

**BPS MAHILA VISHWAVIDYALAYA, KHANPUR KALAN
(SONIPAT)**

**DEPARTMENT OF HOTEL MANAGEMENT
ORDINANCE**

**BACHELOR OF HOTEL MANAGEMENT
(CBCS)**

Programme Code - 43

Intake- 30 seats

1. Definitions:

- 1.1 Programme stands for BHM.
- 1.2 Course stands for individual paper
- 1.3 Credit is the weightage assigned to a course in terms of contact hours.
- 1.4 Grade stands for a letter grade assigned to a student on the basis of evaluation of a course on the 10 point scale.
- 1.5 Grade point stands for the numerical equivalent of the letter grade.

2. Duration:

The duration of the BHM programme designed in various functional areas of Hospitality industry for the benefit of service personnel desirous to enhance their professional knowledge and excellence shall be four academic years. Each year shall be divided into two semesters. Each semester shall be of 90 working days. However, all candidates will be required to complete the programme within the maximum period of seven years.

3. Admission:

- 3.1 **Eligibility:** The minimum qualification for Admission to the first semester of the course shall be open to candidates who:-
 - 3.1.1 Admission to the first semester of the Programme shall be open to candidates who have passed **Senior Secondary Examination i.e. 10+2 with at least 45% marks (42.75 marks in case of SC/ST candidates) in aggregate from Board of School Education Haryana, Bhiwani or any other examination recognized by Bhagat Phool Singh Mahila Vishwavidyalaya as equivalent thereto.**
- 3.2 **Procedure:** Admission shall be done on the basis of Merit or written test.

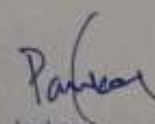
4. Fees :

The Programme fee shall be paid by the candidate as prescribed by the University from time to time.

5. Teaching Methodology:

The Methodology shall include class room teaching, assignment, practical work, seminar, workshop, presentations, group discussions, quiz, filed work, and project work etc.

6. Credit Weightage:



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Each course has a certain number of credits which reflect its weightage. Credits of a course are evaluated as under:-

- 6.1 **Lecture:** One credit per lecture per week per semester will generally be adopted.
- 6.2 **Tutorial:** One credit per tutorial hour per week per semester will be adopted.
- 6.3 **Practical:** Half Credit per hour per week per semester will be assigned.
- 6.4 **Seminar/Colloquium/Group Discussion:** Half credit each.
- 6.5 **Project Report:** Five credits are fixed for Project work.

7. Examination:

- 7.1 The examination in each semester will be held according to the syllabi approved by the Board of Studies. The Board of examiners for each course shall be recommended by the Board of Studies.
- 7.2 The examination shall consist of theory papers and practical examination. Theory papers are to be set by the external/internal paper setters.
- 7.3 For practical examination, viva-voce etc. shall be conducted jointly by the external and internal examiners.
- 7.4 The end term examination (External Examination) for the odd semesters shall ordinarily be held in the month of December/January and for the even semesters in the month of May/June, on such dates as may be fixed by the University.
- 7.5 Supplementary examinations will be held for re-appear/failed candidates as under:

Semester	When held
(a) First Semester	Along with the 3rd Semester
(b) Second Semester	Along with the 4th Semester
(c) Third Semester	Along with the 5 th Semester
(d) Fourth Semester	Along with the 6 th Semester
(e) Fifth Semester	Along with the 7 th Semester
(f) Sixth Semester	Along with the 8 th Semester
(g) Seventh Semester	Along with the 8 th Semester
(h) Eight Semester	Along with the next immediate regular Semester examination

Note: If a candidate fails to clear/pass the re-appear paper(s) in the first chance, as per the above schedule, he/she will be required to re-appear in such paper(s) in the relevant semester examinations as the case may be.

- 7.6 The schedule for conducting internal examination will be finalized by the faculty(s) concerned in consultation with the Chairperson of the Department. In case, the candidate is fail in the internal examination, the internal examiner may conduct the re-examination as and when feel suitable with prior approval of the head of the department.
- 7.7 The medium of instruction and the examination shall be English.
- 7.8 The practical examination(s) of the courses shall be conducted by the following Board of Examiners, consisting of two members to be appointed by the Vice-Chancellor on the recommendations of the Chairperson, UG Board of Studies in Department of Hospitality and Hotel Administration:-
- 7.8.1. Internal Faculty Member of the Institute (to be appointed by the Chairperson of the concerned Institute) and
- 7.8.2 One External Examiner.

8. Evaluation & Grading:

8.1 The assessment will be 20 % Internal and 80% External.

8.2 The students will have to obtain 40% in external examination and 40% in the aggregate of internal and external in case a student fails to acquire 40% in the aggregate of internal and external, she will be awarded re-appear in the theory (External) paper of that subject. There will be no re-appear in the internal assessment. The marks obtained in the internal assessment of a subject shall be carry forwarded, if a student gets re-appear in the external examination.

8.3 The weightage for internal evaluation is as follows :-

Component	Weightage
8.3.1 Class tests/minor test/Sessional tests	10% i.e. 10 marks out of 100
8.3.2 Assignments/Presentations/Seminars Group Discussions	05% i.e. 5 marks out of 100
8.3.3 Attendance	05% i.e. 5 marks out of 100.
Less than 75%	0 marks
75 and above and less than 80%	2 marks
80 and above and less than 85%	3 marks
85 and above	5 marks

8.4 Project Work :

8.4.1 The students in their 7th Semester complete a Project Work related to theme based event during the project the students will assessed on the basis of different skills and their competencies. Through the Internal as well as External assessment. The theme shall be assigned to the students in the commencement of the 7th Semester.

8.4.2 The Project Report shall be evaluated jointly by the external and the internal examiners.

8.5 Grading :

The academic performance of a student shall be graded on a scale as prescribed by the university. The award of grades based upon marks obtained out of 100 shall be made as follows:

Grades and Grades points

Letter Grade	Grade points
Outstanding (O)	10
Excellent (A+)	09
Very Good (A)	08
Good (B+)	07
Above Average(B)	06

Letter Grade	Grade points
Average (C)	05
Pass (P)	04
Fail (F)	00
Absent (AB)	00

Award of grades and corresponding grade points should be based on absolute grades as under:

Letter Grade	Grade points	Marks
Outstanding (O)	10	85-100
Excellent (A+)	09	75-84
Very Good (A)	08	65-74
Good (B+)	07	55-64
Above Average(B)	06	50-54
Average (C)	05	41-49
Pass (P)	04	40
Fail (F)	00	Less than 40
Absent (AB)	00	Absent

These grade points have been set keeping in view the UGC requirement of Grade B and B+ to be not less than 50 and 55 %, respectively.

- A student obtaining Grade F shall be considered failed and will be required to re appear in the examination.
- For non credit courses "Satisfactory" or "Unsatisfactory" shall be indicated Instead of the letter grade and this will not be counted for the computation of SGPA/ CGPA

8.5.1 Pass Percentage

The passing marks/grade for passing any semester Examination shall be:

- The students will have to obtain 40% in external examination and 40% in the aggregate of internal and external.
- Minimum pass grade in each course is 'C' grade. Grade will be awarded after adding the marks of various components of internal assessment.
- In case of audit pass course/qualifying paper Satisfactory/Unsatisfactory grade will be assigned.

8.5.2 Before submission of the finalized award list in a prescribed formation to the concerned administrative office of the individual course coordinator shall discuss the marks distribution for her faculty of study. However, the final decision with regards to marks will vest with the course coordinator.

8.5.3 On receipt of the award lists for all courses offered by a given faculty of study the concerned administrative office shall put up the consolidated results for that faculty for discussion and approval from the departmental staff council (all staff members).

8.5.4 **Computation of SGPA and CGPA :** The following procedure shall be adopted to compute the Semester Grade Point Average (SGPA) and Cumulative Grade Point Average (CGPA):

(i) The SGPA is the ratio of sum of the product of the number of credits with the grade points scored by a student in all the courses taken by a student and the sum of the number of credits of all the courses undergone by a student, i.e.

$$SGPA (S_i) = \sum (C_i \times G_i) / \sum C_i$$

where C_i is the number of credits of the i th course and G_i is the grade point scored by the student in the i th course.

(ii) The CGPA is also calculated in the same manner taking into account all the courses undergone by a student over all the semesters of a programme, i.e.

$$CGPA = \sum (C_i \times S_i) / \sum C_i$$

where S_i is the SGPA of the i th semester and C_i is the total number of credits in that semester.

(iii) The SGPA and CGPA shall be rounded off to 2 decimal points and reported in the transcripts.

9. Promotion:

9.1 A Student will be eligible for promotion to second, third fourth, fifth, sixth, seventh and eight semester(s) who:-

9.1.1. has been on the rolls of the Institute during the semester preceding the respective semester examination; and

9.1.2. has attended not less than 75% of lectures in the respective semester; and

9.1.3 has passed at least 50% of the papers in the preceding year examination.

Explanation : 50% of five papers will be taken as three.

9.1.4 For promotion to 7th semester, If completed all papers of 1st & 2nd Semester.

9.2 A candidate shall have to pass all the eight semester examinations within maximum period of seven years of her admission to the first semester of three years BHM programme failing which she will be deemed to be unfit for the programme.

10. Attendance:

10.1. No candidate shall be considered to have pursued a regular course of the study unless she has attended not less than 75% of the lectures, Practical's and Tutorials delivered. A deficiency upto 10% may be

condoned by the Chairperson of the department. Further, a relaxation of 20% may be given in attendance by the Chairperson in case of maternity, miscarriages and in similar cases.

- 10.2 If a student is absent from the Department for more than four weeks without intimating to the Chairperson/In-charge of department her name will be removed from the department rolls.
- 10.3 In case the student name is struck off due to non-payment of fee and is readmitted latter, her attendance shall not be counted for that period.

11 Division:

The successful candidates shall be classified in three divisions as under:

- 11.1 Those who obtained 60% or more of the aggregate number of marks in all the subjects in all semesters mention total semesters of that course, taken together shall be placed in first division.
- 11.2 Those who obtain less than 60% but not less than 50% of the aggregate number of marks in all subjects in all semesters taken together shall be placed in the second division.
- 11.3 Those who obtain below 50% and not less than 40% of the aggregate number of marks in all subjects in all semesters taken together shall be placed in the third Division.

12 Scholarship:

A candidate while appearing in the re-appear examination shall not be eligible for a scholarship, a prize or a medal.

13 Declaration of Results:

Six weeks after the termination of the examination or as soon thereafter as is possible, the controller of examination shall declare the result. After successful completion of the course, the candidate shall award did a degree mentioning the division.

14 Improvement Case:

- 14.1 A person who has qualified for the award of BHM from this university may be allowed to re-appear as an ex-student in at the most two subject(s) in which she appeared earlier, with a view to improve her previous performance. The candidate shall be awarded only two consecutive chances along with the re-appear students in the subject(s) concern immediately after her passing for her degree.
- 14.2 No candidate shall be eligible for improvement after one year of passing the examination for the degree course.
- 14.3 The Candidate will have to deposit fee and form for each examination separately.
- 14.4 The higher score in the subject(s) in which she re-appears for improvement will be taken into account towards the final result and the marks already obtained by the candidate in the subjects in which she has not opted to improve her result shall be carried forward. The candidate

- shall be awarded a new DMC clearly mentioning 'Improvement case' subject(s) with improved marks, only and the new grand total.
- 14.5 In case the candidate does not improve her result, it shall be declared as 'Previous Result Stands'.

15 General Guidelines:

- 15.1 Where this document is silent about any rule, the University Ordinance from time to time will be applicable.
- 15.2 Eligibility Criteria, Fee Structure, Academic Calendar, Examination Schedule, Sports Calendar and Cultural Calendar for the academic year shall be given in the University Prospectus.
- 15.3 Admission, teaching schedule, preparatory holidays, examination, winter, summer vacation, shall be followed as specified in academic calendar of University.
- 15.4 A student is deemed to have completed the requirements for the degree and is eligible for the award of degree if:
- 15.4.1. She has satisfied all the academic requirements as per the regulations;
- 15.4.2. She has paid all fees due from her; and
- 15.4.3 There is no case of indiscipline pending against her.
- 15.5 The gap of one/two semesters missed by the student(s), as the case may be, will count towards the total duration of the programme permissible under the regulations.
- 15.6 All academic problems of the students other than those affecting the University rules and regulations framed from time to time may be looked into by the Dean of Academics Affairs.
- 15.7 The calendar for the academic year will be framed and declared at the beginning of the session by the university.

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**CURRICULAM & SCHEME OF EXAMINATION OF FOUR YEAR- BHM
BACHELOR OF HOTEL MANAGEMENT**

Paper Code	Subject	Periods				Evaluation Scheme				
						Internal Marks		External Marks		Total Marks
		L	T	P	Credit	T	P	T	P	
						20	20	80	80	
1st Semester										
22 BHM101	Food Production	3	---	4	5	20	20	80	80	200
22 BHM103	F&B Service	4	---	2	5	20	20	80	80	200
22 BHM105	Housekeeping	4	---	2	5	20	20	80	80	200
22 BHM107	Front Office	4	---	2	5	20	20	80	80	200
22 BHM109	Application of Computers	4	---	2	5	20	20	80	80	200
CSD001	Current Issues And Societal Development (EVS)	4	1	--	5	20	---	80	---	100
	Total	23	1	12	30	120	100	480	400	1100

2nd Semester										
22 BHM102	Food Production	3	---	4	5	20	20	80	80	200
22 BHM104	F&B Service	4	---	2	5	20	20	80	80	200
22 BHM106	Housekeeping	4	---	2	5	20	20	80	80	200
22 BHM108	Front Office	4	---	2	5	20	20	80	80	200
22 BHM110	Hotel Communication	4	---	2	5	20	20	80	80	200
CSD002	Current Issues And Societal Development (LEGAL)	4	1	--	5	20	---	80	---	100
	Total	23	1	12	30	120	100	480	400	1100

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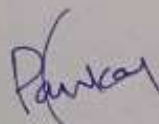
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3rd Semester										
22 BHM201	Food Production	3	---	4	5	20	20	80	80	200
22 BHM203	F&B Service	4	---	2	5	20	20	80	80	200
22 BHM205	Housekeeping	4	---	2	5	20	20	80	80	200
22 BHM207	Front Office	4	---	2	5	20	20	80	80	200
22 BHM209	Hotel French	4	---	2	5	20	20	80	80	200
OPEN ELECTIVE	CBCS Open Elective, To be selected from the CBCS list of University				4					100
	Total	19	---	12	29	100	100	400	400	1100

4th Semester										
22 BHM202	Food Production	3	---	4	5	20	20	80	80	200
22 BHM204	Food & Beverage Operations	4	---	2	5	20	20	80	80	200
22 BHM206	Housekeeping	4	---	2	5	20	20	80	80	200
22 BHM208	Front Office	4	---	2	5	20	20	80	80	200
22 BHM210	Personality Development	4	---	2	5	20	20	80	80	200
OPEN ELECTIVE	CBCS Open Elective, To be selected from the CBCS list of University				4					100
	Total	19	---	12	29	100	100	400	400	1100

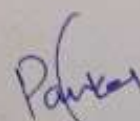

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5th Semester

Paper Code	Subject	Viva Voce & Presentation			Total Marks
		Credit	Internal Marks	External Marks	
22 BHM301	Food Production	05	20	80	100
22 BHM303	Food & Beverage Service	05	20	80	100
22 BHM305	Housekeeping	05	20	80	100
22 BHM307	Front Office	05	20	80	100
22 BHM309	Training Report & Log Book	---	20	80	100
	Total	20	100	400	500

6th Semester

Paper Code	Subject	L	T	P	credit	Internal Marks		External Marks		Total Marks
						T	P	T	P	
22 BHM302	Food Production	3	---	4	5	20	20	80	80	200
22 BHM304	F&B Service	4	---	2	5	20	20	80	80	200
22 BHM306	Housekeeping	4	---	2	5	20	20	80	80	200
22 BHM308	Front Office	4	---	2	5	20	20	80	80	200
22 BHM310	Event Management	4	1	---	5	20	---	80	---	100
22 BHM312	Principles and practices of Management	4	1	---	5	20	---	80	---	100
	Total	23	2	10	30	120	80	480	320	1000



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7 th Semester										
Paper Code	Subject	L	T	P	Credit	Internal Marks		External Marks		Total Marks
						T	P	T	P	
22 BHM401	International Cuisines	3	--	4	5	20	20	80	80	200
22 BHM403	Hotel Laws & licensing	4	1	---	5	20	---	80	---	100
22 BHM405	Hotel Accounting	4	1	---	5	20	---	80	---	100
22 BHM407	Human Resource Management	4	1	---	5	20	---	80	---	100
22 BHM409	Hospitality Marketing	4	1	---	5	20	---	80	---	100
22 BHM411	Project Report	--	1	8	5	--	20		80	100
Total		19	5	12	30	100	40	400	160	700

8 th Semester					
Paper Code	Subject	Credit	Viva Voce & Presentation		Total Marks
			Internal Marks	External Marks	
22 BHM402	Log Book & Training Report	20	40	160	200
Total		20	40	160	200

Sr. No.	Semester	Total Credit	Total Marks
1	1 st	30	1100
2	2 nd	30	1100
3	3 rd	29	1100
4	4 th	29	1100
5	5 th	20	500
6	6 th	30	1000
7	7 th	30	700
8	8 th	20	200
Total Credit/Hours		218	6800

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Program Outcome (PO)

PO (1) Students in the Hospitality industry will be able to gain knowledge, skills and experience which make them skilled and best suitable in the hospitality industry.

PO(2) Learners/students will be able to apply their skills to careers in various hospitality sectors i.e. cruise lines, the airline industry, hotel and event operation etc.

PO (3) The Programme empower students to enter the world of hospitality as hotelier and academician.

PO(4) Hospitality education and professional training gained in the field of Hospitality services enable the students to become entrepreneurs this field.

Program Specific Outcomes (PSO):

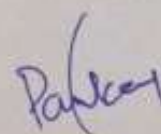
The range of learning outcomes achieved by students in the program will vary according to their Award. As students progress towards their final levels of study, they will be expected to demonstrate an increasingly sophisticated level of understanding, analysis and evidence of the synthesis of theory and practice and are expected to be able to –

PSO (1) Demonstrate an understanding of the functional areas of the Hotel and hospitality industry.

PSO (2) Develop capabilities in working with and managing others and Use the practical vocabularies of a variety of business disciplines in an appropriate manner.

PSO (3) Hands on training in production and service developing basic skill sets for the industry.

PSO (4) Handle issues from a variety of viewpoints identify appropriate practical strategies.



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Semester – 1

22 BHM 101 – FOOD PRODUCTION

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The aim is to develop understanding of students about professional kitchen, kind of equipments, basic food preparations of Continental Cuisine.

Unit – 1

Professional Kitchen & Cooking:

Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit – 2

Kitchen Equipments, Fuels & Safety:

Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Work stations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers.

Unit – 3

Condiments, Herbs and Spices Used in India Cuisine:

Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

Unit – 4

Stocks, Sauces, Soups and Salads:

Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

Course Outcomes:

CO1 The students will be able to understand of the Professional Cookery.

CO2 Students will acquire knowledge about different kind of Cooking Methods used in Professional Kitchens.

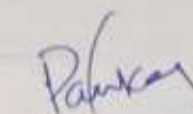
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CO3 Students will be familiar with different Kitchen Organization & kitchen Management.
CO4 students will acquire knowledge about basic food commodities.

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef.
- Food Production Operations: Parvinder S Bali, Oxford University Press.
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli.
- The Professional Chef: Le Rol A. Polsom.
- Theory of Catering By Kinton & Cessarani.
- Theory of Cookery By K Arora, Publisher: Frank Brothers.



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22 BHM 101 – FOOD PRODUCTION (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: The aim is develop basic kitchen knowledge, its management and practical skills among students.

Practical

- Understanding Personal Hygiene & Kitchen Hygiene Grooming for Professional Kitchen – Do's & Don't's Understanding kitchen Layouts.
 - Familiarisation with kitchen equipments and tools Fuels –Their usage and precautions
 - Kitchen First Aid Handling Fire.
 - Familiarization, identification of commonly used ingredients in kitchen Preparation of Stocks, Mother Sauces and at least two derivatives each.
 - Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- Course Outcomes:** The students will be able:

CO1 To learn about Personal and kitchen Hygiene.

CO2 Students will get practical knowledge about various kitchen equipments and kind of cooking methods used in Professional Kitchens.

CO3 Students will be learn about safety procedure while working at workplace.

CO4 Students will be able understand about basic food preparations of continental kitchen.

Suggested Readings:

- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu

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22 BHM 103- FOOD & BEVERAGE SERVICE

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper make students aware with the basic knowledge of food service industry in terms of its functions, equipments and ancillary sections.

Unit – 1

Food Service Industry:

Introduction to the Food Service Industry in India, Sectors of Food Service Industry, Types of Restaurants and their Characteristics, Factors affecting the Food Service Operations, Employment Opportunities

Unit – 2

Functions of Food and Beverage Department:

Attributes Required for F&B Service Department, Organization structure of the Food and Beverage Department, Functions of the Food and Beverage Manager, Function of Food and Beverage Department, Restaurant Organization.

Unit – 3

Food Service Equipment:

Introduction to Food Service Equipment, Furniture, Linen, Glassware, Tableware, Disposables Special and Miscellaneous Equipment And Their Uses, Purchase Considerations for Food Service Equipment, Storage of Service Equipment.

Unit - 4

Ancillary Sections:

Introduction to Ancillary Sections, Still Room, Silver Room, Wash-up, Hotplate, Pantry, Linen Store, Dispense Bar.

Course Outcomes: After completion of the course students will be able to:

CO1: Students will develop basic knowledge on the origins and development of food service in hotels, restaurants and other catering institutions.

CO2: Will students able to know the functions of F&B department at different positions.

CO3: Will students able to gain knowledge about the role and responsibilities of F&B personal.

CO4: Will familiar with various equipments and tools used in food and beverage departments in hotels.

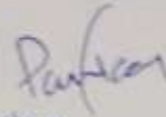
Suggested Reading:

- Food & Beverage Service – Dennis R.Lillierap. & John A. Cousines. Publisher:
- Food & Beverage Service Management – Brian Varghes
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksakivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson

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- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook ByGrahm Brown, Publisher: Global Books & Subscription



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BPSMV, Khanpur Kalan (Sonapat)

22 BHM 103- FOOD & BEVERAGE SERVICE (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This purpose of this paper to give basic knowledge of personal grooming, various kind of food & beverage equipments, different service methods and knowledge of menu

Practical:

- Personal grooming
- Knowledge of equipment's
- Knowledge of various food service methods
- F & B Service terminology
- Basic food service- Indian Breakfast

Course outcome: After completion of the course students will be able to learn:

CO1: Student will develop general knowledge on personal grooming.

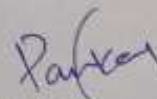
CO2: Will understand the knowledge of different types of food service equipment.

CO3: Will learn various food service methods follow in hospitality sectors.

CO4: Will learn about the servicing of Indian breakfast services.

Suggested Reading:

- Food & Beverage Service Management – Brian Varghes
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaksakivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook ByGrahm Brown, Publisher: Global Books & Subscription



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Department of Hotel Management

BPSMV, Khairpur Karian (Sonipat)

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The students get basic knowledge about Housekeeping Department and its working procedures.

Unit – 1

Introduction: Meaning and definition

Importance of Housekeeping, Responsibility of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department.

Unit – 2

Layout and rooms

The Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms, Guest Room Features – Housekeeping Perspective.

Unit – 3

Housekeeping Procedures:

Briefing, Debriefing, Gate pass, indenting from stores, Inventory of Housekeeping Items, Housekeeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk.

Unit – 4

Cleaning Science:

Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Course outcomes: After completion of this course the students will be able to:

CO1: Gain the knowledge about housekeeping department and its significance in hotel industry.

CO2: Acquire skills related to the working procedure of Housekeeping department.

CO3: Gain knowledge about different types guest rooms in professional hotels.

CO4: The knowledge about various cleaning equipment's and agents used in hotel Industry.

● Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.

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Incharge
Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

22 BHM 105- HOUSEKEEPING (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: Make students able to equip with basic knowledge about different types of room layout, cleaning equipments and bed making.

Practical

- Rooms layout and standard supplies. (Amenities)
- Identification of cleaning Equipments both manual and Mechanical, Use of different Brushes, brooms, mops, identification of cleaning agents.
- Maids Trolley: Set Up, Stocking and usage.
- Bed Making: - Identifying of linen; - Step by step procedure for making bed

Course Outcomes: After completion of the course students will be able to:

CO1: To do different room Setup

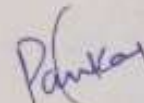
CO2: To use of different cleaning equipments.

CO3: Procedure of bed making.

CO4: Use of different types of cleaning agents

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.



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External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The aim of the paper is to familiar students with basic knowledge of Hotel industry and different sections and its basic functions of Front Office department.

Unit 1

Hospitality Industry:

Introduction, origin and Growth, Evolution and growth of hotel industry in India-Ancient and medieval Era, Colonial Era, Modern Era. Tourism Industry: Introduction, industries related to tourism, 5A's of tourism, Importance of tourism, Types of Tourism: International tourism and domestic tourism.

Unit 2

Accommodation Industry:

Classification of Hotels on different basis; Star Categorization, Heritage, On the basis of Location, Clientele, Level of services, on the basis of size, types of rooms in a large hotels.

Unit 3

Organization structure of various hotels:

Organization structure of various hotels Large Hotel: Medium hotel, Small Hotel, Core areas of hotels. Introduction to Front Office Department its sub sections. Layout of front Office department, Qualities of front office staff.

Unit 4

Different sub Sections:

Functions of various sub-sections: Reservation, Reception, information, cash and Bills, Travel desk, Communication Section, Bell desk, Concierge, Inter and Intra- department coordination. Duties and responsibilities of Front office personnel: Front office Manager, receptionist, Bell Boys.

Course Outcomes: After completion of this paper students will be able to:

CO1: Know the history and structure of hospitality industry.

CO2: Appraise the positive and negative impacts of tourism.

CO3: Discuss the development and distribution of hospitality products.

CO4: Different departments in a hotel and their functioning.

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Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K. Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks



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Department of Hotel Management
BPSMV, Khanpur Katan (Sonapat)

22 BHM 107 – FRONT OFFICE (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: make students aware with basic knowledge personal grooming standard, knowledge of equipments used and its coordination/ linkages with other department of a hotel.

Practical

- Personal grooming
- Knowledge of Equipments
- Inter department and intra department co-ordination/ linkages
- Handling situations
- Front office terminology

Course Outcomes: After completion of this module students will be able to;

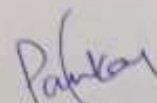
CO1: Gain the knowledge about personal grooming standard.

CO2: Able to use of equipments use in Front office.

CO3: Proficient while working with in this department.

Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks



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Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objective: The aim at imparting a basic level appreciation programme for students to understand the basic functions of computers.

Unit I

Introduction to Computers

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotel.

Unit II

Introduction to Computer Hardware's

Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices.

Unit III

Introduction to Computers Software's

Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS- Word, MS- Excel and MS- Power Point;

Unit IV

Introduction to Internet

Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, World Wide Web, Web Browser, URL, Search Engines.

Course Outcomes: After studying the paper students will be able to;

- CO1** Understand, analyze and develop computer programs in the areas related to algorithm, web design and networking for efficient design of computer based system.
- CO2** Work in the IT sector as system engineer, software tester, junior programmer, web developer, system administrator, software developer etc.
- CO3** Apply standard software engineering practices and strategies in software project development.
- CO4** Acquire the knowledge of internet and its applications.

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Department of Hotel Management
Br. Shri V. Nandanpur Kalan (Sonapat)

Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Data Communications & Compute4r Network, Thomson Learning, Bombay.



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BPSMV, Khanpur Kalan (Sonapat)

22 BHM 109 - APPLICATIONS OF COMPUTERS (Practical)

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Course Objectives: Make students aware with practical knowledge of computers, its role and functioning and role and significance of internet in commercial hotels.

Practical:

- To supplement above theoretical inputs.

Course Outcomes: On completion of this module students will be able to:

CO1: understand the basic knowledge of computers, its components and functioning of its applications

Suggested Reading:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Data Communications & Compute4r Network, Thomson Learning, Bombay.

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Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives:

To sensitize the students about environmental concerns and issues to create a clean and green consciousness among students through various activities e.g. tree plantation, water conservation, energy conservation and green & clean campus drive etc. Moreover, constitution of Eco- Club at departmental and university level would be planned i.e. one of the most important objective through which different environmental awareness campaigns would be initiated. Every student will become a member of Eco-Club

Unit: I**The multidisciplinary nature of environmental studies**

- Definition, Scope and importance and need for public awareness
- Natural Resources
- Renewal and non renewable resources, role of an individual in conservation of natural resources.
- Equitable use of resources for sustainable lifestyle.

Unit –II**Ecosystem**

- Concept, structure and functions of an ecosystem
- Energy flow in the ecosystem and ecological succession
- Biodiversity and its conservation:
- Definition, genetics, species and ecosystem diversity.
- Biogeography classification of India.
- Biodiversity at global, National and local levels.
- Environmental pollution:
- Causes, effects and control measures of solid waste management: Causes, effects and control measures of urban and industrial waste.

Unit-III**Disaster Management**

- Introduction to disaster management:
- Natural Hazards: Causes, distribution pattern and types

Unit- IV**Natural Disaster**

- Consequence and mitigation measures for: Earthquake, Tsunami, Cyclone, Flood, Drought, Landslide.

Incharge

Department of Hotel Management

BPSMV, Khanpur Kalan (Sonapat)

22 BHM 102- FOOD PRODUCTION

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The aim is to make familiar students with various kinds of food commodities and cooking methods used in hospitality industry.

Unit – 1

Methods of Cooking:

Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising, Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

Unit – 2

Eggs, Poultry and Meat:

Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Cuts of Meat, Storage and handling.

Unit – 3

Fishes in cooking:

Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

Unit – 4

Vegetable, Cuts & Cookery:

Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables : Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado, Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

Course Outcomes: After completion of this course students will be able to:

CO1 Understand of various cooking methods.

CO2 Acquire knowledge about different food commodities used in professional kitchens.

CO3 Familiar with different types of fishes and its preparations.

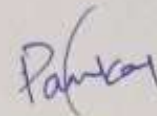
CO4 Students gain the basic vegetable preparations and different commodities used in hotels.

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Department of Hotel Management
BPSMV, Khanpurian (Sonapat)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers



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Course Objectives: The aim is to make students acquaintance with basic food preparations.

Practical

- Understanding Methods of Cooking & HACCP Standards Cooking in Professional Kitchen Do's & Don't's
- Simple Cuts and Cooking Vegetables – Their usage and cooking precautions
- Cuts of vegetables
 - ✓ Julienne
 - ✓ Jardiniere
 - ✓ Dices
 - ✓ Cubes
 - ✓ Macedoine
 - ✓ Paysanne
 - ✓ Shredding
 - ✓ Mire- poix
- Blanching of Tomatoes and Capsicum. Cooking vegetables:
 - Boiling (potatoes, peas)
 - Frying (Aubergine, Potatoes) Steaming (Cabbage)
 - Braising (Potatoes)
 - Braising (Onions, cabbage)
- Simple Vegetable and Meat Cookery
- Identification of types of rice varieties & pulses.
- Simple preparation of Boiled rice (Draining & Absorption) method. Fired rice.
- Simple dal preparation, Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- Simple Breakfast Preparations:
- Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura, Preparation of Continental Breakfast

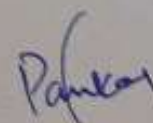
Course Outcomes: After completion of this course students will be able to:

CO1 Aware with different cooking methods and Professional Standards followed in hospitality kitchens.

CO2 Learn about the basic cuttings used in professional kitchens.

CO3 Deal with different types of ingredients used in commercial kitchens

CO4 Students gain the basic food preparations by using different commodities used in hotels.



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Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins.
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman.
- Practical Cookery By Kinton & Cessarani.
- Practical Professional Cookery By Kauffman & Cracknell.
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu.
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli.
- The Professional Chef: Le Rol A. Polsom.



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BPSMV, Khanpur Karian (Sonapat)

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper acquaint students with the knowledge of menu, menu planning and various food dishes with their accompaniments.

Unit – 1**Menu:**

Origin of Menu, Functions of Menu, Types of Menu, Other Types of Menus, French Classical Courses, Appetizer (Hors d'oeuvre), Soup (Potage), Eggs/Pastas (Oeufs/Farineux), Fish (Poisson), Entrée, Joint (Relevé), Sorbet, Roast (Rôti), Vegetables (Légumes), Sweets (Entremets), Cheese/Savoury (Fromage/Savoureux), Fruits (Dessert), Coffee (Café), À la Carte Sequence

Unit – 2**Menu Planning:**

Introduction to menu planning, Points Considered While Planning the Menu, Competition, Policy of the Establishment, Customer, Operational Aspects, Gastronomic Standpoint, Nutritional Aspect, Government Regulations, Compiling À la Carte Menu, Extensive Choice, Pricing, Waiting Time, Guests' Feedback, Menu as a Sales Tool.

Unit – 3**Cover and Accompaniments for Selected Dishes:**

Introduction to cover and accompaniments for selected dishes, French and Culinary Terms: French Names, Writing the Menu in French.

Unit – 4**Preparing the Restaurant—Before and After the Service:**

Introduction, Mise en Scène, (Music, lighting, ventilation, temperature), Mise en place (Lounge, Restaurant, Still Room, Pantry, Hot Plate, Toilets and Washroom), Points to be Observed while Laying the Cover, Furniture, Linen, Cutlery, Glassware, Crockery, Miscellaneous.

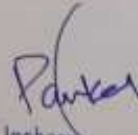
Course Outcomes: After completion of the course students will be able to:

CO1: Know different types of menu, its types, cover set for each type of menu

CO2: Understand about menu planning for different functions.

CO3: Able to understand service techniques and table setup.

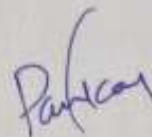
CO4: Familiar with the procedure of F& B Service in different catering establishments.


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Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata MC Graw Hill.
- Introduction F & B Service – Brown, Heppner & Deegan
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management- Brian Varghese
- The Restaurant (Form Concept to Operation)



Incharge
Department of Hotel Management
BPSMV, Khanpur Karian (Solapur)

22 BHM 104- FOOD & BEVERAGE SERVICE (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This practical impart basic knowledge of menu, menu planning, Breakfast services & room service.

Practical:

- Various menu services, their table layouts and service sequences for:
 - A La Carte and TDH
 - Room Service
 - Breakfast
- BREAKFAST SERVICES PRACTICAL
 - (i) Laying of Different type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
 - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:-** Trolley Tray Breakfast set up and service for rooms.

Course Outcomes: After completion of the course students will able be:

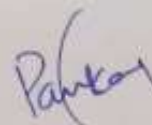
CO1: Understand menu, its types, cover set for each type of menu

CO2: Familiar with menu planning for various types of functions.

CO3: Understand with the procedure of room services.

Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: LBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata MC Graw Hill.
- Introduction F & B Service – Brown, Heppner & Deegan
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management- Brian Varghese
- The Restaurant (Form Concept to Operation)



Incharge

Department of Hotel Management

BPSMV, Nilgiri Nagar (Sonapat)

22 BHM 106 – HOUSEKEEPING

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This course develops knowledge of housekeeping department and its role and responsibilities among students.

Unit – 1

Cleaning of Public Areas:

Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

Unit – 2

Cleaning of Guest Rooms:

Daily cleaning of (Occupied/ Departure vacant Under repair VIP rooms, Weekly cleaning /spring cleaning, Evening service, System & procedures involved. Forms and Formats, Guestroom cleaning Replenishment of Guest supplies and amenities.

Unit – 3

Housekeeping Supervision:

Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff.

Unit – 4

Linen/ Uniform Tailor Room:

Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock.

Course Outcomes: After the completion of the course the students will be able to:

CO1: Acquire knowledge regarding different public areas of hotels & cleaning procedure of public areas and pest controlling process in hotel.

CO2: Learn guest room procedure used in hotels.

CO3: Develop competencies among students to handle various tasks and functions concern with housekeeping department in hotels.

CO4: Know various sections of housekeeping department in hotels.

Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill
- Hotel Housekeeping – Operations & Management: G. Raghubalan, Oxford University Press
- House Craft – Valerie Paul


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Department of Hotel Management
BPSMV, Khanpur Kharan (Sonapat)

22 BHM 106 – HOUSEKEEPING (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This practical make students able to understand the functioning and cleaning procedure of guest room & cleaning of different surfaces.

Practical

- Layout of linen room and uniform room
- Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, clock rooms, corridor, offices, Back areas)
- Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.
- Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

Course Outcomes: After completion of the course students will able to:

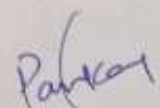
CO1: Understand the cleaning of public area

CO2: Know cleaning of Guest room

CO3: Recognize different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill
- Hotel Housekeeping – Operations & Management: G. Raghubalan, Oxford University Press
- House Craft – Valerie Paul


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Department of Hotel Management
BPSMV, Khairpur Katan (Sonipat)

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: These papers educate students regarding the function of front office department and mechanism of room reservation system and managing guests.

Unit 1:**Reservation and Guest cycle:**

Guest cycle all phases and activities- pre-arrival, Arrival, Stay, Departure and Post Departure. Reservation: Types of reservation- Tentative, Waitlisted, Confirmed, Guaranteed and non-guaranteed reservation. Modes of Reservation- Written & Verbal. Various source of reservation. System of reservation- Manual system of reservation and automatic system.

Unit 2:**Registration:**

Registration Procedure, Identification of guest, Formation of registration records, Room and rate assignment, Establishment of order of settlement of bills, completion of check-in procedure, room keys are issued. Check-in Procedure in manual, semi-automated and fully automated system.

Unit 3:**Automatic, semi- automatic and manual Equipments**

Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, Meal plans, Basis of Room charging, Tariff fixation. All types of Manual and automated Equipments used at front office.

Unit 4:**Complaint Handling and Job Description**

Complaint Handling procedure and Types of complaints - Attitudinal complaints, Service related complaint, Mechanical Complaint and Unusual complaints. Job description and specification of front office Manager, Supervisor, Bell boy, Lobby Manager

Course Outcomes: After the completion of the course the students will be able to;

CO1: Gain the knowledge of receiving and departure activities of guest along with room reservation process.

CO2: Acquire the skills in relation to guest registration procedure and process of bill settlements.

CO3: Gain deep understanding of equipments used in front office department.

CO4: Develop situation handling while working with varied kind of guests and their complaints.

Incharge

Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Dix & Chris barid.
- Front Office Operations Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out – Jerome Vallen



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22 BHM 108 - FRONT OFFICE (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This course make students familiar with front office operations, documentation and guest handling.

Practical

- Skill to handle guest arrival (Fip and groups)
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Identification of F.O. equipment
- Telephone handling at Reservations and Standard phrases.
- Role play:
- At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bellboy At the Front Desk: Guest arriving; greeting & offering welcome drink, Checking if there is a booking

Course Outcomes: After completion of the course students will be expected to be able to:

CO1: Handling guest arrival procedure.

CO2: Telephone handling etiquettes at Reservations desk.

CO3: Acquire to settle guest demands, their expectations through role play method.

Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Font Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Dix & Chris barid.
- Front Office Operations Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out – Jerome Vallen

Incharge

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BPSMV, Khanpur Kharan (Sonapat)

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper groom students with basic knowledge of business communication, listening, presentation & negotiation skills, non verbal communication & telephone handling.

Unit-1

BUSINESS COMMUNICATION

- A. level of Communication
- B. Process of communication
- C. Barriers to communication

Unit-2

LISTENING

- A. Definition
- B. Types of listening
- C. Listening barriers
- D. tips for effective listening

Unit-3

Presentation & Negotiation skills

- A. Characteristics of presentations
- B. elements of a presentation
- C. Definition of Negotiation
- D. Nature of Negotiation
- E. Factor affecting Negotiation

Unit-4

NON VERBAL COMMUNICATION & TELEPHONE HANDLING

- A. Introduction
- B.Characterstics of non-Verbal Communication
- C.Classification of non-Verbal Communication.
- D.Telephone handling etiquettes in hotel industry

Course outcomes: On completion of the course the student should be able to:

CO1: Use English language accurately and effectively by enhancing their communication skills.

CO2: Mastering the art of a professional business presentation.

CO3: Distinguish different communication process and its practical application.

CO4: Articulate more effective written and oral communication

Suggested Reading:

- Bhaskar, W.W.S., AND Prabhu, NS., "English Through Reading", Publisher: Mc Millan, 1978
- Business Correspondence and Report Writing" –Sharma, R.C. and Mohan K. Publisher:
Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality – Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication – K.K. Sinha



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22 BHM 110 – HOTEL COMMUNICATION (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This paper develops writing abilities, speaking & listening abilities of students through various practical sessions.

Practical:

- To supplement above theoretical inputs.

Course outcomes: On completion of the course the student should be able to:

CO1: Develop the student's ability to use English language accurately and effectively by enhancing their communication skills.

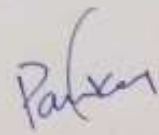
CO2: Mastering the art of a professional business presentation.

CO3: Distinguish different communication process and its practical implications.

Co4: More effective written communication

Suggested Reading:

- Bhaskar, W.W.S., AND Prabhu, NS., "English Through Reading", Publisher: Mc Millan, 1978
- Business Correspondence and Report Writing" –Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality – Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication – K.K. Sinha


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Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Unit - I

- Law relating to Hindu Marriage- Conditions of valid marriage, Prohibited degree, grounds of divorce, Rights of wife.
- Dowry- Definition, outlines of law relating to dowry.
- Sexual Harassment of Women – Guidelines by Supreme Court in Vishaka and other V. State of Rajasthan and others.
- Consumer Protection Act, 2000- meaning of consumer, Rights of consumer, Remedies available in the Act, Consumer Forums.

Unit - II

- Fundamental Rights of citizens- meaning, types & enforcement of fundamental rights.
- Rights in relation to police- rights in relation to arrest, bail, search & seizure and rights of women against police.
- Right to information- meaning, how we can ask for information, which information can be denied, remedies for not furnishing the information.
- Lokayukt – object, function, powers and duties.
- Right of Children to Free and Compulsory Education Act, 2009- Object, Scope and main features.

Unit - III

- Property Rights- Women's property right of inheritance, stridhan,
- Human rights- What is human rights, international conventions on human rights.
- Right to Maintenance- Maintenances under Hindu Law. Under Section 125 of Criminal Procedure Code.
- Object and Scope of Motor Vehicle Claim Tribunals, Procedure of obtaining Driving License.

Unit - IV

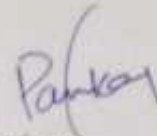
- Environment, Outlines of different Indian laws on Environment.
- Labor Law- Object and scope of Workmen Compensation Act, Trade Union Act, Payment of Wages Act, Minimum Wages Act, Equal; Remuneration Act, Maternity Benefit Act.
- Trafficking in human Being- Human Trafficking and Sexual exploitation, United Nations Global Initiative to Fight Human Trafficking, Forced Labor and Human Trafficking Environment and Pollution- The Environment (Protection) Act, 1986- What is

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Suggested Readings:-

- Towards Legal Literacy : An Introduction to Law in India, Kamala, sanakaran & Ujjwal Kumar Singh ISBN: 9780195692228
- Creating Lagal Awareness, edited by Kamala Sankaran and Ujjwal Singh(Delhi: OUP, 2007)
- Multiple Action Research Group, Our Laws Vols 1-10, Delhi. Available in Hindi also.
- Indian Social Institute, New Delhi, Legal Literacy Serials Booklets. Available in Hindi also.



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22 BHM 201 – FOOD PRODUCTION

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The purpose is to make students familiar students with Indian Cuisines and its preparation in hotel industry.

Unit – 1

Indian Cooking:

Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).

Unit – 2

Ingredients used in cooking:

Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen

Unit – 3

Masalas, Pastes and Gravies in Indian cooking:

Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.

Unit – 4

Commodities and their usage in Indian Kitchens:

Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens.

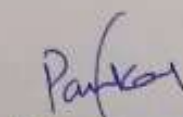
Course Outcomes: After completion of this course students will be able to:

CO1 Know the history and roots of Indian Cuisines.

CO2 Gain knowledge about different seasoning used in Indian food preparations in professional kitchens.

CO3 Understanding of basic preparations of Indian Food preparations.

CO4 Acquire basic Indian food preparations in professional kitchens in hotel.



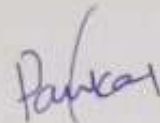
Incharge

Department of Hotel Management

F. V. Nandanpur Kanan (Sonipet)

Suggested Readings:

- Food Production Operations: Parvinder S Bali, Oxford University Press.
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann.
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman.
- Practical Cookery By Kinton & Cessarani.
- Practical Professional Cookery By Kauffman & Cracknell.
- Theory of Catering By Kinton & Cessarani.
- Theory of Cookery By K Arora, Publisher: Frank Brothers.



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22 BHM 201 – FOOD PRODUCTION (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: The purpose is to make students capable enough to understand the fundamentals of Indian Cuisines and its preparations in professional kitchens.

Practical

- Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, West and Central India its salient features and cooking).
- Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
- Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen
Preparation of:
 - Makhni Gravy
 - Green Gravy
 - White Gravy
 - Lababdar Gravy
 - Kadhai Gravy
 - Achari Gravy
 - Malai Kofta Gravy
 - Yakhni Gravy
 - Yellow Gravy
 - Korma Gravy
- Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

Course Outcomes: After completion of this course students will be able to:

CO1 Know the basic food preparations of Indian Cuisines.

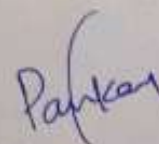
CO2 Acquire knowledge about different seasoning and condiments used in Indian food preparations.

CO3 Knowledge of various curry preparations of Indian cuisine.

CO4 Acquire basic Indian food preparations in professional kitchens in hotel.

Suggested Readings:

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers



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B.S.M.V., Nandanpur Kharan (Sonapat)

BHM 203 – FOOD & BEVERAGE SERVICE

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper provides knowledge of food industry and its functions, equipments and ancillary sections.

Unit – 1

Service Procedure:

Introduction, Rules to be Observed While Waiting at the Table, Meals and Snacks Served in the Restaurant, Flow of Work, General Service Procedure during Lunch or Dinner, Table reservation, Briefing, Greeting and Seating the Guest, Opening Napkins, Serving Water, Taking Order for and Serving Aperitifs.

Unit – 2

Breakfast:

Introduction, Menu and Cover for Various Breakfast, Continental Breakfast, English Breakfast, Indian Breakfast, American Breakfast, House Breakfast, Service of Breakfast in Restaurants, Mise en Place, Taking Breakfast Order, Serving the Breakfast, Breakfast Service from Buffet.

Unit – 3

Brunch and Afternoon Tea:

Introduction, Brunch, Afternoon Tea, Full Afternoon Tea, Service Sequence for Full Afternoon Tea, High Tea, Indian High Tea Menu, Food and Beverage Arrangement on the Buffet, Staffing.

Unit – 4

Room Service:

Introduction, Location and Equipment Required for Room Service, Room Service Tray, Trolleys, Room Service Procedure, Mise en place Activities, Order Taking for Room Service, Collecting the Order and Carrying to the Room.

Course Outcomes: After completion of the course students will be able to:

CO1: Students will be able to know service procedures in hotels.

CO2: Students will be able to know about breakfast.

CO3: Students will be able to understand brunch and afternoon tea.

CO4: Students will be able to understand the procedure of room service.

Suggested Readings:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Introduction F& B Service – Brown, Heppner & Deegan

22 BHM 203 – FOOD & BEVERAGE SERVICE

External Practical: 80

Internal practical: 20

Course Objectives: This paper offers skills requires for service of various alcoholic & on alcoholic beverages and its preparation.

Practical

- Service of Alcoholic Beverages: Wines, Spirits.
- Opening & closing of wines corks (Champagne, Red & White wines)
- Service of Spirits & Liqueurs
- Bar setup and operations
- Cocktail Mocktail Preparation, presentation and service
- Conduction Briefing/ De- Briefing for F & B outlets
- Service of Beer, Snake and Other Fermented & Brewed Beverages
- Service of Sparkling, Aromatized, Fortified, Still Wines.
- Set up a table with Prepared Menu with wines

Course Outcomes: After completion of the course students will able to:


CO1: Know service of alcoholic beverages.

CO2: Know about Bar setup.

CO3: Understand the preparations of cocktail& mocktails .

Suggested Readings:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Introduction F& B Service – Brown, Heppner &Deegan



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BPSMV, Khanpur Katan (Sonapat)

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper inculcates knowledge among students about its furnishing and interior decoration of rooms at hotels.

Unit- 1

Interior Decoration:

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

Unit – 2

Colors & Lighting Effects

Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.

Unit – 3

Floors & Wall Covering:

Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative, Flower Arrangement: Concept & Importance, Types & Shapes, Principles.

Unit – 4

Safety Awareness and First Aid:

Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration).

Course Outcomes: After the completion of the course the students will be able to:

- CO1:** Gain the knowledge of Interior Decoration in Hotel Industry and attain the knowledge about elements and principles of design.
- CO2:** To attain knowledge about colour wheel and colour schemes used in interior decoration.
- CO3:** To acquire the knowledge about floor and wall covering. Students are able to understand the concept of flower arrangement in hotels.
- CO4:** Attain knowledge about various important concepts of safety awareness and first aid in hotels.

Suggested Readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson.
- Hotel and Catering Studies – Ursula Jones.
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox.

22 BHM 205 – HOUSEKEEPING (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: These practical make students able know cleaning procedure, flower arrangements and special decoration.

PRACTICAL

- TEAM CLEANING {VAROPIS AREAS}
- First Aid Familiarization basic medicines and bandaging, Covering cuts and wounds.
- Flower arrangement
- Special Decorations
- How to do a guest room inspection:
- Use of check list.
- Making a maintenance order
- Follow up with control Desk

Course Outcomes: After completion of the course students will be expected to be able to:

CO1: Flower arrangements

CO2: Special Decorations

CO3: Use of check list.

CO4: First Aid Familiarization basic medicines and bandaging, Covering cuts and wounds.

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Department of Hotel Management
BPSMV, Kharipur Kalan (Sonapat)

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives:

This paper make students aware with knowledge of accounting procedure, check-in & Check-out process and about the safety and security in Hotels.

Unit 1:

Front Office Accounting

Front Office Accounting: Guest account, Non- Guest account, Ledger, Guest Leger, City Ledger, Cash paid out, Tips and advances Front office Cashiering, Foreign currency awareness and handling procedures, The guest folio, Accounting cycle.

Unit 2:

Safety and Security in Hotels

Guest Safety and Security: introduction and importance, handling emergency situations Key Control. Classification of fire- Class-A, Class-B, Class-C, Class-D, Class-E categories. Duties performed by the security department

Unit 3:

Check-out and settlement

Guest check-out procedures, Express check-out, Settlement of bills- Cash Settlement: currency notes Traveller checks, personal checks, demand draft, debit card. Credit Settlement: Credit card, travel agent voucher, corporate billing, Bill to company.

Unit 4:

Tariff and Bell Section

Hotel tariff meal plan, Types of room rate, Bell Desk- Errand card: functions; luggage, paging, Handling Guest mail and –Ordinary or registered, Received at front office message and left luggage handling procedure

Course Outcome:

- CO1: Front Office Accounting, Understand the importance of Account Maintenance
- CO2: Gain the Knowledge about the Guest Safety and Security and types of fire.
- CO3: Gain the Knowledge about the Checkout procedure and billing methods
- CO4: Gain the Knowledge different meal plan and types of room rate.

Suggested Readings:

- Front office operations by colin Dix & Chirs Baird
- Hotel front office management by James Bardi
- Management front office operations by Kasavana & Books
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall

22 BHM 207 – FRONT OFFICE (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This practical make students able to make room reservation and other activities related with front office department.

Practical

- Register – in a reservation, register an arrival, Amend a reservation, Cancel a reservation .
- Make a group reservation, make a folio.
- Make a room change.
- Left luggage register, scanty baggage register.
- Skills to handle luggage, left luggage.
- Skills to handle guest check out procedures.

Course Outcomes:

CO1: Guest Arrival Procedure (FIP & GROUPS)

CO2: Skills to handle Guest check out procedures

CO3: Skills to handle luggage, left luggage

Suggested Readings:

- Front office operations by colin Dix & Chirs Baird
- Hotel front office management by James Bardi
- Management front office operations by Kasavana & Books
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall

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Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objective:

The course will enable students to get a comprehensive knowledge and understanding of French language, terminology, cuisine, and other essential detail of Hotel Industry. This course will help the students to be at ease with the international crowd common to this industry

Unit-1

Vocabulary & written expression:

Les accents, les salutations.

Grammar : Les pronoms sujets, les verbes être et avoir, les jours de la semaine.

Oral / Situation: to be given by concerned teacher.

Unit-2

Vocabulary & written expression :

Se présenter, les nombres cardinaux, Les mois de l'année.

Grammar : Les verbes du premier groupe, l'article indéfini.

Oral / Situation: Présentez-vous.

Unit-3

Vocabulary & written expression:

Présenter quelqu'un, L'expression de temps.

Grammar: Les verbes du deuxième groupe, l'article défini, Pluriel des noms

Oral / Situation: Présentez votre ami(e), votre famille.

Unit-4

Vocabulary & written expression:

Demander l'identité d'un objet ou personne, les verbes aller et venir.

Grammar: Négation,

L'interrogation << Qu'est-ce que c'est?>> ; <<Qui est-ce?>>;

Féminin et pluriel des adjectifs.

Oral / Situation: Décrivez votre personnalité et votre ville.

Simple translation and Comprehension based on simple text.

Course Outcome: Students will be able to;

CO1: Taking a lead in different roles in hotel industry.

CO2: Acquisition of French terminology related to hotel and hospitality sector and become a better hospitable hotelier.

CO3: Competent language analyst in the third party corporate sector related to the hospitality sector

CO4) Build up potential to be a chef.


Pafkan

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BPSMV, Khanpur Kalan (Sonapat)

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- A Votre Service 1



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Course Objective:

This course will bring a cutting edge skill to the students even during the industrial training as the students will be prepared to handle the international **clientele**

Practical

- Role-playing of different situations
- Understanding questions
- Conversation
- Picture composition

Course Outcome: Students will be able to

CO1: Taking a lead in different roles in hotel industry.

CO2: Acquisition of French terminology related to hotel and hospitality sector and become a better hospitable hotelier.

CO3) Competent language analyst in the third party corporate sector related to the hospitality sector

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hotel by A. Talukdar A Votre Service 1

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Department of Hotel Management

BPSMV, Khanpur Karian (Sonapat)

22 BHM 202 – FOOD PRODUCTION

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The purpose is to make students capable enough to understand the fundamentals of Indian regional Cuisines and its preparations.

Unit-1

Cuisines of Kashmir, Himachal & Uttarakhand:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit – 2

Cuisines of Punjab, Haryana & Delhi:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit -3

Cuisines of Rajasthan & Gujarat:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods

Unit -4

Cuisines of Awadh, Bengal & Odisha:

Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic food preparations of Kashmir, Himachal & Uttarakhand cuisines.

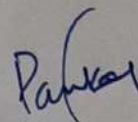
CO2: Acquire knowledge about different food preparations of Punjab, Haryana & cuisine of Delhi.

CO3: Knowledge of various food preparations of Rajasthan & Gujarat cuisine.

CO4: Acquire basic Indian food preparations of the cuisines of Awadh, Bengal & Odisha.

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
- Indian Gastronomy – Manjit Gill, DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- Punjabi Cuisine – Manjit Gill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
- Practical Cookery By Kinton & Cessarani



Incharge

Department of Hotel Management
BPSMV, Khanpur Kharan (Sonapat)

22 BHM 202 – FOOD PRODUCTION (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: The purpose is to give practical knowledge about regional Indian regional Cuisines and its preparations.

Practical:

- Two Menus about 3-4 dishes per menu per state.

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic food preparations of some of the most popular cuisines of the country.

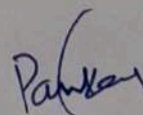
CO2: some basic and authentic food preparations of different Indian regional.

CO3: Knowledge of various food preparations of Rajasthan & Gujarat cuisine.

CO4: Acquire basic Indian food preparations of the cuisines of Awadh, Bengal & Odisha.

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
- Indian Gastronomy – Manjit Gill, DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- Punjabi Cuisine – Manjit Gill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
- Practical Cookery By Kinton & Cessarani



Incharge

Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

22 BHM 204 – FOOD & BEVERAGE OPERATIONS

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper give knowledge of different kind of services, knowledge of order taking & billing methods and guest situations handling.

Unit – 1

Gueridon Service:

Introduction, Types of Trolley (Hors d'oeuvre Variés Trolle, Salad Trolley, Food Preparation, Carving, and Flambé Trolleys, Cheese Trolley, Liqueur Trolley) The Equipment Used on a Trolley, (Flare Lamp, Gas Stove , Chafing Dish, Suzette Pan, Carving Board) Maintenance of the Trolley Equipment.

Unit – 2

Order Taking and Billing Methods:

Introduction, Checking System in Food Service Operation, Methods of Taking Food Order, Duplicate System, Triplicate Checking System, KOT(Kitchen order Ticket)

Unit – 3

Handling Situations:

Introduction, Dealing with Different Situations and Guests in the Dining Areas (Dish Served Is Spoiled, Dish Dropped Accidentally, Piece of Cutlery Is Dropped by the Guest, Spillage, Lost Property, Illness, Alcohol Over Consumption, Lost Children, Unsatisfactory Appearance, Accident, Fire Accident, Dealing with a Suspicious Item or Package.

Unit –4

Non Alcoholic Beverages:

Introduction Alcoholic Beverages & non Alcoholic Beverages, (Coffee, Tea, Milk-based Drinks, Aerated Drinks, Squashes, Natural Mineral Water, Juices, Syrups)

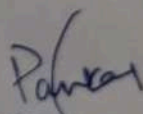
Course Outcomes: After completion of the course students will able to:

CO1: Students will be able to know trolley service procedures in hotels.

CO2: Students will be able to know about order taking and billing methods.

CO3: Students will be able to know situation handling.

CO4: Students will be able to understand non-alcoholic beverage.


Incharge
Department of Hotel Management
B-51/1, Niranpur Kalan (Sonapat)

22 BHM 204 – FOOD & BEVERAGE OPERATIONS (Practical)

External Practical: 80

Internal practical: 20

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper equips students with the knowledge of restaurant setup and service of different types of tea & other beverages.

Practical

- Restaurant Set –ups of different types & services
- Service of Afternoon & High teas
- Buffet Lay –up, theme Buffets set up
- Cocktail parties
- Role Plays & Situation handling in Restaurant
- Gueridon Service

Course Outcomes: After completion of the course students will be able to:

CO1: Students will be able to know restaurant setup.

CO2: Students will be able to know about service of tea.

CO3: Students will be able to know Cocktail parties.

CO4: Students will be able to understand Gueridon service.

Suggested Readings:

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata McGraw Hill.
- Hotel & Catering Costing & Budgets, R.D. Boardman, Heinemann

Incharge

Department of Hotel Management

B-30/1, Nandanpur Kanan (Sonapat)

22 BHM 206 – HOUSEKEEPING

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: To make students able to gain knowledge about planning trends in housekeeping, budgeting, laundry management, etc.

Unit – 1

Housekeeping Budgeting:

Concept & Importance, The Budget Process, Operational and capital budget, Housekeeping Room cost, Housekeeping Expenses

Unit – 2

Laundry Management:

In- house Laundry v/s contract Laundry: merits & demerits, Layout, Laundry, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables), Stains and Stain removal, Laundry detergents.

Unit – 3

Planning Trends in Housekeeping:

Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, Planning for the provision of Leisure facilities for the guest, Boutique hotel concept.

Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.

Unit – 4

Special Provisions for Handicapped Guests:

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

Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children, Typical house- keeping complaints, situations handling, Interdepartmental coordination specially with Room-service, Maintenance, Telephone, security and front desk.

Course Outcomes: After the completion of the course the students will be able to:

CO1: Gain the knowledge of housekeeping budget its process and importance in hotel.

CO2: To attain knowledge about laundry and laundry equipment's in hotel.

CO3: To acquire the knowledge about planning trends in housekeeping.

CO4: Attain knowledge about various important concepts of Special provisions for handicapped guests and situation handling for typical market segment in hotel

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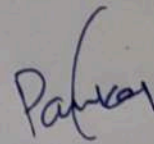
Incharge

Department of Hotel Management

Govt. College, Khanpur Kalan (Sonapat)

Suggested Readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursual Jones
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya
- Key of House Keeping by Dr. Lal Commercial
- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke



Incharge
Department of Hotel Management
BPSMV, Khanpur Karian (Sonapat)

22 BHM 206 – HOUSEKEEPING (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This paper make students able to learn laundry procedure, practical knowledge of laundry equipments and removal of various kind of stain removal process.

Practical

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry 4. Special decorations
- Stain Removal: Different types of stains to be removed by hand using different chemicals.

Course Outcomes: After completion of the course students will able to:

CO1: Laundry Management Procedure

CO2: Handling different types of fabrics in manual & mechanical laundry

CO3: Special decoration

CO4: Stain Removal: Different types of stains to be removed by hand using different chemicals.

Suggested Readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursual Jones
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya
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- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke

Pafan

Incharge

Department of Hotel Management
BSPMV, Nainpur Naran (Sonapat)

22 BHM 208 - FRONT OFFICE

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The students able to learn the use of ICT in Hotel industry, Human Resource Practice and other activities of front office staffs.

Unit – 1

Computers Application in Hotel Industry

Computers Application in Hotels and Knowledge of Property Management Systems (PMS) various modules- Reservation module, front desk module, room module, cashier module etc.. Different property management systems- Micros Fidelio, Micros Opera, Shawman, IDS Fortune, Amadeus adopted by Hotels

Unit – 2

H.R Practices in Front office

Human Resource Management in Front Office: Human Resource planning, Job Analysis Job description and specification. Recruitment, Selection and orientation and HR challenges in Hospitality industry – employee retention, employee motivation.

Unit – 3

Hotel safety & Security system

Safety & Security Hotel security staff & systems, role of front office in security, security and control of room key.

Unit – 4

Night Auditing:,

Night Audit process. Various night audit reports – High balance reports, occupancy reports, house count. Bed occupancy report, domestic occupancy percentage, foreigner occupancy reports. Duties and responsibilities of a night auditor.

Course Outcomes: After completion of the course students will be able to:

CO1: Use of ICT in Hotel Industry and software used in front office department.

CO2: Acquire knowledge of about Human Resource, Job Description and Job specification, recruitment

CO3: know different safety and security requirements from hotel front office point of view.

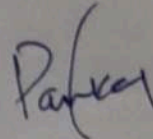
CO4: Get insights of functioning of front office activities.

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Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

Suggested Readings:

- Front office operations by Colin Dix & Chirs Baird
- Management front office operations by Kasavana & Books
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell



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BPSMV, Khanpur Kalan (Sonapat)

22 BHM 208 - FRONT OFFICE (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This paper gives practical knowledge about the use of ICT in Hotel industry, H R Practice, Hotel Safety, Night auditing.

Practical:

- To supplement above theoretical input.

Course Outcomes: After completion of the course students will be able to:

CO1: Understand the use of ICT in Hotel Industry and software used in front office department.

CO2: Gain the knowledge about HR, Job Description and Job specification, recruitment.

CO3: Will be aware of the safety and security requirements from hotel front office point of view.

CO4: Night Audit, Understand the importance of Night Audit

Suggested Readings:

- Front office operations by Colin Dix & Chirs Baird
- Hotel Front Office Management by James Bardi
- Management front office operations by Kasavana & Books
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell

Incharge
Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

22 BHM 210 – PERSONALITY DEVELOPMENT

External Practical: 80

Internal practical: 20

Time: 3 hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: To develop personality through inculcation of various skills as expected by the hospitality industry.

Unit-01

Personality Enrichment, Etiquettes & Manners

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening. Social & Business Dining Etiquettes, Social Travel Etiquettes-Bus, Car and flight.

Unit-02

Personality Development Strategies, Interpersonal Skills

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business. Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place.

Unit-03

Group Discussion, Conflict Resolution

Team behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression. Thumb rules, voice modulation, tone, do's & don'ts, manners and accent, Presentation skills, Conflicts in Human Relations – Reasons Case Studies, Approaches to conflict resolution.

Unit-04

Stress Management

Causes of Stress and its impact, how to manage & distress, Circle of control, Stress Busters. Emotional Intelligence What is Emotional Intelligence, emotional quotient why Emotional Intelligence matters, Emotion Scales. Managing Emotions.

Course Outcomes: After completion of the course, the learners will be able to:

CO1: Develop to build positive self-esteem and positive attitude which is important for the hospitality industry.

CO2: Design the qualities that make a student successful and develop positive relationships.

CO3: Conceptualize the importance of group discussion, debate and how to face an interview.

CO4: Illustrate and equipped with current affairs and general awareness.

Suggested Readings:

- Personal management and Human Resources, by C.S.Venkata Ratanam and B.K. Srivastave, Published by Tata Mc Graw Hill Publishing Ltd, New Delhi.
- Human Behavior at Work, By: Keith Davis, Published By: Tata Mc Graw Hill Pub. Ltd, New Delhi.

22 BHM 210 – PERSONALITY DEVELOPMENT (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: To develop various employability through practical sessions required at the hospitality industry.

Practical:

To supplement above theoretical inputs.

Course Outcomes: After completion of the course, the learners will be able to:

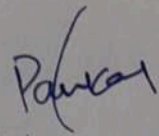
CO1: Develop various skills among students requires at the hospitality industry.

CO2: Nurture qualities and attributes among students.

CO3: Conceptualize the importance of group discussion, debate and how to face an interview.

Suggested Readings:

- Personal management and Human Resources, by C.S.Venkata Ratanam and B.K. Srivastave, Published by Tata Mc Graw Hill Publishing Ltd, New Delhi.
- Human Behavior at Work, By: Keith Davis, Published By: Tata Mc Graw Hill Pub. Ltd, New Delhi.


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Department of Hotel Management
BPSMV, Khanpur Kalan (Sonapat)

SEMESTER – V

INDUSTRIAL EXPOSURE

Course Objective: To impart the practical skills in the students required in the hotels and hospitality industry.

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected/ deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The training in VI semester *can be with operational training in reputed Fast Food Operations, Airlines, Resorts, and similar industry in accordance with course curriculum so as to enable a candidate sharpen his skills in his functional area of choice in trade & help him in placements. Prior written approval to be taken from the Chairperson for Industrial exposure in both semesters*

Training Schedule:

V Semester the exposure shall be in various departments of a Hotel/ Hospitality Unit

Academic Credits for training shall be based on following

Log books and attendance, Approvals, Report and presentation, others as applicable.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook;
2. A copy of the training certificate.
3. Industrial Training Report
4. PowerPoint presentation on a CD, based on the training.

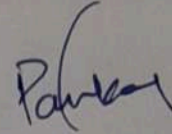
Course Outcomes: After completion of the training, the students will be able to

CO1 Understand the functions and operations of different taskforce of the hospitality industry

CO2. Acquire practical skills that can apply in situation handling as a leader in the hospitality industry.

CO3 Students will be able to describe and demonstrate the product and service offered by the hotel and hospitality industry.

CO4 Understand the requirement of industry and need for career planning, application of production forecasting in hospitality industry.



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Department of Hotel Management
BPSMV, Khanpur Karian (Sonapat)

SEMESTER VI

22 BHM 302 – FOOD PRODUCTION

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The paper imparts complete knowledge about bakery kitchen and its preparations.

Unit – 1

Bakery Introductions:

Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Cocoa and Chocolate; Fruits. Professional Bakery Equipments & Tools, Production Factors; Staling;

Unit – 2

Bread and Rolls:

Overview of Production; Common Problems. French and Italian Breads, Hard Roll, Soft Roll, Whole wheat Bread, Raisin Bread, Cheese Bread; Pita Bread.

Unit – 3

Sweet Yeast Dough Products:

Danish Pastry; Buns; Coffee Cake Dough Products; Specialty Rolls and Yeast-Raised Cakes; Croissants; Doughnuts and Crullers: Preparation for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; Cake Doughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems with Doughnuts and Crullers.

Unit – 4

Pastries:

Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings.

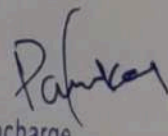
Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic ingredients used in bakery kitchen.

CO2: S basic and authentic bread rolls reparations.

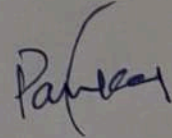
CO3: Knowledge of various yeast dough products.

CO4: Acquire basic of pastry and its types.


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Department of Hotel Management
BPSMV, Kharapur Kalan (Sonapat)

Suggested Readings

- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- In the Hands of a Baker <http://www.ciaprochef.com/>
- Baking by Marha Dey , www.hermehouse.com
- The Golden Book of Baking by barronsduc www.barronseduc.com



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Department of Hotel Management
BPSMV, Khanpur Naran (Sonapat)

22 BHM 302 – FOOD PRODUCTION (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: To equip students' with practical knowledge about bakery kitchen and its preparations.

Practical

- Bakery Planning – The Chefs Role
- Professional Bakery Layout & Organisations
- Bakery Operations : Dishes Preparations to supplement theory syllabus
- Safety & Security Practices
- Equipment and Tools, Hygiene Management in Bakery Operations

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic planning of bakery planning and layout of bakery kitchen.

CO2: Basic safety & security practices followed in bakery kitchen.

CO3: Knowledge of various equipment and tools, hygiene management in bakery

Suggested Readings

- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- In the Hands of a Baker <http://www.ciaprochef.com/>
- Baking by Marha Dey , www.hermehouse.com
- The Golden Book of Baking by barronsduc www.barronseduc.com

Incharge

Department of Hotel Management

BPSMV, Khanpur Kalan (Sonapat)

22 BHM 304 – F&B SERVICE

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: This paper will give basic knowledge of alcoholic beverages, beer, wine, spirits.

Unit 01.

Alcoholic Beverages:

Introduction, Methods of Preparing Alcohol (Fermentation, Distillation), Classification of Alcoholic Beverages, Fermented Drinks, Brewed and Fermented Drinks, Distilled Drinks, Proof.

Unit 02.

Beer:

Introduction, Ingredients for Beer Production, Production of Beer, (Malting Brewing, Hop Back, Cooling and Pitching, Fermentation, Maturing and Pasteurization, Brightening/Clarifying, Packaging). Types of beer (Top Fermented Beers, Bottom B Fermented Beers), Storage of Beer, Beer Brands.

Unit 03.

Wine:

Introduction, Definition of Wine, Classification of Wine, Main Grape Varieties, Factors Influencing the Character of Wine, Characteristics of a Wine, Faults in Wine, Naming of Wines, Still Wine, Steps in Making Still Wine, Red Wine, White Wine Rosé and Blush Wines, Sparkling Wine.

Unit 04.

Spirits:

Introduction to spirits (Whisky, brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brand names Indian and international & service.

Course Outcomes: After completion of the course students will be expected to be able to:

CO1: Students will be able to understand alcoholic beverage.

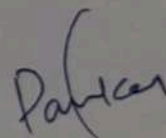
CO2: Students will be able to know about beer production and their types.

CO3: Students will have knowledge of various national and international brands of wine.

CO4: Students will be able to understand spirits.

Suggested Readings

- Food & Beverage Service- Sudhir Andrews
- Food & Beverage Service- Rao J. Suhas.
- Food & Beverage Service – Vijay Dhawan
- Food & Beverage Service – Denis Lilliera



Incharge

Department of Hotel Management
Niv. Khanpur Kalan (Sonapat)

22 BHM 304 – F&B SERVICE (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: This paper make students able to know different mocktails preparations and other advance activities of restaurants.

PRACTICAL

- Mocktails
- Setting of various types of Buffet & Organising various kind of Banquet Parties.
- Preparing items on Gueridon trolley
- Crêpe Suzette
- Banana au Rhum
- Peach Flambé
- Kitchen Stewarding: Using and Operating Machines
- Food Service at Advance Training Restaurant

Course Outcomes: After completion of the course students will be able to:

CO1: Preparations of mocktails.

CO2: Setting of buffet dishes.

CO3: Preparations of Flambé preparations.

Suggested Readings

- Food & Beverage Service- Sudhir Andrews
- Food & Beverage Service- Rao J. Suhas.
- Food & Beverage Service – Vijay Dhawan
- Food & Beverage Service – Denis Lillicrap

Incharge

Department of Hotel Management
BPSMV, Knanpur Kanan (Sonapat)

22 BHM 306 HOUSEKEEPING

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objective: This paper knowledge about the facility planning, room arrangement and decoration, new property operations, new trends in housekeeping

Unit-1

Facility planning

Facility planning and facility management: Introduction, Factors influencing facility planning, Role of facility manager

Unit-2

Room Arrangement and Decoration

Introduction, Equipment's used in Flower arrangements and types of flower arrangements, Basic ingredients, designing flower arrangements, Japanese/ oriental flower arrangements, flower required in flower arrangements, Towel art.

Unit-3

Introduction, Setup, Countdown system, Personal Requirement, Orientation and training organising the new work force, staffing consideration, division of work, duty allocation.

Unit-4

New trends in Housekeeping

Changing Trends in Housekeeping, Department, Introduction, training and motivation, Eco friendly amenities and product, new scientific techniques.

Course Outcomes: After the completion of the course the students will be able to:

CO1: Gain the knowledge of Facility Planning and duty and responsibility of Facility Manager.

CO2: To attain knowledge about flower arrangements and towel arts.

CO3: To acquire the knowledge new property count system, orientation and training.

CO4: Attain knowledge about various important emerging trends in housekeeping department. Such eco-friendly practises and use of technology.

Suggestive Reading:

- Andrews, S: Textbook of Hotel Housekeeping Management & Operations
- Branson: Hotel, Hostel and Hospital Housekeeping
- Parimalam, P: Textbook of Interior Decoration
- Raghubalan, G: Hotel Housekeeping: Operations and Management
- Zia, S: Stain Removal
- Hurst, M: The Encyclopedia of FLOWER Arranging Techniques 04
- Schneider: THE PROFESSIONAL HOUSEKEEPER
- Kappa, M: Managing Housekeeping Operations

22 BHM 306 HOUSEKEEPING (Practical)

External Practical: 80

Internal practical: 20

Course Objective: The paper will inculcate about flower decoration, special decorations.

Practical

Course Objective: To train student in Interior decoration and planning for opening of new property.

- Special Decoration
- Layout of a guest room
- Devising training modules/standard operating procedures/inspection check lists
- Team Cleaning & Supervising Cleaning Operation

Course Outcomes: After the completion of the course the students will be able to:

CO1: Gain the knowledge of Facility Planning and duty and responsibility of Facility Manager

CO2: To attain knowledge about flower arrangements and towel arts

CO3: To acquire the knowledge new property count system, orientation and training.

Suggestive Reading:

- Andrews, S: Textbook of Hotel Housekeeping Management & Operations
- Branson: Hotel, Hostel and Hospital Housekeeping
- Parimalam, P: Textbook of Interior Decoration
- Raghubalan, G: Hotel Housekeeping: Operations and Management
- Rawoerth, J: Creating Flower Displays: Easy ideas for Fresh and Lasting Arrangements
- Zia, S: Stain Removal
- Hurst, M: The Encyclopedia of Flower Arranging Techniques
- Schneider: The Professional Housekeeper
- Kappa, M: Managing Housekeeping Operations

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Department of Hotel Management
BPSMV, Khanpur Karian (Sonapat)

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objective: This paper make students about yield management, Total Quality Management and various laws related to hotel industry.

Unit-1

Yield Management:

Objective and benefits of yield, Elements of yield management. High demand & low demand strategies used in hotel industry. Forecasting: Benefit of forecasting, Data required for forecasting.

Unit- 2

Total Quality Management

Total Quality Management (TQM) Definition, practices in total quality Management, benefits of total quality management, quality control circle and benchmarking.

Unit- 3

Front office communication

Definition and process of Communication, seven Cs of communication, importance of communication, types of Communication written and Oral communication, Non-verbal communication, E- communication/Social media/Digital platform.

Unit- 4

Front office and the Law : Legal requirement in hotel industry, legal relationship between hotel and guest, Right of hotels, direct and indirect taxes related to hotel industry. Cyber laws and cyber security.

Course Outcomes: The students will be able to:

CO1: Understand the concept of Yield Management and importance.

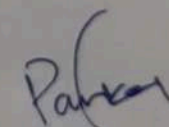
CO2: Understand the concept of TQM and importance.

CO3: Learn the process of communication and types.

CO4: know the laws related to hotel and other laws such as cyber law and security law.

Suggestive Reading:

- Saraswati, A.K. & Budhwar, S. Hotel Front Office
- Andrews, S:Textbook of Front office management and operations
- Bhatnagar, S.K: Front Office Management
- Andrews: Hotel Front Office Training Manual
- Kasavana, M:Managing Front office Operations
- Abbott, P: FRONT OFFICE: Procedures, Social Skills, Yield and Management
- Baker, Sue: Principle of Hotel Front Office Operations.



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22 BHM 308 - FRONT OFFICE (Practical)

External Practical: 80

Internal practical: 20

Course Objective: This paper make students able to understand about yield management, room sales techniques, knowledge about safety equipments etc.

Practical:

- Yield management calculations. Preparing statistical data based on actual calculations.
- Duties and standards of Front office Department
- Room sales techniques, types of tariff and tariff cards, safety Equipments.

Course Outcomes:

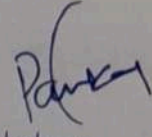
CO1: Understand the concept of Yield Management and importance.

CO2: Student will be able to understand the concept of TQM and importance.

CO3: Student will be able to understand the process of communication, importance and types of communication.

Suggestive Reading:

- Saraswati, A.K. & Budhwar, S. Hotel Front Office
- Andrews, S: Textbook of Front office management and operations
- Bhatnagar, S.K: Front Office Management
- Andrews: Hotel Front Office Training Manual
- Kasavana, M: Managing Front office Operations
- Abbott, P: FRONT OFFICE: Procedures, Social Skills, Yield and Management
- Baker, Sue: Principle of Hotel Front Office Operations.


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22 BHM 310 – EVENT MANAGEMENT

External Marks: 80

Internal Marks: 80

Time: 03 hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course objective: The students understand about Event Management, its features and features while making arrangements for any special events.

Unit-I

Introduction to Event Management

Concept, Definition and Frameworks, Categories and Typologies Characteristics of Events, Social – Economical and Developmental implications of Events, Market Demand and Supply for Event, Requirement of Event Manager, Analyzing the events, Technical Staff, Developing Record Keeping Systems, Establishing Policies & Procedures

Unit-II

Event Planning

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

Unit-III

Event Peoples and Guidelines

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

Unit-IV:

Specialized Events

Specialized Events of Hotels Indian Weddings Management: understanding India and its weddings system. Planning and Managing Indian weddings Theme parties: meaning, types, various considerations while organizing theme parties, Introduction to M.I.C.E (Meaning, Incentive, Conference, and convention Exhibitions) Business Meetings: understanding the concepts, various meeting setups, organizing business meetings.

Course Outcomes:

CO1: To encompass all facets of event management & experiential marketing.

CO2: To have an overall knowledge of the Event Management and assess the Event Management and related problems.

CO3: To develop a strong knowledge base of Event Management and its management in Hotels.

CO4: To provide knowledge of Specialized Events related to theme parties.

Suggestive Reading:

- Event Management: A Blooming Industry and an Eventful Career by Devesh Kishore, Ganga Sagar Singh - Har-anand Publications Pvt. Ltd. –
- Event Management by Swarup K. Goyal - Adhyayan Publisher - 2009
- Event Management & Public Relations by Savita Mohan - Enkay Publishing House
- Lynn V. and Brenda R., Event Management, Pearson Publication, New Delhi
- Van der Wagen, L. & Carlos, B.R. (2005). Event management for tourism cultural.
- Business and Sporting Events, Upper Saddle River, N.I. Pearson, Prentice Hall.
- S.N. Bagchi and Anita Sharma Food and Beverage Service, Aman Publication New Delhi.

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Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course objective: The students understand the management, its functions and related principles.

Unit-I

Introduction to Management

Definitions, managerial roles and functions; Science or Art perspectives- External environment global, innovative and entrepreneurial perspectives of Management Early Contributions and Ethics in Management: Contributions of Taylor and Contribution of Henry Fayol.

Unit-II

Planning and Organising

Planning: Nature and importance of planning, -types of plans Steps in planning, Levels of planning, The Planning Process. Organization - Organization Structure, Organization chart, Principles of organisation, Scalar Principle, Unity and Command, Span of Control, Centralization and Decentralization, Authority and Responsibility • Delegation of Authority.

Unit-III

Staffing and HRD Functions

Definition, Empowerment, staff – delegation, decentralization and recentralization of authority – Effective Organizing and culture-responsive organizations –Global and entrepreneurial organizing. Manager inventory chart-matching person with the job-system approach to selection. Job design skills and personal characteristics needed in managers selection process, techniques and instruments

Unit-IV

Leading and Controlling:

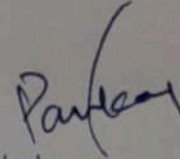
Leading Vs Managing – Trait approach and Contingency approaches to leadership - Dimensions of Leadership. Leadership Behavior and styles – Transactional and Transformational Leadership. Basic control process- control as a feedback system – Feed Forward Control – Requirements for effective control – control techniques – Overall controls and preventive controls – Global controlling.

Course Outcomes:

- CO1: To help the students gain understanding of the functions and responsibilities of managers.
- CO2: To provide them tools and techniques to be used in the performance of the managerial job.
- CO3: To enable them to analyze and understand the environment of the organization.
- CO4: To help the students to develop cognizance of the importance of management principles.

Suggestive Reading:

- Griffin, Management Principles and Applications, 10th Edition, Cengage Learning.
- Heinz Weirich, Mark V Cannice and Harold Koontz, Management: a Global Innovative and Entrepreneurial Perspective, McGraw Hill Education, 14th Edition.
- Peter F Drucker, The Practice of Management, McGraw Hill, New York.
- Robbins and Coulter, Management, 13th Edition, 2016, Pearson Education.



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22 BHM 401 – INTERNATIONAL CUISINES

External Practical: 80

Internal practical: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The paper imparts knowledge of some of the International Cuisines and its preparations.

UNIT- I

International Cuisines

Features, Regions, Ingredients, Methods of Cooking. Mexican, Chinese, Italian, Spanish, Lebanese (Mediterranean),

UNIT-II

Garde Manger

Definition, Functions, Importance of Garde Manger and Butchery, lay-out, Staff organization, Storage points, Special Purchase Standards of meat products, Yields test calculations and portioning.

UNIT-III

Buffet preparations

Principles of Buffet, Presentation, Types, Themes, Buffet Setups, typical dishes.

UNIT-IV

Bakery Preparation

Introduction, types, recipes: Sugar craft, chocolate confectionery, cold puddings and sweets.

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic of international cuisine

CO2: Gain knowledge of cold kitchen.

CO3: Knowledge of buffet dishes.

CO4: Gain knowledge of bakery preparations.

Suggested Readings

- The Larder-Chef, MJ. Leto & WH.K. Bode, Butterworth Heinemann Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
- Professional Chefs-Art of Garde Manger (4th Edition) Frederic H. Semerschmid and John F. Nicolas Professional baking, Wayne Glasslen.
- Classical food preparation & presentation, WKH. Bode Classical Recipes of the World, Smith, Henry.
- Le Repertoire de la Cuisine, Louis Saulmier, Leon Jaggl & Sons Baking, Martha Day, Lorenz Books Professional Pastry Chef, Bo Friberg, John Wiley.
- The New Catering Repertoire, Vol. I, H.L.Cracknell & G. Nobis, Macmillan The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions.
- Alberto Capatti - Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press.

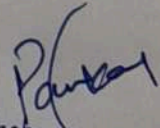
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- Italian Cooking by Sanjeev Kapoor.
- Ken Hom – Chinese Cookery, BBC Books.
- Fuchsia Dunlop - The Revolutionary Chinese Cookbook, Ebury Press.
- Eileen Yin-Fei Lo – Mastering the Art of Chinese Cooking, Chronicle Books


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22 BHM 401 – INTERNATIONAL CUISINES (Practical)

External Practical: 80

Internal practical: 20

Course Objectives: The paper imparts knowledge of some of International Cuisines including bakery, cold kitchen and about buffet preparations.

Practical'

- May be planned in accordance to theory

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic of the International cuisine

CO2: Gain knowledge of about cold kitchen.

CO3: know about the buffet dishes.

CO4: Get the knowledge of bakery preparations

Suggested Readings

- The Larder-Chef, MJ. Leto & WH.K. Bode, Butterworth Heinemann Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
- Professional Chefs-Art of Garde Manger (4th Edition) Frederic H. Semerschmid and John F. Nicolas Professional baking, Wayne Glasslen.
- Classical food preparation & presentation, WKH. Bode Classical Recipes of the World, Smith, Henry.
- Le Repertoire de la Cuisine, Louis Saulmier, Leon Jaggl & Sons Baking, Martha Day, Lorenz Books Professional Pastry Chef, Bo Friberg, John Wiley.
- The New Catering Repertoire, Vol. I, H.L.Cracknell & G. Nobis, Macmillan The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions.
- Alberto Capatti - Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press.
- Italian Cooking by Sanjeev Kapoor.
- Ken Hom – Chinese Cookery, BBC Books.
- Funchsia Dunlop - The Revolutionary Chinese Cookbook, Ebury Press.
- Eileen Yin-Fei Lo – Mastering the Art of Chinese Cooking, Chronicle Books

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22 BHM 403- HOTEL LAWS & LICENSING

External Marks: 80

Internal Marks: 20s

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The paper provides deep knowledge and awareness about different laws related to food and beverages to students.

UNIT – 1

General Laws Regarding Food

State and Local Laws Regarding Food General Liability for Unwholesome Food, Warranties, Truth in Menu Laws & labeling Laws, Patent Laws & Trade Marks,

UNIT - II

Laws Related With Food & Beverages

Prevention of Food Adulteration Act, 1954 – Definitions, Central Committee for Food Standards, Central Food laboratory, Analysis of food;; Offences and penalties under the Act Prevention of Food Adulteration Rule, 1955, Definitions and Standards of quality; colouring matter; Packing & labelling of food; Prohibition & Regulations of Sales; Preservatives; Flavouring agents & related substances

Unit-III

State Laws Relating To Alcoholic Beverages

General Nature of Control by State Application for an Issuance of Licenses General Restrictions on Licenses Common Law Liability for Serving Alcoholic Beverages to Intoxicated persons Hours and Premises of Sales Books and Records Important Warning Important Points for Management

UNIT - IV

CONSUMER PROTECTION LAWS AFFECTING HOTELS

Credit Card Laws Catering Contracts No Smoking Laws Restriction in playing recorded music in guestrooms/ public areas. It Laws and IT act. Ethical practices in business and consumer protection act.

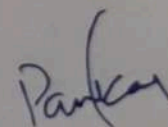
Course Outcomes: After completion of this course students will be able to:

CO1: Familiar with general laws related to food products.

CO2: Aware with general laws related to food and beverage products.

CO3: Gain knowledge about different state-wise laws relating to alcoholic beverages.

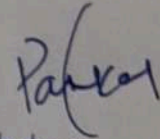
CO4: Gain knowledge consumer protection laws affecting hotels.



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Suggestive Readings:

- Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley & sons
- Principles of Business Law- Aswathappa. K. (With Effect from Session 2008-2009) 81
- Shops and Establishment Act 4) Bare Acts of Respective Legislation.
- The Prevention of Food Adulteration Act, 1954 with Prevention of Food Adulteration Rules, 1955.
- Catering Establishment Act, 1958



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BPSMV, Khanpur Nalan (Sonapat)

22 BHM 405 – HOTEL ACCOUNTING

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The purpose of this paper is to familiar students with accounting principles and make them aware with computer applications in accounting.

Unit – 1

Accounting Theory:

Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Unit – 2

Account Records:

Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit – 3

Financial Statement:

Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit – 4

Computer Application in accounting

Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements

Course Outcomes: After completion of this course students will be able to:

CO1: Understand the principles of accounting theory.

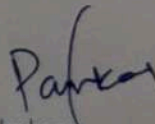
CO2: Know the concept of preparing and maintaining account records.

CO3: Acquire knowledge for preparing financial statements.

CO4: To get insights about role and functioning of computer in accounting.

Suggested Readings:

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, First 1999 Kalyani
- Uniform System of Accounts, Publisher: EIAH & LA, USA
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & son


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Department of Hotel Management
BPSMV, Khanpur Katan (Sonapat)

BHM 407 - HUMAN RESOURCE MANAGEMENT

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objective: The aim of this paper is to make students ware with principles of human resource management, human resource development and the functioning of human resource department in hotel industry.

Unit- I

Human Resource Management and Planning

Definition, Importance, Objective and Scope of Human Resource Management (HRM). Function of HRM: - Operative and Managerial functions, Qualification and Qualities of Human Resource Manager, Changing role of Human Recourse Management. Meaning and Nature of Human Resource Planning (HRP), Objectives, Benefits, Factors affecting HRP, Process of HRP, Quantitative aspects of HRP, Supply fore casting. Utilization of Human Resource and its problems, Recent trends in HRP in Hotel industry

Unit- II

Human Resources Development,

Concept; significance, features, Need and Scope of HRD. Techniques of HRD; Functions of HRD manager and Attributes of HRD manager. Industrial Relationship (IR): - Concept; Importance and objective of Industrial relations; Contents, Participants of Industrial relationship (IR); Requirements of good Industrial relations Programme.

Unit- III

Recruitment, Selection, Training

Meaning, Steps in recruitment Techniques, Recruitment policy, Sources and methods/techniques of recruitment, Factors affecting recruitment. Selection: - Meaning Essentials of selection procedure, Stages in Selection Procedure. Training: - Concept, Need and importance of Training. Methods of Training: - On the job Training & off the job Training, Principles of training, Evaluation of training Programme

Unit- IV

Wages and Salary

Meaning Objectives and Methods of wage payments, actors affecting Wage/salary, Fixation of salary, Incentives: - Concept, Need and Importance of incentives; Types of incentive Plans; Special incentive profit sharing and worker's co-partnership.

Course Outcomes: After completion of this course students will be able to:

CO1: Understand the concept of human resource management.

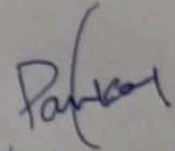
CO2: Know the concept of human resource development.

CO3: Acquire knowledge about the functioning of HR department in hotels.

CO4: To have knowledge about the concept of wages and salary and laws applicable in India.

Suggested Readings:

- K. Aswathappa, Human Resource and Personnel Management, Tata McGraw Hill, New Delhi.
- V.S.P. Rao: Human Resource Management: Text and Cases, Excel Books.
- C.B. Mamoria, Personnel Management, Himalaya Publishing House, New Delhi.
- B.P. Singh, T.N. Chhabra and P.L. Taneja, Personnel Management and Industrial Relations, Dhanpat Rai and Co., New Delhi.
- R.S. Dwivedi, Management of Human Resources, Galgotia Publications.



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Department of Human Resource Management
BPSMV, Dhanpat Rai and Co. (Sahib)

22 BHM 409 – HOTEL MARKETING

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objectives: The purpose of this paper is make students able to know the concept of hotel marketing and various strategies for promotions of various products and services.

Unit-I

Concept of Marketing

Understanding Marketing Concept of marketing and different stages of growth of marketing Distinctive aspects of service marketing; Product marketing and Hotel Marketing Strategies for Hotel Marketing; Marketing Mix – 7P's Framework

Unit-II

Marketing strategies

Marketing strategies Product Designing and managing; New Products Development; Product life cycle strategies; Marketing segmentation and market targeting Product positioning Marketing information System – Concept and significance in Marketing, Digital & Social media marketing.

Unit-III

Marketing Communications

Marketing Communication, Promotion functions of marketing Advertising – meaning and Types; media and advertising approaches Public relations- Functions and Tools Sales Promotions: Objectives and Tools Personal selling- Essentials of Personal Selling; Qualities of sales person Direct Marketing-Telemarketing Relationship Marketing.

Unit-IV

Marketing Approaches

Pricing factors, Approaches and strategy Distribution- Marketing Intermediaries, Channel Design and Channel Management, Process of services delivery & its management Concepts and management of physical evidence. E-commerce with reference to hotel industry.

Course Outcomes: After completion of this course students will be able to:

CO1: Understand the concept of Marketing.

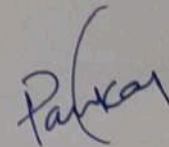
CO2: Know about different marketing strategies.

CO3: Gain Knowledge about various marketing communication in hotels.

CO4: To have knowledge about different marketing approaches.

Suggested Readings:

- Kotler Philip, Bowen John and Makens James "Marketing for Hospitality & Tourism, Pearson Education 2004.
- Lovelock Christopher, Wirtz Jochen- Services Marketing, Pearson Education 2004.
- Alan Jefferson & Leonard Lickorish, "Marketing Tourism" American Marketing Association, Journal of Marketing (Quarterly).
- Andrew Vladimir, a Complete Travel Marketing Handbook NTC, Business Books, Illinois, 1975.
- Ashworth, Gregory and Brian G.(ed) Marketing Tourism Places, Rutledge, London, 1990.
- Braden, P.V. and Wiener, L., Tourism Marketing and Management Issues, George, Washington University, 1980.
- Christopher, H. Lovelock, Services Marketing, Prentice Hall, Eagle-wood Cliffs, 1984.
- Donnelly, J.H. and George, W.H., Marketing of Service Chicago, 1984.



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22 BHM 411 – PROJECT REPORT

External Marks: 80

Internal Marks: 20

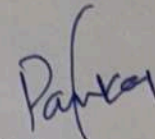
Course Objective: The students must acquire thorough knowledge on the chosen topic related to hospitality industry.

Every student of BHM shall prepare a project report related to the field of hospitality and submit three copies of her report (Typed-Hard bound) duly signed by the supervisor at least one week before the commencement of 7th semester examinations.

Course Outcomes: After completion of the training, the students will be able to :

CO1. Understand about the writing skills.

CO2. Acquire knowledge on the particular topic.



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BPSMV, Khanpur Karian (Sonapat)

SEMESTER – VIII

16 BHM 402 - ON THE JOB TRAINING

Course Objective: To impart the practical skills in the students required in the hotels and hospitality industry.

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotels. 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (20 weeks x 6 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

Once the student has been selected/ deputed for industrial exposure by the institute, he/she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The on the job training in VIII semester can be with operational training in reputed Fast Food Operations, Airlines, Resorts, and similar industry in accordance with course curriculum so as to enable a candidate sharpen his skills in his functional area of choice in trade & help him in placements. Prior written approval to be taken from the Chairperson for Industrial exposure in all semesters

Training Schedule:

VIII Semester the exposure shall be in one or More Departments based of choice of functional specialization.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook;
2. A copy of the training certificate.
3. Training Report
4. PowerPoint presentation on a CD, based on the training.

Course Outcomes: After completion of the training, the students will be able to :

CO1 Understand the functions and operations of different taskforce of the hospitality industry

CO2. Acquire practical skills that can apply in situation handling as a leader in the hospitality industry.

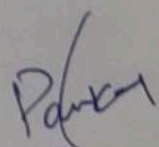
CO3 Students will be able to describe and demonstrate the product and service offered by the hotel and hospitality industry.

CO4 Understand the requirement of industry and need for career planning, application of production forecasting in hospitality industry.

List of Elective Papers from Bachelor of Hotel Management

CBCS - ODD SEMESTER										
Paper Code	Subject	L	T	P	Credit	Internal Marks		External Marks		Total Marks
						T	P	T	P	
CBOE1107	The Great Indian Cuisine	3	---	2	4		20	60	20	100

CBCS - EVEN SEMESTER										
Paper Code	Subject	L	T	P	Credit	Internal Marks		External Marks		Total Marks
						T	P	T	P	
CBOE1108	Introduction to Hotel Industry	4	--	--	4	20		80		100


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 BPSMV, Khanpur Kalan (Sonapat)

CBCS-01 – THE GREAT INDIAN CUISINE

External Marks: 6
External Practical: 2
Internal practical: 2
Time: 3 H

Instructions for paper setter/examiner: The examiner shall set nine questions in a covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of 06 questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 12 marks each.

Course Objective: The aim of this paper is to give the basic knowledge about Indian Cuisine and its preparations in professional kitchens in industry.

Unit I

Indian Cooking

Introduction of the Indian Food – Key features, basics of Regional Cuisines of India.

Unit II

Basic Preparations and Condiments used in Indian Cuisine: Introduction, Condiments, Herbs and Spices used in Indian Cuisine. Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations.

Unit III

Basic of Indian Foods

Introduction, Gravies and Curries preparations. Knowledge about Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens

Unit IV

Regional Cuisines of India:

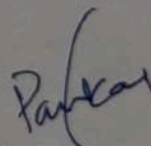
Basics of popular Indian Regional Cuisines of Kashmir, Punjab, Rajasthan, Maharashtra, Awadh, Hyderabad, Bengal and Gujarati on the basis of: Introduction, Characteristics & Salient Features of Cuisine, Popular Foods, Seasonal Foods, Specialities during Festivals.

Course Outcomes: After completion of the training, the students will be able to:

- CO1: Understand the concept of Indian Cuisines.
- CO2: Acquire basic knowledge of seasoning and condiments used in Indian Kitchen.
- CO3: Gain basic preparations of Indian food preparations.
- CO4: Understand the fundamentals of Indian regional cuisine.

Practical:

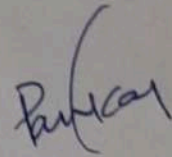
- Understanding Indian Cooking and Preparation of simple popular foods of India
- Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
- Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen
- Preparation of various types of Gravies.
- Preparation of Authentic preparations of each Regional Food of India.


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Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
- Indian Gastronomy – Manjit Gill, DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- Punjabi Cuisine – Manjit Gill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol -I) By Philip E. Thangam, Publishers: Orient Longman



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CBCS-II INTRODUCTION TO HOTEL INDUSTRY

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Instructions for paper setter/examiner: The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will be compulsory covering all the units and shall carry eight small questions of two marks each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall 16 marks each.

Course Objective: The purpose is to make familiar students with the concept of Hotel industry and the basic idea about its functioning.

Unit-1

Overview of Hotel Industry:

Growth of Hotel Industry in India, Food Service industry, mis-en scene & mis-en-place, Restaurants services.

Unit-2

Reservation and Registration

Types of hotels, Guest cycle, Reservation, registration, Check-in, check-out, Central Reservation System (CRS), Global Distribution System (GDS), Modes of payment, Modes and source of reservation

Unit-3

Accommodation Operation

Types of guest rooms, cleaning Procedure, Room cleaning , Equipments used in cleaning, bed making, Flower decoration, Amenities and supplies

Unit-4

Hospitality and Tourism:

Types or foam of tourism, 5 As of tourism, Purpose of travel, Tourism Products positive impact of tourism on hospitality. Attributes of Hotel staff.

Course Outcomes: After completion of the training, the students will be able to:

CO1: Overview of hotel industry in India.

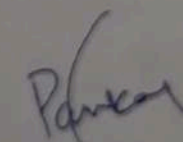
CO2: Gain knowledge of reservation and registration process while check-in hotels.

CO3: Gain basic preparations of Indian food preparations.

CO4: Understand the essentials of Hospitality Industry.

Subjective Reading:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher
- Food & Beverage Service Management – Brian Varghes
- Jatashankar Tevari: Hotel Front Office operation
- Andrews, S:Textbook of Hotel Housekeeping Management & Operations
- Branson: Hotel, Hostel and Hospital Housekeeping
- Parimalam, P:Textbook of Interior Decoration
- Raghubalan, G: Hotel Housekeeping: Operations and Management



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