3</b>	<p><b>Check Out Procedure –</b></p> <ul style="list-style-type: none"> <li>☐ Guest Account Settlement –Cash, Credit, Indian Currency &amp; Foreign Currency, Transfer of Guest Account, BTA, BTC, Express Check Out, Late Check Out</li> </ul>
<b>UNIT - 4</b>	<p><b>NIGHT AUDITING:</b></p> <ul style="list-style-type: none"> <li>☐ Night Auditor</li> <li>☐ Night Auditor Duties &amp; Responsibilities ,</li> <li>☐ Night Audit Process -Establishing the End of the Day, Completing Outstanding Postings and Verifying Transactions, Reconcile Transactions, Verifying No-Shows, Preparing Reports, Updating the System</li> </ul>
<b>REFERENCES</b>	<ul style="list-style-type: none"> <li>☐ Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill</li> <li>☐ Managing Front Office Operations – Kasavana &amp; Brooks Educational Institution AHMA</li> <li>☐ Managing Computers in Hospitality Industry –Michael Kasavana &amp; Cahell.</li> </ul>

	②	Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
	②	Managing Front Office Operations By Kasavana& Brooks
	②	Hotel Front Office Management, 4th Edition byJames Socrates Bardi Wiley
	②	Hotel Front Office Operations& Management

<b>COURSE CODE:</b>	<b>BHMCT-406 – 18</b>
<b>COURSE TITLE:</b>	<b>FRONT OFFICE OPERATIONS-II (PRACTICAL)</b>
<b>EVALUATION:</b>	The course is aimed at familiarizing the students with various functions of Night Auditing & Accounting. Students will Learn about the various Software being used in the Hospitality Industry.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINAR:</b>	The Performance of the students will be evaluated on the basis of his performance during the practical examination & viva voce
<b>Sr. No.</b>	<b>Topic</b>
1	How to conduct a night audit in the front office
2	Collection of samples of various voucher used in the front office How to Prepare the various reports used by Night Auditor
3	PMS Training - Hot Function keys How to print and prepare registration cards for arrivals
4	How to make a reservation How to make add on reservation How to amend a reservation How to cancel a reservation How to make group reservation How to make sharer reservation
5	How to create and update guest profiles How to update guest folio How to print guest folio
6	How to make a room change on the system How to add a sharer
7	How to log in cashier code How to close a bank at the end of each shift
8	How to check room rate variance report
9	How to process charges How to process deposit for arriving guest How to process deposit for in house guest
10	How to process a guest check out
11	How to check out a folio
12	How to feed remarks in guest history

<b>COURSECODE:</b>	<b>BHMCT-407 – 18</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS -III (THEORY)</b>
<b>COURSE OUTCOME:</b>	The students will be well versed with the supervisory responsibility, Linen handling process, Laundry Operations, need of special cleaning and also learn about Textiles or garments.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT – 1</b>	<b>HOUSEKEEPING SUPERVISION</b> <ul style="list-style-type: none"> <li>• Importance of Inspection</li> <li>• Special Function of Supervisors</li> <li>• Checklist for Infection</li> <li>• Typical Areas usually neglected where special attention is required.</li> <li>• Self Supervision Techniques for Cleaning Staff</li> <li>• Degree of Discretion/ Delegation to Cleaning Staff</li> </ul>
<b>UNIT - 2</b>	<ul style="list-style-type: none"> <li>• LINEN / UNIFORM / TAILOR ROOM</li> <li>• Layout</li> <li>• Types of Linen, Sizes, and Linen Exchange Procedure</li> <li>• Selection of Linen</li> <li>• Storage Facilities and Conditions</li> <li>• Par Stock: Factors affecting Par Stock, Calculation of Par Stock</li> <li>• Discard Management</li> <li>• Linen Inventory System</li> <li>• Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock</li> <li>• Function of Tailor Room</li> <li>• Managing Inventory</li> <li>• Par Level of Linen, Uniform, guest loan items, machines and equipment cleaning supplies &amp; guest Supplies.</li> </ul>
<b>UNIT – 3</b>	<b>SPECIAL CLEANING PROGRAMME</b>

	<ul style="list-style-type: none"> <li>• Daily, Weekly, Fortnightly and Monthly Cleaning</li> <li>• Routine cleaning, Spring cleaning, deep Cleaning.</li> <li>• Cleaning of different types of floor Surfaces</li> <li>• Special Service – baby sitting, second service, freshen up service, valet service.</li> <li>• Care and Cleaning of Metal – Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of Tarnish, Cleaning Agents and their uses.</li> </ul>
<b>UNIT- 4</b>	<b>TEXTILES</b> <ul style="list-style-type: none"> <li>• Textile Terminology</li> <li>• Classification and Identification of Textile Fibers</li> <li>• Characteristic of Textile Fibers</li> <li>• Yarn</li> <li>• Fabric Construction</li> <li>• Blends and Unions</li> <li>• Textile Finishes</li> <li>• Use of Textile in Hotels</li> </ul>
<b>REFEREN CES:</b>	<ul style="list-style-type: none"> <li>• Hotel, Hostel and Hospital Housekeeping – by Joan C Bransom &amp; Margaret Lennox, ELBS with Hodder &amp; Stoughton Ltd.</li> <li>• Hotel House Keeping A Training Manual by Sudhir Andrews, Tata Mc</li> <li>• Hotel Housekeeping Operations &amp; Management by Rghubalan, Oxford.</li> <li>• Management of Hotel &amp; Motel Security (Occupational Safety and Health) by H Brustein, CRC Publisher.</li> <li>• Professional Management of Housekeeping Operations II Edi. By Robert J. Martin &amp; Thomas J. A. Jones, Wiley Publications</li> <li>• The Professional Housekeeper by Tucker Schneider, Wiley Publications</li> <li>• Professional Management of Housekeeping by Manoj Madhukar, Rajat Publications.</li> </ul>

<b>COURSE CODE:</b>	<b>BHMCT408 - 18</b>
<b>COURSE TITLE:</b>	<b>ACCOMODATION OPERATIONS -III (PRACTICAL)</b>
<b>COURSE OUTCOME:</b>	The students will be well versed with the supervisory responsibility, Linen handling process, Laundry Operations, need of special cleaning and also learn about Textiles or garments.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The Performance of the students will be evaluated on the basis of his performance during the practical examination @ viva voice.
<b>S. No.</b>	<b>Task</b>
<b>01</b>	How to remove stains from different surface or fabrics using all relevant cleaning agents in a practical real life environment
<b>02</b>	How to operate Different Types Laundry Equipment
<b>03</b>	Daily, Weekly, Monthly and Deep Cleaning
<b>04</b>	Taking Inventories
<b>05</b>	How to repair uniform – different types of stitching
<b>06</b>	Embroidery practice



<b>COURSE CODE:</b>	<b>BHMCT-409 – 18</b>
<b>COURSE TITLE:</b>	<b>ACCOUNTING SKILLS FOR HOSPITALITY (THEORY)</b>
<b>COURSE OUTCOME:</b>	The aim is to provide an understanding of the basic principles of accounting and their application in the hospitality industry. The course is designed to make the student familiar with generally accepted accounting principles of accounting and their applications.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total credit and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p><b>Part A:</b> There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part B:</b> There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p><b>Part C:</b> There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT - 1</b>	<b>BASIC ACCOUNTING AND BOOK KEEPING</b> <ul style="list-style-type: none"> <li>☐ Introduction to accounting,</li> <li>☐ journal,</li> <li>☐ ledger,</li> <li>☐ cash book</li> </ul>
<b>UNIT - 2</b>	<b>DEPARTMENTAL ACCOUNTING</b> <ul style="list-style-type: none"> <li>☐ An introduction to departmental accounting</li> <li>☐ Allocation and apportionment of expenses</li> <li>☐ Advantages of allocation</li> <li>☐ Draw-backs of allocation</li> <li>☐ Basis of allocation</li> <li>☐ Practical problems</li> </ul>
<b>UNIT - 3</b>	<b>UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS</b> <ul style="list-style-type: none"> <li>☐ Introduction to Uniform system of accounts</li> <li>☐ Contents of the Income Statement</li> <li>☐ Practical Problems</li> <li>☐ Contents of the Balance Sheet (under uniform system)</li> <li>☐ Practical problems</li> <li>☐ Departmental Income Statements and Expense statements (Schedules 1 to 16)</li> <li>☐ Practical problems</li> </ul>
<b>UNIT - 4</b>	<b>INTERNAL CONTROL</b>

	<ul style="list-style-type: none"> <li>❑ Definition and objectives of Internal Control</li> <li>❑ Characteristics of Internal Control</li> <li>❑ Implementation and Review of Internal Control</li> </ul>
<b>UNIT - 5</b>	<b>INTERNAL AUDIT AND STATUTORY AUDIT</b> <ul style="list-style-type: none"> <li>❑ An introduction to Internal and Statutory Audit</li> <li>❑ Distinction between Internal Audit and Statutory Audit</li> <li>❑ Implementation and Review of internal audit</li> </ul>
<b>UNIT 6</b>	<b>TRIAL BALANCE</b> <ul style="list-style-type: none"> <li>❑ Meaning</li> <li>❑ Methods</li> <li>❑ Advantages</li> <li>❑ Limitations</li> <li>❑ Practical</li> </ul>
<b>UNIT 7</b>	<b>FINAL ACCOUNTS</b> <ul style="list-style-type: none"> <li>❑ Meaning</li> <li>❑ Procedure for preparation of Final Accounts</li> <li>❑ Difference between Trading Accounts, Profit &amp; LossAccounts and Balance Sheet</li> <li>❑ Adjustments (Only four)</li> <li>❑ Closing Stock</li> <li>❑ Pre-paid Expenses</li> <li>❑ Outstanding Expenses</li> <li>❑ Depreciation</li> </ul>
<b>REFEREN CES:</b>	<ul style="list-style-type: none"> <li>❑ An Introduction To Accountancy ; S.N. Maheshwari; Vikas Publishing House</li> <li>❑ Fundamentals Of Accounting ; Mukherjee &amp; Hanif ; Tata McGraw-Hill</li> <li>❑ Elements Of Hotel Accountancy; Rawat G.S., DrNegi J, Gupta. ; Aman publications.</li> </ul>

## **Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities. For achieving the above, suggestive list of activities to be conducted are:

### **Part – A (Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

### **Part – B (Outdoor Activities)**

7.Sports/NSS/NCC

8.Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors/Faculty incharges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department

***FIFTH***  
***SEMESTER***

## Larder & Kitchen practices

BHMCT 501-18

<b><u>UNIT-1</u></b>	LARDER- LAYOUT & EQUIPMENT: Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections. TERMS & LARDER CONTROL: Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing, DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF: Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder chef.
<b><u>UNIT-2</u></b>	CHARCUTERIE: Introduction to charcuterie, SAUSAGES: Types & Varieties, CASINGS: Types & Varieties, FILLINGS: Types & Varieties, Additives & Preservatives FORCEMEATS: Types of forcemeats, Preparation of forcemeats, Uses of forcemeats, BRINES, CURES & MARINADES: Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades ,Difference between Brines, Cures & Marinades, HAM, BACON & GAMMON: Cuts of Ham, Bacon & Gammon, Differences between Ham, Bacon & Gammon Processing of Ham & Bacon, Green Bacon, Uses of different cuts, GALANTINES: Making of galantines, Types of Galantine Ballotines, PATES: Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison Truffle -sources, Cultivation and uses and Types of truffle
<b><u>UNIT-3</u></b>	MOUSE & MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline. CHAUD FROID: Meaning of Chaudfroid, Making of chaudfroid&Pecautions, Types of chaudfroid ,Uses of chaudfroid . ASPIC & GELEE: Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee. QUENELLES, PARFAITS, ROULADES: Preparation of Quenelles, Parfaits and Roulades. NON EDIBLE DISPLAYS: Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly Logo, Thermocol work
<b><u>UNIT-4</u></b>	APPETIZERS & GARNISHES- Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of different Garnishes. SANDWICHES- Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.
<b><u>REFERENCES:</u></b>	<ul style="list-style-type: none"><li>• Le RolA.Polsom. The Professional Chef</li><li>• Bo Friberg (2002) The Professional Pastry Chef, Fourth Edition Wiley &amp; Sons INC</li><li>• Cessarani&amp;Kinton (2007). Theory of Catering. Hodder Education Publisher</li><li>• K Arora (2008), Theory of Cookery. Frank Brothers</li><li>• Fuller J. Barrie &amp; Jenkins. Accompaniments &amp; Garnishes from waiter</li><li>• S. C Dubey. Bakery &amp; Confectionery. Socity of Indian Bakers</li><li>• Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient BlackSwan</li><li>• Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education</li></ul>

## **Larder & Kitchen practices (Practical's)**

**BHMCT 502-18**

- MENU 01**      Forcemeats different style.
- MENU 02**      Pates and Terrine
- MENU 03**      Galantine and ballontine
- MENU 04**      Different types of salads and Dressings:- meat based, fish Based, Vegetable, Chicken, fruits.
- Menu 05**      Quenelles, Parfaits and Roulades
- MENU 06**      Various types of sandwiches, canapés
- MENU 07**      Preparation of various accompaniments and garnishes

### **Plus 5 Buffets**

Cold Buffet,

Hot Continental,

Hot Indian,

Buffet Desserts,

Bread Displays Demonstration of: Charcuterie Galantines, Pate, Terrines, Mousselines

## Bar operations & Management

### BHMCT 503-18

<b>UNIT-1</b>	<b>SPIRITS:</b> Introduction & Definition, Production of Spirit (Pot-still method, Patent still method), Introduction to Whisky, Rum, Vodka, Brandy, Gin, Tequila its production process, various types and brands.
<b>UNIT-2</b>	<b>APERITIFS:</b> Introduction and Definition, Different types of Aperitifs Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names) <b>LIQUEURS:</b> Definition & History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) , Popular Liqueurs (Name, colour, predominant flavour& country of origin)
<b>UNIT-3</b>	<b>BARS:</b> Introduction, Brief History, Bar and Beverage Industry in India, Types of Bars, Parts of Bars.Attributes of Bar Personnel. Planning of bar and its layout.
<b>UNIT-4</b>	<b>BAR OPERATIONS:</b> Bar equipment's, Alcoholic and Non Alcoholic Ingredients, Liquor supplies, Mixes, Garnishes and condiments, Service accessories, Opening & closing duties of bar. <b>SERVICE AND SELLING TECHNIQUES:</b> The Bartender as a Sales Person, Up selling Guidelines for Bar Attendants, Professional Hygiene and Health
<b>REFERENCES:</b>	<ul style="list-style-type: none"><li>• Dennis R. Lillicrap. &amp; John A. Cousins. Food &amp; Beverage Service. Edward Arnold</li><li>• SudhirAndrews . Food &amp; Beverage Service Training Manual.Tata McGraw Hill.</li><li>• John Fuller,Hutchinson. Modern Restaurant Service. Nelson Thornes</li><li>• Brown G. &amp;Hapner K. The Waiter Handbook. Hospitality Press</li></ul>

## **Bar operations & Management (Practicals)**

**BHMCT 504-18**

### **SERVICE OF SPIRITS**

- Service styles – neat/on-the-rocks/with appropriate mixers
- Service of Whisky
- Service of Vodka
- Service of Rum
- Service of Gin
- Service of Brandy

### **Service of Tequila SERVICE OF APERITIFS**

- Service of Bitters
- Service of Vermouths

### **SERVICE OF LIQUEURS**

- Service styles – neat/on-the-rocks/with cream/en frappe
- Service from the Bar
- Service from Liqueur Trolley

### **SETTING OF BAR**

- Bar equipment's,
- Alcoholic and Non Alcoholic Ingredients,
- Liquor supplies,
- Mixes,
- Garnishes and condiments,
- Service accessories



## Front Office Operations & Management

BHMCT 505-18

<b>UNIT-1</b>	<b>Bell Desk &amp; Concierge Operations:</b> - Introduction of Bell desk, Equipment's used in Bell desk, Functions of Bell desk, Luggage handling, Paging, Change of room etc. Functions of Concierge, Forms & Formats.
<b>UNIT-2</b>	<b>FORECASTING:</b> Forecast formula, Types of forecast, Sample forecast forms, Factors for evaluating front office operations. Forecasting techniques, Forecasting Room availability, Useful forecasting data (% of walking, % of overstaying, % of under stay)
<b>UNIT-3</b>	<b>FRONT OFFICE AND GUEST SAFETY AND SECURITY:</b> Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb) Latest security measures used in hotels at the time of check-in: use of metal detectors, baggage checks, X-ray machines, bollards, collapsible gates etc.
<b>UNIT-4</b>	<b>Sales Techniques for Hotel Rooms:</b> - Offering Alternatives and Suggestive Selling Internal / In-house sales promotion. Direct sales – through intermediaries. Tailor made Package Plans according to seasons. Online- Selling: - Meta Search Engine, Hotel Apps & website, Social Media, OTA's, TA's, Airlines Network, Cruise-Liners, Railway Networks, CRS, Non- Affiliate Networks & GDS.
<b>REFERENCES:</b>	<ul style="list-style-type: none"><li>• Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill</li><li>• Managing Front Office Operations – Karsavina &amp; Brooks Educational Institution HAMA</li><li>• Front Office – operations and management – Ahmed Ismail (Thomson Delmar)</li><li>• Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers</li><li>• Managing Front Office Operations By Karsavina &amp; Brooks</li><li>• Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International</li></ul>

## **Front Office Operations & Management**

### **BHMCT 506-18**

- Handling Concierge operations
- Handling Bell desk Operations
- Forecasting reports for Room Availability with Individual Check-in, Check-Out, Overstay, under stay, Group Check-in & Group Checkout.
- Compare Room Tariffs of Hotels of cities / towns of Punjab on Indian OTA: - MakeMyTrip, Yatra, Goibibo, International OTA: - Expedia, Priceline.com, Booking.com, Agenda and write a review
- Check & use of Meta Search Hotel Website: - Google Hotel Ads, Trip Advisor, Kayak, and Trivago for Hotels in Panjab and write about 5 hotels opted by you as a guest with reasons.
- Handling of keys-situations related to loss of keys.

## **Accommodation Operations and Management**

### **BHMCT 507-18**

<b>UNIT-1</b>	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b> <ul style="list-style-type: none"><li>• Area inventory list</li><li>• Frequency schedules</li><li>• Performance and productivity standards</li><li>• Time and motion study in housekeeping operations</li><li>• Standard operating manuals – Job procedures</li><li>• Job allocation and work schedules</li><li>• Calculating staff strength &amp; planning duty rosters, team work and leadership in HK</li><li>• Training in HKD, devising training programs for HK staff</li><li>• Inventory level for non recycled items</li><li>• Energy and water conservation in housekeeping operations</li></ul>
<b>UNIT-2</b>	<b>BUDGETS</b> <ul style="list-style-type: none"><li>• Budget and budgetary control</li><li>• The budget process</li><li>• Planning capital budgets</li><li>• Planning operation budgets</li><li>• Operating Budgets- controlling expenses- income statement</li><li>• Purchasing systems- methods of buying</li><li>• Stock records- issuing and control</li></ul>
<b>UNIT-3</b>	<b>HOUSEKEEPING IN INSTITUTES OTHER THAN HOTELS</b> <ul style="list-style-type: none"><li>• Hospitals</li><li>• Hostels</li><li>• Malls</li><li>• Residential establishments</li><li>• Offices</li><li>• Universities</li><li>• Other commercial areas</li></ul>
<b>UNIT-4</b>	<b>CONTACT SERVICES</b> <ul style="list-style-type: none"><li>• Types of contract services</li><li>• Guidelines for hiring contract services</li><li>• Advantages and disadvantages of contract services</li></ul> <b>SAFETY AND SECURITY</b>

	<ul style="list-style-type: none"> <li>• Safety awareness and accident prevention</li> <li>• Fire safety and fire fighting</li> <li>• Crime prevention and dealing with emergency situation</li> </ul>
<b>REFERENCES</b>	<ul style="list-style-type: none"> <li>• Andrews, S. (2013). <i>Hotel Housekeeping: A Training Manual</i>. Tata McGraw-Hill Education.</li> <li>• Raghubalan, G., &amp;Raghubalan, S. (2014). <i>Hotel housekeeping: operations and management</i>. Oxford University Press.</li> <li>• Burstein, H. (1980). <i>Management of Hotel and Motel Security</i> (Vol. 5). CRC Press.</li> <li>• Jones, T. J. (2007). <i>Professional management of housekeeping operations</i>. John Wiley &amp; Sons.</li> <li>• Singh, M. (2012). <i>Hotel Housekeeping</i>. Tata McGraw-Hill Education.</li> <li>• Ghosal, S. (2011). <i>Hotel Engineering</i>. Oxford University Press.</li> </ul>

## **Accommodation Operations and Management**

**BHMCT 508-18**

**LAYOUT OF GUEST ROOM:** To the Scale, Earmark Pillars, Specification of Colors, Furniture, Fixture, Fitting, Soft Furnishing and Accessories Etc. Used

### **STANDARD OPERATING PROCEDURE**

Skill Oriented Task (e.g. cleaning and polishing glass, brass etc)

**FIRST AID:** First Aid Kit, Dealing With Emergency Situation, Maintaining Records

Reporting Maintenance and Follow Ups

## Food and Beverage Control and Management

### BHMCT 509-18

<b>UNIT-1</b>	<p><b>FOOD &amp; BEVERAGE COST CONTROL:</b> Introduction to Cost Control, Define Cost Control, The Objectives and Advantages of Cost Control, Basic Costing, Food Costing</p> <p><b>RECEIVING CONTROL :</b> Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment required for receiving, Documents by the Supplier (including format), Delivery Notes, Bills/Invoices, Credit Notes, Statements, Records maintained in the Receiving Department, Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving, Assessing the performance and efficiency of receiving department, Frauds in the Receiving Department, Hygiene and cleanliness of area.</p>
<b>UNIT-2</b>	<p><b>PURCHASING CONTROL:</b> Purchasing Control, Aims of Purchasing Policy, Job Description of Purchase Manager/Personnel, Types of Food Purchase, Quality Purchasing, Food Quality Factors for different commodities, Definition of Yield, Tests to arrive at standard yield, Definition of Standard Purchase Specification, Advantages of Standard Yield and Standard Purchase Specification, Purchasing Procedure, Different Methods of Food Purchasing, Sources of Supply, Purchasing by Contract, Periodical Purchasing, Open Market Purchasing, Standing Order Purchasing, Centralized Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Ordering Cost, Carrying Cost, Economic Order Quantity, Practical Problems.</p>
<b>UNIT-3</b>	<p><b>STORING &amp; ISSUING CONTROL:</b> Storing Control, Aims of Store Control, Job Description of Food Store Room Clerk/personnel, Storing Control, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security, Stock Control, two types of Foods Received- direct stores (Perishables/non-perishables), Stock Records Maintained Bin Cards (Stock Record Cards/Books).</p> <p><b>ISSUING CONTROL:</b> Requisitions, Transfer Notes, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Pricing of Commodities, Stock taking and comparison of actual physical inventory and Book value, Stock levels, Practical Problems, Hygiene &amp; Cleanliness of area.</p> <p><b>INVENTORY CONTROL:</b> Importance, Objectives, Methods, Levels and technique, Perpetual inventory, Monthly inventory, Pricing of commodities, Comparison of physical and perpetual inventory</p>
<b>UNIT-4</b>	<p><b>PRODUCTION CONTROL:</b> Aims and Objectives, Forecasting, Fixing of Standards, Definition of standards (Quality &amp; Quantity), Standard Recipe (Definition, Objectives and various tests), Standard Portion Size (Definition, Objectives and equipment used), Standard Portion Cost (Objectives &amp; Cost Cards) Computation of staff meals</p> <p><b>SALES CONTROL:</b> 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, Procedure of Cash Control, Machine System, Electronic Cash Register, National Cash Register, Preset Machines, Point of Sale, Reports, Thefts, Cash Handling,</p>
<b>REFERENCES</b>	<ul style="list-style-type: none"><li>• Food &amp; Beverage Cost Control- Lea R Dopson, Wiley Publishers.</li></ul>

	<ul style="list-style-type: none"> <li>• Hotel &amp; Catering Costing &amp; Budgets, RD. Boardman, Publisher: Heinemann</li> <li>• Introductory Foods. Hughes, D. and Bannion M.,The Macmillan Co. Ltd., New York</li> <li>• Modern Cookery for Teaching and the Trade, Philip T.E., Vol-I, Orient Longman Ltd.,</li> </ul>
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## **Mentoring and Professional Development**

### **BMPD 502-18**

#### **Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.

For achieving the above, suggestive list of activities to be conducted are:

#### **Part – A**

##### **(Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

#### **Part – B**

##### **(Outdoor Activities)**

7. Sports/NSS/NCC
8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors / Faculty in charges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.



<b>COURSE CODE:</b>	<b>BHMCT 601-18</b>
<b>COURSE TITLE:</b>	<b>International cuisine- An Exploration</b>
<b>COURSE OUTCOME:</b>	This paper will give the basic knowledge about International cooking's and get well versed with terminology, use of ingredients, techniques of cooking of various countries. They will also learn Management aspects of Food Production.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b><u>UNIT-1</u></b>	<p><b>. INTERNATIONAL CUISINE</b></p> <p>A. Geographic location</p> <p>B. Historical background</p> <p>C. Staple food with regional Influences</p> <p>D. Specialities</p> <p>E. Recipes</p> <p>F. Equipment in relation to:</p> <ul style="list-style-type: none"> <li>• Great Britain</li> <li>• France</li> <li>• Italy</li> <li>• Spain &amp; Portugal</li> <li>• Scandinavia</li> <li>• Germany</li> <li>• Middle East</li> <li>• Oriental</li> </ul>

	<ul style="list-style-type: none"> <li>• Mexican</li> <li>• Arabic</li> </ul> <p><b>CHINESE</b></p> <p>A. Introduction to Chinese foods</p> <p>B. Historical background</p> <p>C. Regional cooking styles</p> <p>D. Methods of cooking</p> <p>E. Equipment and Utensils</p>
<b><u>UNIT-2</u></b>	<p><b>PRODUCTION MANAGEMENT</b></p> <p>A Kitchen Organization</p> <p>B Allocation of Work - Job Description, Duty Rosters</p> <p>C Production Planning</p> <p>D Production Scheduling</p> <p>E Production Quality &amp; Quantity Control</p> <p>F Forecasting &amp; Budgeting</p> <p>G Yield Management</p> <p><b>PRODUCT &amp; RESEARCH DEVELOPMENT</b></p> <p>A. Testing new equipment,</p> <p>B. Developing new recipes</p> <p>C. Food Trails</p> <p>D Organoleptic &amp; Sensory Evaluation</p>
<b><u>UNIT-3</u></b>	<p><b>FOOD PRESENTATION PRINCIPLES:</b> Basic presentations, Modern perspectives, use of technology, Use of contemporary plates, Role and use of garnish, Unconventional garnishes, Plate Presentation techniques</p>
<b><u>UNIT-4</u></b>	<p><b>MOLECULAR GASTRONOMY</b></p> <ul style="list-style-type: none"> <li>• History and development</li> <li>• Chemical structure of proprietary food</li> <li>• Carbohydrates in MG</li> <li>• Equipments and Chemicals</li> </ul>

	<ul style="list-style-type: none"> <li>• Emulsion – theory and application</li> <li>• Culinary cooking process <ul style="list-style-type: none"> <li>i) Heating</li> <li>ii) Conduction</li> <li>iii) Convection</li> <li>iv) Radiation</li> <li>v) Freezing</li> </ul> </li> </ul>
<b><u>REFERENCES:</u></b>	<ul style="list-style-type: none"> <li>• Le Rol A.Polsom. The Professional Chef</li> <li>• Bo Friberg (2002) The Professional Pastry Chef, Fourth Edition Wiley &amp; Sons INC</li> <li>• Cessarani &amp; Kinton (2007). Theory of Catering. Hodder Education Publisher</li> <li>• K Arora (2008), Theory of Cookery. Frank Brothers</li> <li>• Fuller J. Barrie &amp; Jenkins. Accompaniments &amp; Garnishes from waiter</li> <li>• S. C Dubey. Bakery &amp; Confectionery. Society of Indian Bakers</li> <li>• Philip E. Thangam (2010) Modern Cookery (Vol-I) Orient BlackSwan</li> <li>• Kinton R Cessarani V., Foskett D. (2000) Practical Cookery (9th edition) Hodder Education</li> </ul>

**I. K. Gujral Punjab Technical University**  
**BHMCT Batch 2018 onwards**

**International cuisine- An Exploration**

**(Practical's)**

**BHMCT 602-18**

<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 40 marks
<b><u>COUNTRY</u></b>	<b><u>Topic</u></b>
<b><u>CHINESE</u></b>	MENU 01 Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noddle's MENU 02 Hot & Sour soup, Beans Sichuan, Stir Fried Chicken & Peppers, Chinese Fried Rice MENU 03 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice MENU 04 Wonton Soup, Spring Rolls, Stir Fried Beef & Celery Chow Mein MENU 05 Prawns in Garlic Sauce, Fish Szechwan, Hot & Sour Cabbage, Steamed Noddle's
<b><u>SPAIN</u></b>	MENU 06 ,Gazpacho, Pollo En Pepitoria, Paella, Fritata De Patata, Pastel De Mazaana
<b><u>ITALY</u></b>	MENU 07 Minestrone, Ravioli Arabeata, Fettocine Carbonara, Pollo Alla Cacciatore, Medanzane Parmigiane
<b><u>GERMANY</u></b>	MENU 08 Linsensuppe, Sauerbaaten, Spatzale, German Potato Salad
<b><u>U.K.</u></b>	MENU 09 Scotch Broth, Roast Beef, Yorkshire Pudding , Glazed Carrots & Turnips, Roast Potato
<b><u>GREECE</u></b>	MENU 10 Soupe Avogolemeno, Moussaka A La Greque, Dolmas, Tzaziki
	Techniques of Molecular Gastronomy

**I. K. Gujral Punjab Technical University**  
**BHMCT Batch 2018 onwards**

**Banquet and restaurant operations & Management**

BHMCT 603-18

<b>COURSE CODE:</b>	<b>BHMCT 603-18</b>
<b>COURSE TITLE:</b>	<b>BANQUET AND RESTAURANT OPERATIONS &amp; MANAGEMENT</b>
<b>COURSE OUTCOME:</b>	The course aims to inculcate knowledge of food service principles, functions, and procedures among students. The students will learn the importance, planning execution of Food and beverage functions and events.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT-1</b>	<b>PLANNING &amp; OPERATING VARIOUS F&amp;B OUTLET:</b> Physical layout of functional and ancillary areas, Objective of a good layout, Steps in planning, Factors to be considered while planning, Calculating space requirement, Various set ups for seating, Planning staff requirement, Menu planning, Constraints of menu planning, Selecting and planning of heavy duty and light equipment, Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. Suppliers & manufacturers, Approximate cost, Planning Décor, furnishing fixture etc.
<b>UNIT-2</b>	<p><b>FUNCTION CATERING: - BANQUETS:</b> History, Types, and Organization of Banquet department, Duties &amp; responsibilities, Sales, Booking procedure, Banquet menus. <b>BANQUET PROTOCOL:</b> Space Area requirement, Table plans/arrangement, Misc-en-place, Service, Toast &amp; Toast procedures.</p> <p><b>INFORMAL BANQUET:</b> Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding, Outdoor catering. <b>FUNCTION CATERING:- BUFFETS:</b> Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning, Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list</p>
<b>UNIT-3</b>	<p><b>EVENT MANAGEMENT:</b> Introduction, Characteristics, Types of Events-Cultural, festivals, religious, business etc. Need of event management, Key factors for best event management. Event management checklist. Case study of some events.</p> <p><b>MICE:</b> Introduction, Concept of MICE, Definition of conference and the components of the conference market. The nature of conference markets and demand for conference facilities. The impact of conventions on local and national communities.</p>
<b>UNIT-4</b>	<b>KITCHEN STEWARDING</b>

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	<p>A. Importance</p> <p>B. Opportunities in kitchen stewarding</p> <p>C. Record maintaining</p> <p>D. Machine used for cleaning and polishing</p> <p>Inventory</p>
<b>REFERENCES:</b>	<ul style="list-style-type: none"><li>• Dennis R. Lillicrap. &amp; John A. Cousins. <i>Food &amp; Beverage Service</i>. Edward Arnold</li><li>• Sudhir Andrews . <i>Food &amp; Beverage Service Training Manual</i>. Tata McGraw Hill.</li><li>• John Fuller,Hutchinson. <i>Modern Restaurant Service</i>. Nelson Thornes</li><li>• Brown G. &amp; Hapner K. <i>The Waiter Handbook</i>. Hospitality Press</li></ul>

**Banquet and restaurant operations & Management**

**Practicals**

BHMCT 604-18

<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 40 marks

**1 Planning & Operating Food & Beverage Outlets**

- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants

**2 Function Catering – Banquets**

- Planning & organizing Formal & Informal Banquets
- Planning & organizing Outdoor caterings

**3 Function Catering – Buffets**

- Planning & organizing various types of Buffet

**4 Kitchen Stewarding**

- Using & operating Machines
- Exercise – physical inventory

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<b>COURSE CODE:</b>	<b>BHMCT 605-18</b>
<b>COURSE TITLE:</b>	<b>Front Office Management</b>
<b>COURSE OUTCOME:</b>	This paper will give the basic knowledge about Management aspects and get well versed with terminology. The course is aimed at familiarizing the students with various management functions of front office and to develop work ethics towards customer care and satisfaction They will also learn basics of Airlines industry.
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT-1</b>	<p><b>BUDGETING</b></p> <p>A. Types of budget &amp; budget cycle</p> <p>B. Making front office budget</p> <p>C. Factors affecting budget planning</p> <p>D. Capital &amp; operations budget for front office</p> <p>E. Refining budgets, budgetary control</p> <p>F. Forecasting room revenue</p> <p>Advantages &amp; Disadvantages of budgeting</p>
<b>UNIT-2</b>	<p><b>TIMESHARE &amp; VACATION OWNERSHIP</b></p> <ul style="list-style-type: none"> <li>• Definition and types of timeshare options</li> <li>• Difficulties faced in marketing timeshare business</li> <li>• Advantages &amp; disadvantages of timeshare business</li> <li>• Exchange companies -Resort Condominium International, Intervals International</li> </ul> <p>How to improve the timeshare / referral/condominium concept in India-</p>



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	Government's role/industry role
<b>UNIT-3</b>	<b>ACCOMMODATIONS MANAGEMENT ASPECTS</b> <ul style="list-style-type: none"> <li>• Effective use of SOP's in front office department.</li> <li>• Establishing standards, monitoring performance,</li> <li>• Tariff decisions</li> <li>• Cost &amp; pricing-Hubbart formula, Rule of the Thumb</li> <li>• Marginal/Contribution pricing</li> <li>• Occupancy &amp; Revenue reports</li> <li>• Equipment-management &amp; maintenance.</li> </ul>
• <b>UNIT-4</b>	<b>INTRODUCTION TO AIRLINE INDUSTRY:</b> Introduction, Structure of the Airline Industry, Major & National Carriers, Regional Carriers, Role of Regional Air Carrier. <b>SAFETY REGULATION AND OVERSIGHT OF FLIGHT OPERATION</b> Introduction, Safety Regulation of Flight Operations, Flight crew requirements for flight safety, Alternate arrangements by operator, In- flight Monitoring by Operator, Flight operation to a new station, security clearance for foreign pilot and Engineers, Flight safety manual, Safety Audit.
• <b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill</li> <li>• Managing Front Office Operations – Karsavina &amp; Brooks Educational Institution HAMA</li> <li>• Front Office – operations and management – Ahmed Ismail (Thomson Delmar)</li> <li>• Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers</li> <li>• Managing Front Office Operations By Karsavina &amp; Brooks</li> <li>• Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International</li> </ul>

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**Front Office Management**  
**BHMCT 606-18**

<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 40 marks

1. handling Preparation of SOP's for guest arrival, departure, complaint
2. actual calculations Yield Management calculations, preparing statistical data based on
3. Role play & problem handling 4
4. documents Assignment on GDS Preparation of sales letters, brochure, tariff cards & other sales
5. office department of small, large & medium sized hotels with different levels of occupancy Calculation of staff requirement & making of duty rotas for front
6. Preparation of operating budget for front office
7. computer lab Hours. Computer proficiency in all hotel computer applications-actual
8. handling Preparation of SOP's for guest arrival, departure, complaint

**I. K. Gujral Punjab Technical University**  
**BHMCT Batch 2018 onwards**

<b>COURSE CODE:</b>	<b>BHMCT 607-18</b>
<b>COURSE TITLE:</b>	<b>Accommodation Management</b>
<b>COURSE OUTCOME:</b>	<b>The course familiarizes students with the Management aspects of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness as well as eco friendly practices used in housekeeping.</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to be attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT-1</b>	<b>INTERIOR DECORATION</b> <ul style="list-style-type: none"> <li>• Elements of Design</li> <li>• Color and its role in decor- Types of Color Schemes</li> <li>• Windows and Window Treatments</li> <li>• Lightening and Lightening Fixtures</li> <li>• Floor Finishes</li> <li>• Carpets</li> <li>• Furniture and Fittings</li> <li>• Accessories</li> </ul>
<b>UNIT-2</b>	<b>WASTE MANAGEMENT</b> <ul style="list-style-type: none"> <li>• 3R's of waste management</li> <li>• Garbage segregation</li> </ul>

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	<ul style="list-style-type: none"> <li>• Disposal</li> <li>• Composting</li> <li>• Energy Generation</li> </ul>
<b>UNIT-3</b>	<p>ECO-FRIENDLY PRACTICES</p> <ul style="list-style-type: none"> <li>• Housekeeping role in a green property</li> <li>• Guest Supplies</li> <li>• Cleaning Agents</li> <li>• System of certifying Ecotel</li> </ul>
<b>UNIT-4</b>	<p>NEW PROPERTY COUNTDOWN</p> <p>ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS</p>
<b>REFERENCES</b>	<ul style="list-style-type: none"> <li>• Andrews, S. (2013). <i>Hotel Housekeeping: A Training Manual</i>. Tata McGraw-Hill Education.</li> <li>• Raghubalan, G., &amp; Raghubalan, S. (2014). <i>Hotel housekeeping: operations and management</i>. Oxford University Press.</li> <li>• Burstein, H. (1980). <i>Management of Hotel and Motel Security</i> (Vol. 5). CRC Press.</li> <li>• Jones, T. J. (2007). <i>Professional management of housekeeping operations</i>. John Wiley &amp; Sons.</li> <li>• Singh, M. (2012). <i>Hotel Housekeeping</i>. Tata McGraw-Hill Education.</li> <li>• Ghosal, S. (2011). <i>Hotel Engineering</i>. Oxford University Press.</li> </ul>

**Accommodation Management**  
**BHMCT 608-18**

<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 20 percent of the total credit and rest through semester end examination of 4 hours duration.
<b>INSTRUCTIONS FOR EXTERNAL EXAMINER</b>	The performance of the students will be evaluated on the basis of his performance during the examination out of 40 marks

Special decoration (theme related to hospitality industry)

- indenting
- costing
- planning with time split executing

Team cleaning

- Planning
- Organizing
- Executing
- Evaluating

Devising/ designing training module

- Refresher training(5 days)
- Induction training(2 days)
- Remedial training(5 days)

**Standard operating procedure**

- skill oriented task (e.g. cleaning and polishing glass, brass etc)

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**BHMCT 609-18**

<b>COURSE CODE:</b>	<b>BHMCT 609-18</b>
<b>COURSE TITLE:</b>	<b>Principles of Management</b>
<b>COURSE OUTCOME:</b>	<b>To familiarize the students to the basic concepts of management in order to aid in understanding how an organization functions, and in understanding the complexity and wide variety of issues managers face in today's business firms.</b>
<b>EVALUATION:</b>	The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 40 percent of the total marks and rest 60 percent through semester end examination of 3 hours duration
<b>INSTRUCTIONS FOR PAPER SETTING:</b>	<p>The paper will be divided into three parts.</p> <p>Part A: There will be ten short answer questions (2 marks each) covering whole Syllabus. The total marks for this part will be of 20.</p> <p>Part B: There will be Five questions. The student has to attempt any 4 (5 marks each) covering the whole Syllabus. The total marks for this part will be of 20.</p> <p>Part C: There will be Three questions. The student has to attempt any 2 (10 marks each). The total marks for this part will be of 20.</p>
<b>UNIT-1</b>	<b>INTRODUCTION</b> <ul style="list-style-type: none"> <li>• Concept and Nature of Management: Concept &amp; Definitions,</li> <li>• Features of Management, Management as Science, Art &amp; Profession, Levels of Management, Scope of Management,</li> <li>• Nature of Management Process,</li> <li>• Classification of Managerial Functions, Evolution of Management Thought,</li> <li>• Approaches to Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers,</li> <li>• Orientation to management thought process.</li> <li>• Role of Manager- Professional Manager and his tasks, Managerial skills, Managerial Ethics and Organization Culture, Recent Trends in Management Thought.</li> </ul>
<b>UNIT-2</b>	<b>PLANNING &amp; ORGANISING</b> <ul style="list-style-type: none"> <li>• Overview of functions of management;</li> <li>• Concepts of POSDCORB,</li> <li>• Planning and Management Process, Mission- Objective- Goals, Urgent and Important Paradigms,</li> <li>• Planning process in Detail, Types and Levels of Plans</li> <li>• Problems solving and decision making,</li> <li>• Time Management.</li> <li>• Planning and Decision Making - Nature, Process and Types of Planning,</li> <li>• Management By Objectives (MBO), Nature &amp; Principles Of Organization, Organizing and Organizing Structure,</li> <li>• Forms Of Organization Structure Line &amp; Staff, Organization Chart, Principles of Organization;</li> <li>• Scalar Principle, Departmentation; Unity and Command,</li> </ul>

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	<ul style="list-style-type: none"> <li>• Span of Control, Centralization and Decentralization,</li> <li>• Authority and Responsibility, Delegation</li> </ul>
<b>UNIT-3</b>	<b>CONTROLLING &amp; DIRECTING</b> <ul style="list-style-type: none"> <li>• Basic concepts of control- Definition, Process and Techniques.</li> <li>• Directing: Nature &amp; Scope of Directing,</li> <li>• Motivation and Morale,</li> <li>• Communication,</li> <li>• Leadership, Concept, Theories of Leadership, styles, Successful versus effective leadership styles in travel trade and hospitality organizations, Coordination</li> </ul>
<b>UNIT-4</b>	<b>GROUP DYNAMICS</b> <ul style="list-style-type: none"> <li>• Types of Groups,</li> <li>• Reason for the formation of group, Group cohesiveness, group conflicts, team building,</li> <li>• Individual differences: Causes of individual differences.</li> </ul> <p>Interpersonal Skill - Transactional analysis, Life Positions, Johari Window</p>
<b>REFERENCES</b>	<ul style="list-style-type: none"> <li>• Heinz Wehrich, Cannice &amp; Koontz, Management (A Global Perspective), Tata McGrawHill</li> <li>• Griffin, Management: Principle &amp; Applications, Cengage Learning</li> <li>• Stephen Robbins &amp; Coulter Mary, Management, Pearson Education</li> <li>• V S P Rao &amp; V H Krishna, Management, Excel Books</li> <li>• P. Subba Rao, Principles of Management, Himalaya Publishing</li> </ul> <p>Mukherjee, Principles of Management and Organisational behaviour, Tata McGrawHill.</p>

**Mentoring and Professional Development**  
**BMPD 602-18**

**Guidelines regarding Mentoring and Professional Development**

The objective of mentoring will be development of:

- Overall Personality
- Aptitude (Technical and General)
- General Awareness (Current Affairs and GK)
- Communication Skills
- Presentation Skills

The course shall be split in two sections i.e. outdoor activities and class activities.  
For achieving the above, suggestive list of activities to be conducted are:

**Part – A**

**(Class Activities)**

1. Expert and video lectures
2. Aptitude Test
3. Group Discussion
4. Quiz (General/Technical)
5. Presentations by the students
6. Team building Exercises

**Part – B**

**(Outdoor Activities)**

7. Sports/NSS/NCC
8. Society Activities of various students chapter i.e. ISTE, SCIE, SAE, CSI, Cultural Club, etc.

Evaluation shall be based on rubrics for Part – A & B

Mentors / Faculty in charges shall maintain proper record student wise of each activity conducted and the same shall be submitted to the department.