

# **University School of Hotel Management and Catering Technology**

## **Study scheme and Syllabus**

**Batch 2014 Onwards**

**Programme :Hotel Management**

**Level : Undergraduate**

**Course : B.H.M.**

## Study Scheme for B.H.M. Semester: 1<sup>st</sup>

Course Code	Subject	Teaching Schedule			Credits
		L	P	Total	
BH1101	Basics of Food Production	3	0	3	3
BH1102	Basics of Food & Beverage Service	3	0	3	3
BH1103	Basics of Front Office	2	0	2	2
BH1104	Basics of House Keeping	2	0	2	2
FS1105	Basics of Personality Management	2	0	2	2
CA1106	Application of Computers	2	0	2	2
BH1107	Basics of Food Production (Practical)	0	8	8	4
BH1108	Basics of Food & Beverage Service (Practical)	0	2	2	1
BH 1109	Basics of Front Office (Practical)	0	2	2	1
BH 1110	Basics of House Keeping (Practical)	0	2	2	1
FS 1111	Basics of Personality Management (Practical)	0	2	2	1
CA 1112	Application of Computers				
IE1113	Industry Interface (1 week Duration)				3
	Grand Total (Practical)	14	18	32	26



## Study Scheme for B.H.M.

Semester: 2<sup>nd</sup>

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
<b>BH1201</b>	Food Production-I	3	0	3	3
<b>BH1202</b>	Food & Beverage Service- I	3	0	3	3
<b>BH1203</b>	Front Office-I	2	0	2	2
<b>BH1204</b>	House Keeping-I	2	0	2	2
<b>BH1205</b>	Basics of Accountancy	2	0	2	2
<b>BH1206</b>	Food safety and Hygiene	2	0	2	2
<b>FS1207</b>	Personality Management –I	2	0	2	2
<b>BH1208</b>	Food Production-I Practical	0	8	8	4
<b>BH1209</b>	Food & Beverage Service-I Practical	0	2	2	1
<b>BH1210</b>	Front Office-I Practical	0	2	2	1
<b>BH1211</b>	House Keeping-I	0	2	2	1
<b>FS1212</b>	Personality Management I	0	2	2	1
<b>IE1213</b>	<b>Industry Interface (1 week Duration)</b>				3
	<b>Grand Total</b>	16	16	32	27

# Study Scheme for B.H.M

## Semester 3<sup>rd</sup>

Course Code	Subject	Teaching Schedule			Credit
		L	T	P	
<b>BH 2301</b>	Food Production-II	3	0	3	3
<b>BH2302</b>	Food & Beverage Service-II	3	0	3	3
<b>BH2303</b>	Front Office-II	2	0	2	2
<b>BH2304</b>	Accommodation Operation-II	2	0	2	2
<b>BH 2305</b>	Hotel Food and Beverage Controls	3	0	3	3
<b>BH2306</b>	Airlines and Airport Management	3	0	3	3
<b>FS 2307</b>	Personality Management	0	2	2	1
<b>BH2308</b>	Food Production-III Practical	0	4	4	2
<b>BH 2309</b>	Food Production Bakery Practical	0	4	4	2
<b>BH 2310</b>	Food & Beverage Service-II Practical	0	2	2	1
<b>BH2311</b>	Front Office-II Practical	0	2	2	1
<b>BH2312</b>	Accommodation Operation- II Practical	0	2	2	1
<b>IE 2313</b>	Industry Exposure	0	0	0	2
		16	16	32	<b>26</b>

# Study Scheme for B.H.M

## Semester 4<sup>th</sup>

Course Code	Subject	Teaching Schedule			Credit
		L	P	T	
<b>BH 2401</b>	Food Production-III	3	0	3	3
<b>BH 2402</b>	Food & Beverage Service- III	3	0	3	3
<b>BH2403</b>	Customer Relationship Management	3	0	3	3
<b>BH 2404</b>	Accommodation Operation-III	2	0	2	2
<b>BH2405</b>	Logistics Management	2	0	2	2
<b>FS 2406</b>	Personality Management	0	2	2	1
<b>BH2407</b>	Food Production Practical –III	0	4	4	2
<b>BH2408</b>	Bakery and Confectionery Practical	0	4	4	2
<b>BH2409</b>	Food & Beverage Service- III Practical	0	2	2	1
<b>BH 2410</b>	Accommodation Operation-III Practical	0	2	2	1
<b>BH 2411</b>	Environmental Studies	2	0	2	2
	Total	15	18	29	22

## Study Scheme for B.H.M

### Semester 5<sup>th</sup>

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BH 3501	Food Production-IV	3	0	3	3
BH 3502	Food & Beverage Service- IV	3	0	3	3
BH 3503	Front Office Management –IV	2	0	2	2
BH 3504	Facility Planning	3	0	3	3
BH 3505	Managerial Accounting	3	0	3	2
BH 3506	Hotel Law	3	0	3	3
FS 3507	Work Life Balance 1	0	4	4	2
BH 3508	Food Production – Practical IV	0	4	4	2
BH 3509	Food and Beverage Service IV Practical	0	2	2	1
BH 3510	Front Office Management –IV Practical	0	2	2	1
CA 3511	Hospitality Computer Applications and MIS	0	4	4	2
IE 3512	Industrial Exposure	0	0	0	3
	Total	15	16	33	27

## Scheme for B.H.M- Semester 6<sup>th</sup>

Course Code	Subject	Teaching Schedule			Credit
		L	P	Total	
BH 3601					
Semester devoted to Industrial Training by the Students – 24 weeks , 5 Weeks each in each Major Department & 4 weeks in one subsidiary department or in a department of choice of the Student.					
	Total Credits				24



## Study Scheme for B.H.M

### Semester 7<sup>th</sup>

Course Code	Subject	Teaching Schedule			Credit
		L	P	T	
BH 4701	Food Production-V	3	0	3	3
BH 4702	Food & Beverage Service- V	3	0	3	3
BH4703	Advanced Room Division Management	3	0	3	3
BH4704	Supply Chain Management	3	0	3	3
BH4705	Organisational Behaviour & Human Resource Management	3	0	3	3
BH4706	Sales & Marketing	3	0	3	2
FS 4707	Work Life Balance 2	0	4	4	2
BH4708	Food Production-V- Practical	0	4	4	2
BH4709	Indian Sweets and Halwai Practical	0	4	4	2
BH4710	Food & Beverage Service V - Practical	0	2	2	1
BH4711	Advanced Rooms Division Management Practical	0	2	2	1
		18	16	34	25

# Study Scheme for B.H.M

## Semester 8<sup>th</sup>

Course Code	Subject	Teaching Schedule			Credit
		L	P	T	
BH4801	International Gastronomy Studies	2	0	2	2
BH4802	Advanced Food & Beverage Service-II	2	0	2	2
BH4803	Rooms Division Management	3	0	3	3
BH4804	Conference and Event Management	2	0	2	3
BH4805	Strategic Management	3	0	3	3
BH4806	Facility Management	4	0	4	4
BH4807	International Gastronomy Studies Practical	0	8	8	4
BH4808	Advanced Food & Beverage Services-II Practical	0	4	4	2
BH 4809	Rooms Division Management Practical	0	2	2	1
		15	16	31	24







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Village. Sahauran, Tehsil. Kharar, Dist. Mohali.Pincode 140104.

## **B.H.M**

# **Syllabus Semester – 1**

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1101	<b>Basics of Food Production</b>	3	0	0	3

**UNIT-1 Introduction to Cookery**

- Culinary History
- Origin of modern cookery
- Classical Brigade
- Modern staffing in various category hotels
- Roles of executive chef
- Duties and responsibilities of various chefs
- Attitudes and behavior in the kitchen
- Personal hygiene
- Uniforms & protective clothing
- Co-operation with other departments

**UNIT 2 Kitchen Organizations and Layout**

- General layout of the kitchen in various organizations
- Layout of receiving areas
- Layout of service and wash up

**UNIT 3 Aims & Objects of Cooking Food**

- Aims and objectives of cooking food
- Various textures
- Various consistencies
- Techniques used in pre-preparation
- Techniques used in preparation
- Fuel- use & related advantages & disadvantages of Gas, Charcoal, Electricity, Energy conservation & Necessary safety precautions

**UNIT 4 Methods of Cooking Food**

- Roasting
- Grilling
- Frying
- Baking
- Broiling
- Poaching
- Boiling
- Simmering
- Stewing
- Braising
- Steaming
- Conduction
- Convection
- Radiation
  - *Principles of each of the above*
  - *Care and precautions to be taken*

- 
- *Selection of food for each type of cooking*

**UNIT 5 Classification of Raw Material**

- Foundation of material
- Salt
- Liquids
- Flavors
- Seasonings

**UNIT 6 Kitchen Equipments**

- Introduction to different equipment
- Cooking equipment
- Processing equipments
- Holding & Storage equipment
- Measuring devices
- Knives, hand tools & Small equipments
- Care & Maintenance of Equipments

**UNIT 7 Basic Principles of Food Production - I**

- Definition and Types of stock
- Preparation and Recipes of stock
- Storage of stocks
- Uses of stocks
- Care and precautions

**UNIT 8 Egg Cookery**

- Introduction to egg cookery
- Structure of an egg
- Selection of egg
- Uses of egg in cookery
- Egg Preparations

**UNIT 9 Culinary Terms**

- List of culinary (common and basic) terms
- 30 Western & 30 Indian Culinary Terminology
- Explanation with examples

**BOOKS RECOMMENDED**

- Theory of Cookery – Krishna Arora.
- Food Production Operations – Parvinder Bali
- Larousse Gastronomique - Montagne



### **B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1102	<b>BASICS OF F&amp;B SERVICE</b>	3	0	0	3

#### **1. Introduction to the Food and Beverage Service Industry-**

- Scope of catering industry for the hotel management graduate.
- Introduction and types of Catering Establishments- Sectors

#### **2. Food and Beverage Service Areas in a Hotel**

- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers, Night Club, Speciality restaurant.
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

#### **3. Food and Beverage Equipment**

- Operating equipment, Requirements, Criteria for selection quantity and types.
- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment.
- Furniture
- Linen
- Disposables

#### **4. Food and Beverage Service Personnel**

- Staff organization- the principal staff of different types of restaurants.
- Duties & responsibilities of the service staff.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications.
- Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

#### **5. Types of meals –**

- Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch

- Lunch
- Hi- tea
- Supper
- Dinner

#### **6. Food and Beverage Service Methods**

- Table Service – Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats
- In Situ Service- Room Service

#### **Suggested Readings/ Books**

- 1. Food & Beverage Service** – Denis Lillicrap
- 2. Food & Beverage Service** – Vijay Dhawan

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1103	<b>Basics of Front Office</b>	2	0	0	2

**Unit- 1 Introduction to Hospitality & Hotel Industry**

- Origin & Development Of Hospitality Industry
- History of Hotels – Taj, Oberoi's, ITC, Leela, Carlsons, Hilton, Marriott, Hyatt, others
- Development & Growth in India
- History & development of fast foods. Mc. Donalds, KFC, Dominos, Pizzahut

**Unit-2 Hotels**

- Hotel Business
- Hotel Services
- Various departments , sub dept., sections

**Classification of Hotels**

- Size
- Location
- Star Classification
- Ownership basis
- Food Plans
- Use of Abbreviations, Symbols & Signs

**Unit 3 : Layout of Front Office Dept.**

- Sections and Layout of FO
- Identification of Furniture & Equipments used in FO
- FO Terminology

**Organization**

- Function areas
- Front office hierarchy
- Duties and responsibilities / Job Description / Job Specification of FO Staff
- Personality traits
- House Rules

**Unit 4 : Types Of Rooms**

- Single
- Double
- Twin
- Suites
- Others

**Tariff Structure**

- Basis of charging
- Plans, competition, customer's profile, standards of service & amenities

- Hubbart's formula
- Different types of tariffs
- Rack rate
- Discounted rates for corporate, airlines, groups & travel agents

**Unit 5: Hotel French**

- Alphabet and Numbers
- Uses of accent, Orthographic Signs and Punctuation.
- Ordinal and Cardinal numbers ( Cardinaux and Ordinaux)
- Days of the week
- Months of the year
- Time of the day
- Seasons of the year

**Suggested Readings/ Books**

1. **Front Office Training Manual** – Sudhir Andrews
2. **Front Office Operation** – S K Bhatnagar
3. **Hotel Front Office Operation and Management** – Jatashankar R. Tewari

### **B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1104	<b>Basics of Housekeeping</b>	2	0	0	2

#### **1. Introduction**

- Introduction to housekeeping department.
- Meaning, Definition & Importance of Housekeeping Department
- Role of Housekeeping in hospitality industry

#### **2. Lay out & Organizational Structure**

- Layout of Housekeeping department
- Organizational Structure of Housekeeping department ( Small, Medium & large)
- Interdepartmental relationship( emphasis on Front office & Maintenance)
- Relevant sub section

#### **3. Staffing in Housekeeping Department**

- Role of key personnel in Housekeeping department
- Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper ,Floor supervisor ,Public area supervisor Night supervisor ,Room attendant ,House man, Head gardener)

#### **4. Planning work of Housekeeping department**

- Identifying Housekeeping department
- Briefing & Debriefing
- Control desk (importance ,role , coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in Housekeeping department.

#### **5. Hotel Guest Room**

- Types of room-definition
- Standard layout (single ,double ,twin ,suit )
- Difference between Smoking & Non Smoking room's
- Barrier free room's
- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies

/Amenities in a guest room

- Layout corridor& floor Pantry

#### **6. Cleaning Science**

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram"s ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses.

#### **Suggested Readings/ Books**

- 1. Hotel housekeeping Training Manual** – Sudhir Andrews
- 2. Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST)
- 3. Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
- 4. Hotel House Keeping Operation & Management-** G.Raghubalan

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
FS1105	<b>Basics of Personality Management</b>	2	0	0	2

## Unit 1: Tenses

- Present Tense
- Past Tense
- Future Tense
- Feedback and Evaluation

## Unit 2: Voice:

- Active Voice
- Passive Voice
- Feedback and Evaluation

## Unit 3: Introduction to Articles:

- Indefinite Article
- Definite Article
- Feedback and Evaluation
- 

## Unit 4: Introduction to Prepositions

- Use of prepositions (in, on, at, for, over, beneath, below, since, to, from)
- Use of prepositions (across, above, along, besides, under, into, upon, within)
- Feedback and Evaluation

## Unit 5: Introduction to Modals

- Use of can , could, would, may, might
- Use of must, must not, may not, should, will
- Feedback and Evaluation

## Unit 6: Sentences:

- Simple Sentence
- Compound Sentences
- Complex Sentences
- Feedback and Evaluation

Unit 7: Introduction to Comprehensions

- Unseen Passages
- Feedback and Evaluation

Unit 8: Vocabulary Building

- Synonyms 30
- Antonyms 30
- Homophones 30
- Revision

Unit 9: Paragraph Writing

- Social
- Political
- General

Unit 10: Introduction to Letter Writing

- Formal Letters
- Informal Letters
- Feedback and Evaluation

Unit 11: Introduction to Idioms

- Idioms 30
- Sentence Formation using Idioms



**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
CA1106	<b>Applications of Computers</b>	2	0	0	2

**UNIT 1** Introduction To Computers

- Introduction to Computer
- Block Diagram
- Components of a computer system
- Generation of computers
- Programming languages
- Generation of languages
- Storage devices

**Unit II:** Operating Systems: Ms-Dos, Ms-Windows

- Introduction
- Functions & types

**UNIT III :** MS Word

- Introduction to Word processing
- Features of MS WORD
- Creating and Editing a Word Document,
- Paragraph & Document formatting

**UNIT IV:** MS Excel

- Introduction to Spreadsheets
- Features of MS EXCEL
- Building worksheets
- Formulae and Functions
- Graphical Charts

**UNIT V:** MS PowerPoint

- Features of MS POWERPOINT
- Creating, Editing & Viewing Slide shows
- Graphic Tools
- Creating an organization chart
- Preparation & printing presentation documents

**UNIT VI:** Internet.

- Introduction to Internet
- Network
- Network of Networks
- WWW,
- Search Engines,
- E-mail

- Websites
- Introduction to e-commerce
- Features of MS-OUTLOOK

**Books Recommended Reading:**

- V.Rajaraman, *Fundamental of Computers*, Prentice Hall India

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1107	<b>Basics of Food Production Practical</b>	0	0	8	4

**1. Introduction to the Kitchen**

- Equipments - Identification, Description, Uses & handling
- Hygiene - Kitchen etiquettes, Practices & knife handling
- Safety and security in kitchen

**2. Vegetables**

- Vegetables – classification
- Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix

**3. Basic Cooking Method And Pre – Preparations**

- Basic Cooking methods and pre-preparations
- Blanching of Tomatoes and Capsicum
- Preparation of concasse
- Boiling (potatoes, Beans, Cauliflower, etc)
- Frying - (deep frying, shallow frying, sautéing)
- Aubergines, Potatoes, etc.
- Braising - Onions, Leeks, Cabbage
- Starch cooking (Rice, Pasta, Potatoes)

**4. Introduction to Stocks**

- Stocks - Types of stocks (White and Brown stock)
- Fish stock
- Emergency stock
- Fungi stock

**5. Sauces - Basic mother sauces**

- Béchamel
- Espagnole
- Veloute
- Hollandaise
- Mayonnaise
- Tomato

**6. Egg cookery - Preparation of variety of egg dishes**

- Boiled ( Soft& Hard)
- Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)
- Poached Eggs
- Scrambled
- Omlette (Plain, Stuffed, Spanish)
- En cocotte (eggs benedict)

**7. Simple Salads & Soups:**

- Preparation of salad dressings
- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,

#### **8. Simple Egg preparations:**

- Scotch egg,
- Assorted omelletes,
- Oeuf Floretine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

#### **9. Simple potato preparations**

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

#### **10. Vegetable preparations**

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.

### **BASICS OF BAKERY PRACTICAL**

- 1 **Equipments in the Bakery – large and**
  - Identification
  - Uses and handling
  - Safety Precautions for handling
    - Ingredients - Qualitative and quantitative measures
- 2 **BREAD MAKING**
  - Demonstration & Preparation of Simple and enriched bread recipes
    - Bread Loaf (White and Brown)
    - Bread Rolls (Various shapes)
    - French Bread
    - Brioche
- 3 **SIMPLE CAKES**

- Demonstration & Preparation of Simple and enriched Cakes, recipes  
Sponge, Genoise, Fatless, Swiss roll  
Fruit Cake  
Rich Cakes  
Dundee  
Madeira

4 **SIMPLE COOKIES**

- Demonstration and Preparation of simple cookies like
  - Nan Khatai
  - Golden Goodies
  - Melting moments
  
  - Swiss tart
  - Tri colour biscuits
  - Chocolate chip
  - Cookies
  - Chocolate Cream Fingers
  - Bachelor Buttons.

5 **HOT / COLD DESSERTS**

- Caramel Custard,  
• Bread and Butter Pudding
- Soufflé – Lemon / Pineapple
- Mousse (Chocolate Coffee)
- Bavaroise  
Diplomat Pudding  
Apricot Pudding  
Steamed Pudding - Albert Pudding, Cabinet Pudding.

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1108	<b>Basics of Food &amp; Beverage Service-1 Practical</b>	0	0	2	1

1. Food Service areas & Ancillary F&B Service areas – Induction & Profile of the area
2. Familiarization of F&B Service equipment
3. Care & Maintenance of F&B Service equipment
4. **Cleaning / polishing of EPNS items by:**
  - Plate Powder method
  - Polivit method
  - Silver Dip method
  - Burnishing Machine
5. **Basic Technical Skills**
  - Task-01: Holding Service Spoon & Fork
  - Task-02: Carrying a Tray / Salver
  - Task-03: Laying a Table Cloth
  - Task-04: Changing a Table Cloth during service
  - Task-05: Placing meal plates & Clearing soiled plates
  - Task-06: Stacking Sideboard
  - Task-07: Service of Water
  - Task-08: Using Service Plate & Crumbing Down
  - Task-09: Napkin Folds
  - Task-10: Changing dirty ashtray
  - Task-11: Cleaning & polishing glassware
6. **Basic Beverage Service**
  - Tea – Preparation & Service
  - Coffee - Preparation & Service
  - Juices & Soft Drinks - Preparation & Service
  - Mocktails- Juices, Soft drinks, Mineral water, Tonic water
  - Cocoa & Malted Beverages – Preparation & Service

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1109	<b>Basics of Front Office-1 Practical</b>	0	0	2	1

**1. Identification of Front Office Equipment**

- Rack
- Reception Counter
- Front Office Equipment
- Luggage Trolley
- Bell desk

**2. Filling up of various Performa's**

- Reservation form
- Luggage tag
- Left luggage
- GHC
- Message Slip
- C form
- Registration Card
- Guest History Card
- Amenity Voucher
- Cancellation and Amendment

**3. Guest Interaction – Common Phrases**

- Welcoming the guest
- Reservation
- Message Handling
- Enquiry about Hotel Services and Facilities

**4. Handling**

- Telephone Handling and Etiquette
- Guest Handling and Etiquette

**B.H.M 1<sup>st</sup> Semester Syllabus**
**Sub code 1110**

Subject Name	L	T	P	C
Basics of Housekeeping-1 Practical	0	0	2	1

- 01 Sample Layout of Guest Rooms
- Single room
  - Double room
  - Twin room
  - Suite
- 02 Guest Room Supplies and Position
- Standard room
  - Suite
  - VIP room special amenities
- 03 Cleaning Equipment-(manual and mechanical)
- Familiarization
  - Different parts
  - Function
  - Care and maintenance
- 04 Cleaning Agent
- Familiarization according to classification
  - Function
- 05 Public Area Cleaning (Cleaning Different Surface)
- A. WOOD**
- Polished
  - Painted
  - Laminated
- B. SILVER/ EPNS**
- Plate powder method
  - Polivit method
  - Proprietary solution (Silvo)
- C. BRASS**
- Traditional/ domestic Method 1
  - Proprietary solution 1 (brasso)
- D. GLASS**
- Glass cleanser
  - Economical method(newspaper)
- E. FLOOR** - Cleaning and polishing of different types
- Wooden
  - Marble
  - Terrazzo/ mosaic etc.
- F. WALL** - care and maintenance of different types and parts



- Skirting
  - Dado
  - Different types of paints (distemper Emulsion, oil paint etc)
- 06 Maid's trolley
- Contents
  - Trolley setup
- 07 Familiarizing with different types of Rooms, facilities and surfaces
- Twin/ double
  - Suite
  - Conference etc

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
FS1111	<b>Basics of Personality Management (Practical)</b>	0	0	2	1

1. Beginning with You
  - Standard Format of Introduction
  - Self -Practice
  - Evaluation & Feedback(Complete Introduction Session)
2. Introduction to Phrases
  - Basic Phrases within personal sphere
  - Standard Phrases for professional communication
  - Evaluation and Feedback
3. Social Communication:
  - Introduction
  - Formal and Informal Greetings
  - Importance of Small talk
  - Evaluation & Feedback
4. Accent Neutralization:
  - Stress Words- 50
  - Speech Development
5. Intonation
  - Vocabulary Building:
    - New Words 50
    - Synonyms 25
    - Antonyms 25
    - Homophones 25
6. Description Topics:
  - Introduction
  - Topics: Fan, Table, Mobile, Car, Refrigerator, Tube, Blackboard
7. Rapid Reading
  - Newspaper Reading
  - Magazine Reading
8. Grooming and Etiquette
  - Importance of Grooming
  - Steps in Grooming
  - Do and Don'ts

**B.H.M 1<sup>st</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
CA1112	<b>Application of Computers Practical</b>	0	0	2	1

**1.Windows operations –practical****2.Ms-word-practical**

- Creating a document
- Formatting a document
- Tables
- Graphics
- Print options

**3.Ms –office 97****4.Ms-Excel Practical**

- Creating a spreadsheet
- Making the worksheet look pretty
- Going through changes
- Printing the worksheet
- Additional features of a worksheet
- Maintaining multiple worksheet
- Creating graphics/charts
- Excel's database facilities

**5. Ms-Powerpoint –practical**

- Creating a presentation
- Editing A presentation
- Adding smart Art and Graphics
- Printing and Animating the presentation

**6. Internet Practical**

**RAYAT-BAHRA  
UNIVERSITY**



12 kms from Chandigarh on Chandigarh-Mohali-Ropar Highway  
Ph: 0160-5009665, 5009671, 5009675 Fax: 0160-5009680  
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**B.H.M**

**Syllabus Semester 2<sup>nd</sup>**



**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1201	<b>Food Production – 1</b>	3	0	0	3

**UNIT 1 SOUPS**

- Classification of Soups with examples
- Basic recipes of Consommé with 10 Garnishes
- Basic recipes with menu examples
- Broths
- Bouillon
- Puree
- Cream
- Veloute
- Chowder
- Bisque etc
- Garnishes and accompaniments
- International soups

**UNIT 2 MEAT COOKERY**

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offals)
- Poultry/Game (With menu examples of each)
- Effect of Heat on Meat

**UNIT 3 FISH COOKERY**

- Introduction to fish cookery
- Classification of fish with examples
- Cuts of fish with menu examples
- Selection of fish and shell fish
- Cooking of fish (effects of heat)

**UNIT 4 FLOUR**

- Structure of wheat
- Types of Wheat
- Types of Flour
- Processing of Wheat – Flour
- Uses of Flour in Food Production
- Cooking of Flour (Starch)

**UNIT 5 COMMODITIES:****i) Shortenings (Fats & Oils)**

- Role of Shortenings
- Varieties of Shortenings
- Advantages and Disadvantages of using various Shortenings

**ii) Raising Agents**

- Classification of Raising Agents
- Role of Raising Agents

- Actions and Reactions
- iii) **Thickening Agents**
  - Classification of thickening agents
  - Role of Thickening agents
- iv) **Sugar**
  - Importance of Sugar
  - Types of Sugar
  - Cooking of Sugar – various
  - Contemporary & Proprietary
- v) **Colouring agents & Souring Agents**
- vi) **Milk**
  - Introduction
  - Processing of Milk
  - Pasteurization – Homogenization
  - Types of Milk – Skimmed and Condensed
  - Nutritive Value
- vii) **Cream**
  - Introduction
  - Processing of Cream
  - Types of Cream
- viii) **Cheese**
  - Uses of Cheese in cooking
- ix) **Butter**
  - Introduction
  - Processing of Butter
  - Types of Butter

**BOOKS RECOMMENDED**

1. Theory of Cookery – Krishna Arora.
2. Modern Cookery – Thangam Philip
3. Larousse Gastronomique - Montagne
4. Professional Chef – Arvind Saraswat.

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1202	<b>Food &amp; Beverage Service-1</b>	3	0	0	3

**UNIT I MENU**

- Menu - introduction
- A la 'carte and table d' hote
- Menu planning factors and constraints
- Classical French menu
- Classical food and its accompaniments with cover
- Indian regional dishes – accompaniments and service
- Menu design – factor effecting menu design,
- Menu patterns,

**Unit II- Room Service**

- Room service - Introduction
- General principles,
- Room service menu planning
- Forms and formats
- Room service work flow.

**Unit III- Buffets**

- Buffets - Introduction –
- History, Types, Popular buffets, -
- Equipment and Buffet presentation
- Space and staff requirements.

**Unit V- Control Methods**

- Control methods –
- Food and Beverage control methods
- Billing methods – Duplicate and triplicate system,
- KOT and BOT –
- Computerized KOT - Functions of Food and beverage control - Food and beverage control cycle and monitoring.

**Unit VI- Non Alcoholic Beverages**

- Non-Alcoholic Beverages – Classification Refreshing, Nourishing and Stimulating
- Hot and cold non alcoholic beverages – , Juices squashes aerated and spring waters, Tea, coffee and Cocoa
- Types - Production and service methods –
- Food and Beverage terminology related to the inputs of the semester.



**BOOKS / RECOMMENDED READING.**

1. Lillicrap & Cousins , ELBS *Food and Beverage service*
- 2 -Sudhir Andrews, Tata McGraw Hill *Food and Beverage service training manual.*
- 3.-S N Bagchi.& Anita Sharma

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1203	<b>Front Office-1</b>	2	0	0	2

**UNIT 1 Tariff Structure**

- Basis of Charging Tarriffs
- Plans, Competition, Customer profile, standards of service and amenities
- Hubbart formula
- Different types of tariffs – rack rate, discounted rates for corporates, airlines, group and travel

**UNIT 2 Reservations**

- Importance of reservation,
- Modes of reservation(Written, Verbal)
- Channels and Sources (FITs, Travel Agents, Airlines, GITs),
- Types of reservations (Tentative, Confirmed, Guaranteed etc.),
- Systems (fully automatic), Cancellation, Amendments, Overbooking, Room Assignments
- Formats used in reservation department
- Stages of guest contact with hotel, Advance room reservations, Reservation section.
- Functions of reservation department
- Importance of reservation for guest
- Importance of reservation for the hotel

**UNIT 3 Registration Process**

- Pre-registration
- Registration formats
- Registration process(automated)

**UNIT 4 Arrivals**

- Check – in procedure (Fully automated)
- Check – in procedure –
  - Guests with confirmed reservation,
  - Walk – In guests,
  - VIP guests,
  - Groups/Crew(domestic and international),
  - Scanty baggage guest,
  - Foreign nationals.

**Unit-5 Bell Desk**

- Functions
- Duties & Responsibilities of Bell Captain / Bell Boy
- Procedures and records
- Luggage Handling
- Left Luggage Handling,
- Paging

**Unit - 6 Using the telephone**

- The nature of telephone activity in the hotel industry
- The need for developing telephone skills
- Developing telephone skills

### **UNIT 7 : Hotel French**

- Introduce and describe themselves using and adapting short memorised phrases.
- Name and spell different colours
- Short sentences expressing likes and dislikes.
- Greet people.
- Understand and ask some simple questions.
- French Conversation for Welcoming a guest in a hotel

#### **Suggested Readings/ Books**

- 1. Front Office Training Manual** – Sudhir Andrews
- 2. Front Office Operation – S K Bhatnagar**
- 3. Hotel Front Office Operation and Management** – Jatashankar R. Tewari

<b>B.H.M 2<sup>nd</sup> Semester Syllabus</b>					
<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1204	<b>Housekeeping -1</b>	2	0	0	2

**UNIT 1 :- Housekeeping Supervision**

- Importance of Inspection
- Checklist 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 2 :- 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
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies
- Indenting from stores.

**UNIT-3 :- Cleaning Procedure & frequency schedules**

**GUEST ROOM**

- Prepare to clean
- Clean the guest room (bed making)
- Replenishment of Supplies & linen
- Inspection
- Deep cleaning
- Second service
- Turn down service

**PUBLIC AREA**

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

**UNIT- 4 :- Special Cleaning Programme**

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.

**UNIT-5 :- Floor Operations**

- Rules on the Guest Floor
- Key Handling Procedure - types of keys( grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service

**Suggested Readings/ Books**

- 1. Hotel housekeeping Training Manual** – Sudhir Andrews
- 2. Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST)
- 3. Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
- 4. Hotel House Keeping Operation & Management-** G.Raghubalan

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1205	<b>Introduction to Accounting</b>	2	0	0	2

**Unit 1 Introduction to Accounting**

- Meaning and definition
- Types and classification
- Principles of accounting
- Systems of accounting
- Generally accepted accounting principles

**Unit 2 Journal**

- Meaning and definition
- Format of journal
- Rules of debit and credit
- Opening entry ,simple and compound entries
- Practicals

**Unit 3 Ledger**

- Meaning and uses
- Formats
- Posting
- Practicals

**Unit 4 Cash Book**

- Meaning
- Advantages
- Simple, Double and Three column
- Practicals

**Unit 5 Trial balance**

- Meaning
- Methods
- Advantages
- Limitations
- Practicals

**Unit 6 Final accounts**

- Meaning
- Procedure for preparation of final accounts
- Difference between Trading Accounts, Profit & Loss Accounts and Balance sheet
- Adjustments (only four)
- Closing stock
- Pre-paid expenses
- Outstanding expenses

- Depreciation

**Unit 7 Capital And Revenue Expenditure**

- Meaning
- Definition Of Capital And Revenue Expenditure

**REFERENCES BOOKS :-**

1. **Introduction Of Accountancy By T.C Garewal And S.C Gupta**
2. **Elements Of Hotel Accountancy By Rawat G.S, Dr. Negi J., Gupta N.**
3. **Basic Accounting By S.P.Jain, K.L Narang**

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1206	<b>Food Safety and Hygiene</b>	2	0	0	2

**UNIT 1 Basic Introduction to food safety, food hazards and risk contaminants and food hygiene**

- Definition
- Sources of Contamination
- Types of Contamination – Physical , Chemical , Biological , Metal
- Cross Contamination

**UNIT 2 Micro-organism in food**

- General characteristics of micro-organism
- Factors affecting their growth in food-(intrinsic and extrinsic)
- Danger Zone and Its usage in Preserving and Holding food
- Common food born microorganism- definition and examples
- Bacteria(Spores/capsules)
- Fungi
- Virus
- Parasite

**UNIT 3 Food spoilage & Food preservation**

- Types & causes of spoilage
- Spoilage of different products ( milk & milk products ,meat eggs, fruits and vegetables, canned products)
- Basic principles of food preservation
- Methods of preservation(High temperature, Low temperature ,drying, preservations and irradiation)

**UNIT 4 Beneficial role of micro organism**

- Fermentation and role of lactic and bacteria
- Fermentation in food(diary foods, vegetable, Indian foods ,Bakery Products and alcoholic beverages)
- Miscellaneous (vinegar & anti-biotics)

**UNIT 5 Food Borne diseases**

- Common diseases caused by food borne pathogens Symptoms and Preventive measures

**UNIT 6 Food adulteration & Additives**



- Definition of adulterated food
- Common adulterants indifferent foods

**Reference Books**

1. Food Hygiene & Sanitation - S. Roday
2. Food Microbiology –Frazier
3. Complete Catering Science –OFG Kilgour
4. Safe Food Handling –Michel Jacob
5. Prevention of Food Adulteration Act 1954
6. The Science of Food – 3rd Edition- P.M.Gaman & K.B.Sherrington
7. Food Chemistry – 1st Edition - Meyer

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
FS1207	<b>Personality Management</b>	2	0	0	2

## Unit 1: Communication

- Origin/ Definition
- Process of Communication
- Types of Communication
- Barriers to Communication
- Overcoming Barriers

## Unit 2: Listening Skills

- Definition
- Qualities of Effective Listener
- Levels and Types of Listening
- Barriers to Listening
- Overcoming Barriers

## Unit 3: Effective Speaking

- Qualities of Good Speaker
- Public Speaking
- Importance of English in Hospitality Industry
- Addressing Audience
- Audience Analysis

## Unit 4: Business Communication

- Need and Purpose
- Layout of Formal Letter/ Email
- Abstract Writing
- Report Writing
- Memo or Memoranda
- Note Taking

## Unit 5: Non Verbal and Verbal Communication

- Definition of Non-Verbal and Verbal Communication
- Types
- Advantages and Disadvantages
- Introduction to Artifacts and its types

## Unit 6: Introduction to Telephonic Handling

- Telephonic Etiquettes
- Skills required to handle Telephonic calls
- Importance in Hospitality Industry

**Reference books:**

- 1) Communication Skills – BV Pathak
- 2) Business Communication- Sinha
- 3) Grammar and composition- Wren and Martin

**B.H.M 2<sup>nd</sup> Semester Syllabus**

Sub code	Subject Name	L	T	P	C
BH1208	Food Production I – Practical	0	0	8	4

**Meat**

- Identification, Selection and processing of Meat, Fish and poultry.
- Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope
- Fish-Identification & Classification
- Cuts and Folds of fish

**Soups**

- Cream –vegetable, spinach, tomato and green peas
- Consommé with garnishes like Royale, Carmen, madrilene, clermont, celestine
- National soups –oxtail,mulligatawny,minestrone,vichyssoise

**Fish**

- Fish Orly, a'langlaise, colbert, meuniere, poached fish, grilled fish, baked fish, such as florentine, mornay,portuguese

**Vegetable Accompaniments**

- Stewed vegetables, cougette provencale, baked beans, ratatouille
- Potato all basic preparation such as boiled, baked, roasted, French Fries, lyonnaise, mashed / creamed, parsley / parisienne

**Salads – Basic simple salads & dressing**

- Cole slaw salade nicoise
- Russian salad beetroot salad
- Potato salad fruit salad
- Carrot & celery waldorf salad

**Demonstration & Preparation of simple menu**

- Continental 3 Course Menu using simple recipe's

**PART B - BAKERY & PATISSERIE****PASTRY:**

Demonstration and Preparation of dishes using varieties of Pastry

Short Crust – Jam tarts,

- Turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs,

Profiteroles

### **COLD SWEET**

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
  
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon soufflé

### **HOT SWEET**

- Bread & butter pudding
  
- Caramel custard
- Albert pudding
- Christmas pudding

### **INDIAN SWEETS**

Simple ones such as chicuti, gajjar halwa, kheer

### **Reference Books**

1. Practical Cookery -Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS
3. . Theory of Catering- Mrs. K. Arora, Franck Brothers
4. . Modern Cookery for Teaching & Trade Vol I - MsThangam Philip, Orient Longman.
5. . The Professional Chef ( 4th Edition)- Le Rol A. Polsom
6. The book of Ingredients- Jane Grigson
7. . Success in Principles of catering - Michael Colleer & Colin Saussams

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1209	<b>Food and Beverage Service I – Practical</b>	0	0	2	1

- **Unit 1 REVIEW OF SEMESTER -1**
  
- **Unit 2 TABLE LAY-UP & SERVICE**
  - A. Task-01: A La Carte Cover
  - B. Task-02: Table d' Hote Cover
  - C. Task-03: English Breakfast Cover
  - D. Task-04: American Breakfast Cover
  - E. Task-05: Continental Breakfast Cover
  - F. Task-06: Indian Breakfast Cover
  - G. Task-07: Afternoon Tea Cover
  - H. Task-08: High Tea Cover
  
- **Unit 3 TRAY/TROLLEY SET-UP & SERVICE**
  - A. Task-01: Room Service Tray Setup
  - C. Task-02: Room Service Trolley Setup
  
- **Unit 4 PREPARATION FOR SERVICE (RESTAURANT)**
  - A. Organizing Mise-en-scene
  - B. Organizing Mise-en-Place
  - C. Opening, Operating & Closing duties
  
- **Unit 5 PROCEDURE FOR SERVICE OF A MEAL**
  - A. Task-01: Taking Guest Reservations
  - B. Task-02: Receiving & Seating of Guests
  - C. Task-03: Order taking & Recording
  - D. Task-04: Order processing (passing orders to the kitchen)
  - E. Task-05: Sequence of service
  - F. Task-06: Presentation & Encashing the Bill
  - G. Task-07: Presenting & collecting Guest comment cards
  - H. Task-08: Seeing off the Guests
  
- **Unit 6 SOCIAL SKILLS**
  - A. Task-01: Handling Guest Complaints
  - B. Task-02: Telephone manners
  - D. Task-03: Dining & Service etiquettes

- **Unit 7 Special Food Service - (Cover, Accompaniments & Service)**

- **A. Task-01: Classical Hors d'oeuvre**

- Oysters
- Caviar
- Smoked Salmon
- Snails
- Melon
- Asparagus

**BOOKS / RECOMMENDED READING.**

1. Lillicrap & Cousins , ELBS *Food and Beverage service*
- 2 -Sudhir Andrews, Tata McGraw Hill *Food and Beverage service training manual.*
- 3.-S N Bagchi.& Anita Sharma

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1210	<b>Front Office I – Practical</b>	0	0	2	1

- **Unit 1 FAMILIARISATION WITH THE FRONT OFFICE**
  - Identification Of Equipment
  - Work Structure
  - Stationery
  - Forms & Formats Related To Front Office.
  
- **Unit 2 RESERVATION ON PHONE AND IN PERSON**
  - Standard phrases
  - Procedures
  - Forms and Formats
  - Documents to be completed
  - Suggestive Selling
  
- **Unit 3 AMENDMENTS AND CANCELLATIONS OF RESERVATIONS**
  - Standard phrases
  - Procedures
  - Forms and Formats
  - Documents to be completed
  
- **Unit 4 ARRIVAL PROCEDURES**
  - Standard phrases
  - Procedures
  - Forms and Formats
  - Documents to be completed
  - Departments to be informed ( consider both Manual and Automated systems)
  - Suggestive Selling
  
- **Unit 4 BELL DESK FUNCTIONS**
  - Luggage handling At the time of check in
  - Luggage handling At the time of check out
  - Bell desk work sheet
  - Errand card
  - Forms and formats
  - Systems in an automated front office
  
- **Unit 5 TELECOMMUNICATION SKILLS.**
  - Telephone Etiquette



- Voice Modulation
- Forms and Formats
- Procedures followed in the Telephones department
- Systems in an Automated Front office
  
- **Unit 6 MESSAGE AND MAIL HANDLING**
  - Forms and Formats
  - Procedures followed
  - Systems in an Automated Front office
  
- **Unit 7 – GENERAL AWARENESS**
  - □□Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.

**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH1211	<b>Housekeeping – Practical</b>	0	0	2	1

## Unit 1 – Cleaning Equipment

- Identification of Cleaning Equipments ( Manual and Mechanical)
- Precautions for use
- Maintenance and Care
- Methods of use

## Unit 2 – Cleaning Methods

- Classification into wet and Dry Cleaning methods
- Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping–Brushing – Buffing
- Use of Abrasives
- Use of Polishes - Brass Polishing / Silver Polishing

## Unit 3 – Cleaning Agents and their use in the Public Area Cleaning

- Chemical Agent classification
- Surfactant
- Detergents
- Acids
- Bleach
- Proprietary Agents
- Precautions for use

## Unit 4 – Maids Trolley

- Structure of Room Attendant Trolley
- Stacking the Cart
- Precautions, care and Maintenance

## Unit 5 – Bed Making

- Making a bed
- Turn Down Service

## Unit 6 – Guest Room Cleaning

- Occupied Service
- Vacant Service
- Clearing a Departure

**Suggested Readings/ Books**

- **Hotel housekeeping Training Manual** – Sudhir Andrews
- **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
- **Hotel House Keeping Operation & Management-** G.Raghubalan



**B.H.M 2<sup>nd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
FS1212	<b>Personality Management – Practical</b>	0	0	2	1

Unit 1: Grooming Etiquettes :

- Standard Grooming as per Hospitality Industry
- Dining Etiquettes
- Personal and Hygiene
- Evaluation & Feedback

Unit 2: Introduction to Standard Phrases:

- Basic of Business Communication
- Standard Phrases (Social Communication)
- Phrases for Invitation, Thanks giving, Condolence, Making Request.
- Evaluation and Feedback

Unit 3: Description Topics:

- One Minute Topic
- Describing : Happy Moments, Embracing Moments, Sad Moments
- Newspaper Topic Description
- Evaluation & Feedback

Unit 4: Accent Neutralization:

- Mother Tongue Influence
- Diphthongs
- Intonation-Rise and Fall of Voice

Unit 5: Vocabulary Building:

- New Words 60
- Synonyms 30
- Antonyms 30
- Homophones 30

Unit 6: Introduction to Listening Skills

- Listening Activities – Audio and Visual
- Games based on listening Skills (Chinese Whisper)
- Evaluation and Feedback

Unit 7: Creative Thinking:

- Introduction to Riddles
- Logical Thinking Games – Puzzles, Brainstorming
- Evaluation and Feedback

Unit 8: Introduction to Idioms

- Basic Idioms
- Use in Sentence Formation
- Evaluation and Feedback

Unit 9: Spring Board Story

- Personal Experiences
- Imaginary Stories
- Evaluation and Feedback

**Reference Books/Suggested Readings**

1. How to get the job you want - Arun Agarwal. Published by Vision books, New Delhi
2. . Get that job - Rohit Anand and Sanjeev Bikchandani. Published by Harper Collins.
3. You can win - Shiv Khera. MacMillan India Ltd. 81
4. How to develop self-confidence and influence people by public speaking - Dale Carnegie. Cedar self help.
5. The Perfect Presentation - Andrew Leigh and Michael Maynard. Rupa and co



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**B.H.M**

**Syllabus Semester 3<sup>rd</sup>**

**B.H.M 3<sup>rd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2301	<b>Personality Management – Practical</b>	3	0	0	3

**UNIT 1 QUANTITY FOOD PRODUCTION****Equipment**

- Equipment required for mass/volume feeding
- Heating and Cooling equipment
- Care and maintenance of this equipment
- Modern developments in equipment manufacture

**Menu Planning**

- Basic principles of menu planning – recapitulation
- Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units.
- Planning menus for School/college students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, Transport facilities, cruise lines, airlines, railway
- Nutritional factors for the above

**Indenting**

- Principles of Indenting for volume feeding
- Portion sizes of various items for different types of volume feeding.
- Modifying recipes for indenting for large scale catering
- Practical difficulties while indenting for volume feeding

**Planning**

- Principles of planning for quantity food production with regard to
- Space allocation
- Equipment selection
- Staffing

**UNIT 2 VOLUME FEEDING**

- **Institutional and Industrial Catering**
  - Types of Institutional & Industrial Catering
  - Problems associated with this type of catering

- Scope for development and growth
- **Hospital Catering**
  - Highlights of Hospital Catering for patients, staff, visitors
  - Diet menus and nutritional requirements

**Off Premises Catering**

- Reasons for growth and development
- Menu Planning and Theme Parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering
- **Mobile Catering**
  - Characteristics of Rail, Airline (Flight Kitchens and Sea Catering),  
Branches of Mobile Catering

**UNIT 3 Quantity Purchase & Storage**

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques
- Storage

**Suggested Readings / Books**

- Quantity Food Production
- Taste of India
- Flavours of India
- Heritage of India
- Prashad
- Cooking Delights of the Maharajas
- Food Production Operation – Parvinder Bali



**B.H.M 3<sup>rd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2302	<b>Food and Beverage Service II</b>	3	0	0	3

**UNIT 1 ALCOHOLIC BEVERAGES**

- A. Introduction and definition
- B. Fermentation Process
- C. Conditions for Fermentation
- D. SCL
- E. Distillation process
- F. Classification chart with Examples
- G. Explanation

**UNIT 2 – DISPENSE BAR**

- A. Introduction and definition
- B. Bar layout – physical layout of bar
- C. Bar stock – alcohol & non alcoholic beverages
- D. Bar equipment

**UNIT 3 WINES**

- A. Definition of a Wine
- B. Composition of a Grape
- C. History of Wine Making
- D. Types of Grapes
- E. Classification of Wines with examples
  - o Table/Still/Natural
  - o Sparking
  - o Fortified
  - o Aromatized
- F. Production of each classification – Viticulture and Vinification
- G. Principles wine regions include the wine Laws and wines of
  - o France
  - o Italy
  - o Spain
  - o Portugal
  - o USA
  - o Australia
- H. New world wines (brand names and any specifications )
  - o India
  - o Chile
  - o South Africa
  - o Algeria
  - o New Zealand
- I. Food & Wine harmony
- J. Storage of wines
- K. Wine terminology (English & French)
- L. Reading and Interpreting the Label of the old and new world wines

**UNIT 4 APERTIFS AND BITTERS**

- A. Introduction and Definition
- B. Method Of Production
- C. Types
- D. Method of Service

**UNIT 5 BEERS**

- A. Introduction
- B. Ingredients used
- C. Production
- D. Types and Brands, Indian and international
- E. Service of bottled, canned and draught beers.

**UNIT 6 OTHER FERMENTED AND BREWED BEVERAGES**

- Sake
- Cider
- Perry
- Alcohol free wines.

**Suggested Readings / Books**

- **Food & Beverage Service** – Denis Lillicrap
- **Food & Beverage Service** – Vijay Dhawan
- **Food & Beverage Service**- Rao J Suha

Sub code	B.H.M 3 <sup>rd</sup> Semester Syllabus				
	Subject Name	L	T	P	C
BH 2303	Front Office II	2	0	0	2

**UNIT 1 COMPUTER APPLICATION IN FRONT OFFICE OPERATION**

- Fidelio
- Amadeus

**UNIT 2 FRONT OFFICE (ACCOUNTING)**

- Accounting fundamentals
- Guest and non guest accounts
- Accounting system  
(Non automated, semi automated and fully automated)

**UNIT 3 CHECK OUT PROCEDURES**

- Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express check out

**UNIT 4 CONTROL OF CASH AND CREDIT NIGHT AUDITING**

- Functions
- Audit procedures (Non automated, semi automated and fully automated)

**UNIT 5 FRONT OFFICE AND GUEST SAFETY AND SECURITY**

- Importance of security systems
- Safe deposit
- Key control
- Emergency situations (Accident, illness, theft, fire, bomb)

**UNIT 6 HOTEL FRENCH**

- Basic conversation related to Front Office activities such as
  - A. Reservations (personal and telephonic)
  - B. Reception (Doorman, Bell Boys, Receptionist etc.)

C. Cleaning of Room & change of Room etc.

**Suggested Readings / Books**

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- **Front Office Training Manual** – Sudhir Andrews
- **Managing Front Office Operations** – Kasavana & Brooks
- **Front Office – Operations and Management** – Ahmed Ismail( Thomson Delmar)
- **Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
- **Front Office operations** – Colin Dix & Chris Baird
- **Hotel Front Office Operation and Management** – Jatashankar R. Tewari

Sub code	B.H.M 3 <sup>rd</sup> Semester Syllabus				
	Subject Name	L	T	P	C
BH 2304	Accommodation Operation II	2	0	0	2

#### UNIT 1 LAUNDRY

- Commercial and On-site Laundry
- Flow process of Industrial Laundering-OPL
- Stages in the Wash Cycle
- Laundry Equipment and Machines
- Layout of the Laundry
- Laundry Agents
- Dry Cleaning
- Guest Laundry/Valet service
- Stain removal

#### UNIT 2 FLOWER ARRANGEMENT

- Flower arrangement in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangements
- Principles of design as applied to flower arrangement
- **Indoor plants** - Selection and care

#### UNIT 3 ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING DEPARTMENT

- Reporting Staff placement
- Room Occupancy Report
- Guest Room Inspection
- Entering Checklists, Floor Register, Work Orders, Log Sheet.
- Lost and Found Register and Enquiry File
- Maid's Report and Housekeeper's Report
- Handover Records
- Guest's Special Requests Register
- Record of Special Cleaning
- Call Register
- VIP Lists

#### **UNIT 4 INTER DEPARTMENTAL RELATIONSHIP**

- With Front Office
- With Maintenance
- With Security
- With Stores
- With Accounts
- With Personnel
- Use of Computers in House Keeping department

#### **Suggested Readings/ Books**

- Hotel housekeeping Training Manual – Sudhir Andrews
- Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST)
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- The Professional Housekeeper – Tucker Schneider, VNR.
- Hotel House Keeping Operation & Management- G.Raghubalan

<b>B.H.M 3<sup>rd</sup> Semester Syllabus</b>		<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Sub code</b>	<b>Subject Name</b>				
BH 2305	Hotel Food & Beverage Controls	3	0	0	3

### **UNIT 1 FOOD COST CONTROL**

- Introduction to Cost Control
- Define Cost Control
- The Objectives and Advantages of Cost Control
- Basic costing
- Food costing

### **UNIT 2 FOOD CONTROL CYCLE**

- Purchasing Control
- Aims of Purchasing Policy
- Job Description of Purchase Manager/Personnel
- Types of Food Purchase
- Quality Purchasing
- Food Quality Factors for different commodities
- Definition of Yield
- Tests to arrive at standard yield
- Definition of Standard Purchase Specification
- Advantages of Standard Yield and Standard Purchase Specification
- Purchasing Procedure
- Different Methods of Food Purchasing
- Sources of Supply
- Purchasing by Contract
- Periodical Purchasing
- Open Market Purchasing
- Standing Order Purchasing
- Centralised Purchasing
- Methods of Purchasing in Hotels
- Purchase Order Forms
- Ordering Cost
- Carrying Cost
- Economic Order Quantity
- Practical Problems

### **UNIT 3 RECEIVING CONTROL**

- Aims of Receiving
- Job Description of Receiving Clerk/Personnel
- Equipment required for receiving



- Documents by the Supplier (including format)
- Delivery Notes
- Bills/Invoices
- Credit Notes
- Statements
- Records maintained in the Receiving Department
- Goods Received Book
- Daily Receiving Report
- Meat Tags
- Receiving Procedure
- Blind Receiving
- Assessing the performance and efficiency of receiving department
- Frauds in the Receiving Department
- Hygiene and cleanliness of area

#### **UNIT 4 STORING & ISSUING CONTROL**

- Storage Control
- Aims of Store Control
- Job Description of Food Store Room Clerk/personnel
- Storing Control
- Conditions of facilities and equipment
- Arrangements of Food
- Location of Storage Facilities
- Security
- Stock Control
- Two types of foods received – direct stores (Perishables/nonperishables)
- Stock Records Maintained Bin Cards (Stock Record Cards/Books)
- Issuing Control
- Requisitions
- Transfer Notes
- Perpetual Inventory Method
- Monthly Inventory/Stock Taking
- Pricing of Commodities
- Stock taking and comparison of actual physical inventory and Book Value
- Stock levels
- Practical Problems
- Hygiene & Cleanliness of area

#### **UNIT 5 PRODUCTION CONTROL**

- Aims and Objectives
- Forecasting
- Fixing of Standards
- Definition of standards (Quality & Quantity)
- Standard Recipe (Definition, Objectives and various tests)
- Standard Portion Size (Definition, Objectives and equipment used)
- Standard Portion Cost (Objectives & Cost Cards)

- Computation of staff meals

#### **UNIT 6 SALES CONTROL**

- Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price
- Matching costs with sales
- Billing procedure – cash and credit sales
- Cashier's Sales summary sheet

#### **Reference Books :-**

1. Food and Beverage Control - Richard Kotas & Bernard Davis
2. Food and Beverage Management - Bernard Davis & Sally Stone.

**B.H.M 3<sup>rd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2306	<b>Airlines and Airport Management</b>	3	0	0	3

**. UNIT 1**

- History of Aviation
- Indian Perspective
- International Perspective
- World Organizations (IATA, ICAO, DGCA, ETC..)
- Jet Airways, Air Sahara, Air Deccan, Kingfisher, Indian Airlines, Air India, Lufthansa Airlines Emirates, Singapore Airlines, Malaysian Airlines, Thai Airways, Air Lanka

**UNIT 2**

- Types of Aircrafts National and International
- Case Study Discussion- PPT Presentation/ Project Report
- Airline latest Terminology
- Cabin Crew job description
- Announcements system
- Airport Jobs--- a case studies
- Airport Codes---- a case study
- Airline Codes----- a case study
- Phonetic Alphabet
- Airport Lounges---- Case studies

**UNIT 3**

- Airport Operation Meaning
- How airports operate on daily basis
- Case Study discussion
- Coordination between different sections
- Baggage Handling- machinery and equipments used

**UNIT 4**

- Airport Safety and Security
- Case Study Discussion- PPT.
- Presentation

**UNIT 5**

- Freight – National and International
- Guidelines for the carriage of elderly and handicapped passengers
- Case Study Discussion
- Impact of Air Travel on Human Health and Psychology
- Case Study Discussions:

**Reference Books**

- Airlines Management James R Bardi – Wiley Publication
- Airline and Aviation Management – David Kirk

**B.H.M 3<sup>rd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2307	<b>Personality Management – Practical</b>	3	0	0	3

## Unit 1: Interpersonal Skills:

- Developing Positive Attitude
- Team Building Activities
- Evaluation & Feedback(Complete Session)

## Unit 2: Creative Thinking:

- Brainstorming Activity
- Pictionary Activity
- Evaluation and Feedback

## Unit 3: Picture Dictation:

- Images Dictation
- Describing Famous Personalities
- Evaluation & Feedback

## Unit 4: Spring Board Story:

- Personal Experiences
- Imaginary Story Building
- Feedback and Evaluation

## Unit 5: Extempore:

- Social Issues Topic
- Hotel Industry
- Political Issues

## Unit 6: Introduction to Voice and Accent

- Basic Exercise on Intonation
- Vocal Exercise
- Feedback and Evaluation (Complete Session)

## Unit 7: Vocabulary Building:

- Advance Vocabulary 30

- Vocabulary Related to Hotel Industry 30
- Homophones 30

Unit 8: Introduction to Idioms

- Use of Idioms
- Using Idioms in Sentence Formation
- Feedback and Evaluation (Complete Session)

**Reference books:**

- 1) Communication Skills – BV Pathak
- 2) Business Communication- Sinha
- 3) Grammar and composition- Wren and Martin

**B.H.M 3<sup>rd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2308	<b>Food Production III Practical</b>	0	0	4	2

**To formulate sets of menus form the following dishes and to include more dishes**

**from from respective regions**

- 1.Awadh
- 2.Bengal
- 3.Goa
- 4.Gujrat
- 5.Hyderabad
- 6.Kashmiri
- 7.Maharastra
- 8.Punjabi
- 9.Rajasthan
- 10.South India(Tamilnadu, Karnataka, Kerala)

**SUGGESTED MENUS****MAHARASTRIAN MENU 01**

Masala Bhat  
Kolhapuri Mutton  
Batata Bhajee  
Masala Poori  
Koshimbir  
Coconut Poli

**MAHARASTRIAN MENU 02**

Moong Dal Khichdee  
Patrani Macchi  
Tomato Saar  
Tilgul  
Chapatti  
Amti Basundi

**AWADH MENU 01**

Yakhni Pulao  
Mughlai Paratha  
Gosht Do Piazza  
Badal e Jaam  
Kulfi with Falooda

**AWADHI MENU 02**

Galouti Kebab  
Bakarkhani  
Gosht Korma  
Paneer Pasanda

**BENGALI MENU 01**

Ghee Bhat  
Macher Jhol  
Aloo Posto  
Misti Doi

**BENGALI MENU 02**

Doi Mach  
Tikoni Pratha  
Baigun Bhaja  
Payesh

**BENGALI MENU 03**

Mach Bhape  
Luchi  
Sukto  
Kala Jamun

**GOAN MENU 01**

Arroz Galina  
Xacutti  
Toor Dal Sorak  
Alle Belle

**GOAN MENU 02**

Coconut Pulao  
Fish Caldeen  
Cabbage Foogath  
Bibinca

**GOAN MENU 03**

Prawan Pulao  
Mutton Vidalloo  
Beans Foogath  
Dodol

**PUNJABI MENU 01**

Rada Meat  
Matar Pulao  
Kadhi  
Punjabi Gobhi  
Kheer

**PUNJABI MENU 02**

Amritsari Macchi  
Rajmah Masala  
Pindi Chana  
Bhaturas  
Row Di Kheer

**PUNJABI MENU 03**

Sarson Da Saag  
Makki Di Roti  
Peshawari Chole  
Motia Pulao  
Sooji Da Halwa

**PUNJABI MENU 04**

Tandoori Roti  
Tandoori Murg  
Dal Makhani  
Pudina Chutny  
Baingan Bhartha  
Savian

**SOUTH INDIAN MENU 01**

Meen Poriyal  
Curd Rice  
Thoran  
Rasam  
Pal Payasam

**SOUTH INDIAN MENU 02**

Lime Rice  
Meen Moilee  
Olan  
Malabari Pratha  
Parappu Payasam



**SOUTH INDIAN MENU 03**

Tamarind Rice  
Kori  
Gashi  
Kalan  
Sambhar  
Savian Payasam

**SOUTH INDIAN MENU 04**

Coconut Rice  
Chicken Chettinad  
Avial  
Huli  
Mysore Pak

**RAJASTHANI MENU 01**

Gatte Ka Pulao  
Lal Maas  
Makki Ka Soweta  
Chutny (Garlic)  
Dal Halwa

BH 2309 Food Production Bakery Practical

**B.H.M 3<sup>rd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2310	<b>Food and Beverage Service II Practical</b>	0	0	2	1

**Review OF units of Semesters 1 and 2**

**Dispense Bar Organizing Mise-en-place**

- Task-01 Wine service equipment
- Task-02 Beer service equipment
- Task-03 Cocktail bar equipment
- Task-04 Liqueur / Wine Trolley
- Task-05 Bar stock - alcoholic & non-alcoholic beverages
- Task-06 Bar accompaniments & garnishes
- Task-07 Bar accessories & disposables

**Service of Wines**

- Task-01 Service of Red Wine
- Task-02 Service of White/Rose Wine
- Task-03 Service of Sparkling Wines
- Task-04 Service of Fortified Wines
- Task-05 Service of Aromatized Wines
- Task-06 Service of Cider, Perry & Sake Red wine

**Menu Planning with Wines**

- Task 1 - 3 course Menu with Wines
- Task 2 - 4 course Menu with Wines
- Task 3 - 5 course Menu with Wines

**Service of Aperitifs/ Fermented Beverages**

- Task-01 Service of Bitters
- Task-02 Service of Vermouths
- Task 3 – Service of Beers
- Task 4 – Service of Sake /Cider/ Perry

**Matching Wines with Food**

- Task-01 Menu Planning with accompanying Wines
  - Continental Cuisine
- Task-02 Table laying & Service of menu with accompanying Wines
  - Continental Cuisine
  - Regional Indian Cuisine

B.H.M 3 <sup>rd</sup> Semester Syllabus		L	T	P	C
Sub code	Subject Name				
BH 2311	Front Office III ( Practical)	0	0	2	1

**Suggested tasks on Fidelio:-**

- Hotel function keys
- Create and update guest profiles
- Make FIT reservation
- Send confirmation letters
- Printing registration cards
- Make an Add-on reservation
- Amend a reservation
- Cancel a reservation-with deposit and without deposit
- Log onto cashier code
- Process a reservation deposit
- Pre-register a guest
- Put message and locator for a guest
- Put trace for guest
- Check in a reserved guest
- Check in day use
- Check –in a walk-in guest
- Maintain guest history
- Issue a new key
- Verify a key
- Cancel a key
- Issue a duplicate key
- Extend a key
- Programme keys continuously
- Re-programme keys
- Programme one key for two rooms
- room change on the system
- How to log on cashier code
- How to close a bank at the end of each shift

How to put a routing instruction

How to process charges in

How to process a guest check out

How to check out a folio

**Suggestive list of tasks for front office operation system**

How to make a reservation

How to create and update guest profiles

How to process deposit for arriving guest

How to process deposit for in house guest

How to check room rate variance report

How to process part settlements

How to tally allowance for the day at night

How to tally paid outs for the day at night

How to tally fore

<b>B.H.M 3<sup>rd</sup> Semester Syllabus</b>		<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Sub code</b>	<b>Subject Name</b>				
BH 2312	<b>Accomodation Operation –II Practical</b>	0	0	2	1

- Layout of Linen and Uniform Room/Laundry
- Laundry Machinery and Equipment
- Stain Removal
- Flower Arrangement
- Selection and Designing of Uniforms

**B.H.M 3<sup>rd</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2313	<b>Industry Exposure</b>	0	0	0	2

Students would be sent for an Industry Exposure for a period of 45 days in any hotel and would be required to submit a detailed log book and presentation for which they shall be evaluated. This training would be held during the period between semester 2 and 3 and is Mandatory for the Student to attend the same.



12 kms from Chandigarh on Chandigarh-Mohali-Ropar Highway  
Ph: 0160-5009665, 5009671, 5009675 Fax: 0160-5009680  
Village. Sahauran, Tehsil. Kharar, Dist. Mohali. Pincode 140104.

**B.H.M**

**Syllabus Semester 4<sup>th</sup>**



**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2401	<b>Food Production III</b>	3	0	0	3

**LARDER**

**I. LAYOUT & EQUIPMENT**

- A. Introduction of Larder Work
- B. Definition
- C. Equipment found in the larder
- D. Layout of a typical larder with equipment and various sections

**II. TERMS & LARDER CONTROL**

- A. Common terms used in the Larder and Larder control
- B. Essentials of Larder Control
- C. Importance of Larder Control
- D. Devising Larder Control Systems
- E. Leasing with other Departments
- F. Yield Testing

**III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF**

- A. Functions of the Larder
- B. Hierarchy of Larder Staff
- C. Sections of the Larder
- D. Duties & Responsibilities of larder Chef

**CHARCUTIERIE**

**I. SAUSAGE**

- A. Introduction to charcuterie
- B. Sausage – Types & Varieties
- C. Casings – Types & Varieties
- D. Fillings – Types & Varieties
- E. Additives & Preservatives

**II. FORCEMEATS**

- A. Types of forcemeats
- B. Preparation of forcemeats
- C. Uses of forcemeats

**III. BRINES, CURES & MARINADES**

- A. Types of Brines
- B. Preparation of Brines
- C. Methods of Curing
- D. Types of Marinades
- E. Uses of Marinades
- F. Difference between Brines, Cures & Marinades

**IV. HAM, BACON & GAMMON**

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

#### V. GALANTINES

- A. Making of galantines
- B. Types of Galantine / Ballotine.

#### VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commercial pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

#### VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

#### VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

#### IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

#### X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

#### Reference Books

1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
4. Professional Chefs- Art of Garde Manger ( 4th Edition) Frederic H. Semerschmid And John F. Nicolas

**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2402	<b>Food Production III</b>	3	0	0	3

**UNIT 1 OTHER BEVERAGES**

- a) Apart from the Major spirits all other alcoholic Beverages are to be covered.
- b) Fruit Brandies
- c) Arrack
- d) Beverages from Around the world

**UNIT 2 SPIRITS :-**

- a. Introduction & definition
- b. Different proof spirits
- c. Proof scales
  - American proof
  - Gay-Lussac
- d. History of Spirits
- e. Service of spirits
- f. Production of spirit
- g. Pot still method
- h. Patent still method
- i. Whiskey
- j. Rum
- k. Gin
- l. Brandy
- m. Vodka
- n. Tequila

**UNIT 3 LIQUEURS:-**

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

**UNIT 4 COCKTAILS :-**

- Definition & Classification Cocktail bar equipment
- Preparation & service of cocktails / mock tails
- **Service of speciality coffee**

**Reference Books**

1. Beverage Book- Andrew, Dunkin & Cousins
2. Bar & Beverage Book- Mary Porter & Kostagris
3. Alcoholic Beverages- Lipinski & Lipinski 9. Bartenders Guide BD & L

**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2403	<b>Customer Relationship Management</b>	3	0	0	3

**UNIT 1**

Introduction to CRM : what is a customer? How do we define CRM? CRM technology, CRM technology components, customer life style, customer interaction.

**UNIT 2**

Introduction to eCRM : difference between CRM & eCRM, features of eCRM.

**UNIT 3**

Sales Force Automation(SFA) : definition & need of SFA, barriers to successful SFA, SFA: functionality, technological aspect of SFA: data synchronization, flexibility & performance, reporting tools.

**UNIT 4**

Enterprise Marketing automation (EMA) : components of EMA, marketing camping, camping, planning & management, business analytic tools. ,EMA components ( promotions ,events , loyalty & retention programs), response management.

**UNIT 5**

Call Centers Mean Customer Interaction : the functionality, technological implementation, what is ACD (automatic call distribution), IVR (interactive voice response), CTI (computer telephony integration), web enabling the call center, automated intelligent call routing, logging & monitoring.

**UNIT 6**

Implementing CRM : pre implementation, kick off meeting, requirements gathering, prototyping & detailed proposal generation, development of customization, Power User Beta Test & Data import, training, roll out & system hand off, ongoing support. system optimization, follow up Introduction to ASP (application service provider); who are ASP's?, their role & fuction, advantage & disadvantage of implementing ASP.

**References**

Customer Relationship Management – Kristen Andersen , Carol Kerr

**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2404	Accomodation Operation III	3	0	0	3

**UNIT 1 SECURITY ISSUES**

Handling of keys in H.K. department Different types of keys  
 Security measures  
 Adopted by different hotels  
 Procedures to handle key thefts Lost property and other valuables.

**UNIT 2 FLOORING AND FLOOR FINISHES :-**

- Choosing floorings
- Sub floors General care
- Cleaning of flooring
- Classification of floor finishes.
- **Carpets :-**
  - Selection points
  - Classification of carpets Size of carpet
  - Choice of carpet Carpet laying
  - Protection of carpets Cleaning of carpets
  - Advantages and disadvantages of carpet.
- **Fabrics :-**
  - Selection points
  - Types of fabrics
  - Finish given to fabrics

**UNIT 3 WALL COVERINGS**

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

**UNIT 4 Soft furnishings**

- Curtains
- Characteristics of curtains for different parts of Hotel Care and cleaning
- Selection Criteria
- Taking measurements and Calculating Fabric requirements
- Pelmets
- Valances
- Swags
- Blinds
- Loose covers
- Cushions

**UNIT 5 FLOWER ARRANGEMENT:-**

- Flower arrangement in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangements
- Principles of design as applied to flower arrangement.
- Indoor plants :-Selection and care

**Suggested Readings/ Books**

1. **Hotel Hostel and Hospital Housekeeping** – Joan Branson, Margaret Lennox (ELST)
2. **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
3. **The Professional Housekeeper** – Tucker Schneider, VNR.
4. **Hotel House Keeping Operation & Management-** G.Raghubalan

**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2405	<b>Logistics and Supply Chain Management</b>	2	0	0	2

**Unit I Logistics Management:**

Origin and Definition – Types of Logistics – Logistics Management – Ware House Management – Automation and Outsourcing - Customer Service and Logistics Management – A Perspective - Concepts in Logistics and Physical Distribution - Distribution and Inventory

**Unit II Types of Inventory Control –**

Demand Forecasting - Warehousing and Stores Management – Routing - Transportation Management - Some Commercial Aspects in Distribution Management – Codification - Distribution Channel Management - Distribution Resource Planning (DRP) - Logistics in 21st Century

**Unit III Supply Chain Management**

: Introduction and Development- Nature and Concept - Importance of Supply Chain - Value Chain - Components of Supply Chain - The Need for Supply Chain - Understanding the Supply Chain Management - Participants in Supply Chain – Global Applications

**Unit IV Role of a Manager in Supply Chain –**

Supply Chain Performance Drivers - Key Enablers in Supply Chain Improvement - Inter-relation between Enablers and Levels of Supply Chain Improvement-Systems and Values of Supply Chain

**Unit V Aligning the Supply Chain with Business Strategy**

- SCOR Model –Outsourcing and 3PLs – Fourth Party Logistics – Bull Whip Effect and Supply Chain – Supply Chain Relationships – Conflict Resolution Strategies - Certifications –

**Reference Book:**

1. G Raghuram & N Rangaraj, Logistics and Supply Chain Management - Cases and Concepts. Mac Millan.
2. Martin Christopher, Logistics & Supply Chain Management: Creating Value-Adding Networks, FT Press.
3. Janat Shah, Supply Chain Management: Text and Cases, 1st Edition, Pearson.

**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2406	<b>Personality Management</b>	0	0	2	1

**Unit 1: Conversational Skills:**

- Developing Art of Speaking
- Role Plays
- Evaluation & Feedback(Complete Session)

**Unit 2: Confidence Building:**

- Presentation
- Activities On Confidence Building
- Evaluation and Feedback

**Unit 3: Group Discussion:**

- Introduction to Do and Don'ts of GD
- Group Discussion among students
- Social Topics
- Political Issues
- Evaluation & Feedback

**Unit 4: Team Work:**

- Stress Management Activity
- Corporate Chef Activity
- Feedback and Evaluation

**Unit 5: Use of Illustration:**

- Picture
- Situations
- Maps
- Evaluation and Feedback

**Unit 6: Business Writing**

- Introduction to Business Letter Format
- Writing Business Letter
- Report Writing
- Writing Memo
- Feedback and Evaluation (Complete Session)



**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2407	<b>Food Production Practical III</b>	0	0	4	2

Practical will be in accordance with the topics of theory of BH-2401.

Minimum 12 individual practicals to cover international menus ( French, Chinese, Mexican, Italian). Menus may be designed so as to cover classical appetizers, soups, main course accompaniments, salads .

Students should be able to put to use knowledge gained about various cuts of meat, fish, poultry and vegetables.

Practical Examination to be conducted on advanced continental menus consisting of appetizer, soup, fish / poultry, potato preparation/ accompaniment, salad, deserts.

**BH 2408 BAKERY & CONFECTIONERY PRACTICAL**  
**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2408	<b>Bakery and Confectionery Practical</b>	0	0	4	2

**1. Ingredients**

- Classification-perishables, Market survey of equipment & Equipments Non perishables, Semi-perishable.
- Selection, storage (hygiene) use
- Equipment

**Biscuits**

- Classification baking various types of biscuits.
- Basic procedure in production.
- Types of biscuits: Salted, Ice-Box, Piping, Rolling, Macaroons, Tarts,

**Cakes**

- Classification Baking cakes.
- Basic procedure - useful tips.
- Faults in baking cakes - identification and rectification.
- Decorative, Non-decorative-Lemon Sponge, Vanilla Sponge, Chocolate Sponge..

**Icing**

- Classification Preparing and applying various types of Icing.
- Basic Procedure.
- Tools and Equipments.

**Pastries**

- Flaky and Puff Preparing various mixtures, types of pastes and mixtures.
- Items
  - Patties, Vol-au-vont
  - Khara Biscuits, Cheese straws
- Choux
  - Eclairs, Cream Rolls
  - Profit Rolls

**Breads**

- Classification Baking danion pastry breads, Bread Rolls
- Basic Procedures
- Variations of Bread

**Danish**

- Classification Banking danish pastry Crossont: and croissants
- Basic Procedures
  - Danish; Cinnamon
  - Croissant

**BH 2409 FOOD & BEVERAGE SERVICE-III PRACTICAL**  
**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2409	<b>Food and Beverage Service III Practical</b>	0	0	2	1

**UNIT 1 SERVICE OF OTHER BEVERAGES**

**UNIT 2 SERVICE OF SPIRITS**

Task-01 Service styles – neat/on-the-rocks/with appropriate mixers

Task-02 Service of Whisky

Task-03 Service of Vodka

Task-04 Service of Rum

Task-05 Service of Gin

Task-06 Service of Brandy

Task-07 Service of Tequila

**UNIT 3 SERVICE OF LIQUEURS**

Task-01 Service styles – neat/on-the-rocks/with cream/en frappe

Task-02 Service from the Bar

Task-03 Service from Liqueur Trolley

**UNIT 4 WINE & DRINKS LIST**

Task-01 Wine Bar

Task-02 Beer Bar

Task-03 Cocktail Bar

**UNIT 5 MATCHING WINES WITH FOOD**

Task-01 Menu Planning with accompanying Wines

Task 02 - Indian Regional Cuisine menu planning

Task-03 Table laying & Service of menu with accompanying Wines Indian Regional Cuisine

**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2410	<b>Accommodation Operation III Practical</b>	0	0	2	1

UNIT 1 Laundry machinery and equipment.

UNIT 2 Stain removal

UNIT 3 Monogramming

UNIT 4 Flower arrangement

- Fresh Flower Arrangement
- Dry flower Arrangement
- Corner , Center , Buffet type flower arrangement
- 

UNIT 5 Selection and designing of uniforms

- For Different departments
- Multi Cultural Approach to designing
- Calculation of Costs of Uniforms based upon design and Fabric required.

**B.H.M 4<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 2411	<b>Environmental Studies</b>	2	0	0	2

**UNIT 1 :**

- Multidisciplinary nature of environmental studies
- Definition, scope and importance
- Need for public awareness.

**UNIT 2 :**

- Natural Resources : Renewable and non-renewable resources Natural resources and associated problems.
- Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.
- Water resources : Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
- Mineral resources : Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
- Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
- Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
- Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification. • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyles.

**UNIT 3 :**

- Ecosystems
- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Ecological succession.
- Food chains, food webs and ecological pyramids.

**UNIT 4 :**

- Biodiversity and its conservation
- Introduction – Definition : genetic, species and ecosystem diversity.
- Biogeographically classification of India
- Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values
- Biodiversity at global, National and local levels.
- Hot-spots of biodiversity.
- Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts.
- Endangered and endemic species of India

- Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity. (8 lectures)

**UNIT 5 :**

- Environmental Pollution Definition
- Cause, effects and control measures of :- a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution e. Noise pollution f. Thermal pollution g. Nuclear hazards
- Solid waste Management : Causes, effects and control measures of urban and industrial wastes.
- Role of an individual in prevention of pollution.
- Pollution case studies.
- Disaster management : floods, earthquake, cyclone and landslides.

**UNIT 6 :**

- Social Issues and the Environment
- From Unsustainable to Sustainable development
- Urban problems related to energy
- Water conservation, rain water harvesting, watershed management
- Resettlement and rehabilitation of people; its problems and concerns. Case Studies
- Environmental ethics : Issues and possible solutions.
- Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust.

**UNIT 7 :**

- Human Population and the Environment
- Population growth, variation among nations.
- Population explosion – Family Welfare Programme. VII
- Environment and human health.
- Human Rights.
- Value Education.
- HIV/AIDS.
- Women and Child Welfare.
- Role of Information Technology in Environment and human health.



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**B.H.M**

**Syllabus Semester 5<sup>th</sup>**

**BH3501 FOOD PRODUCTION-4**  
**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3501	<b>Food Production 4</b>	3	0	0	3

**UNIT 1 INTERNATIONAL CUISINE**

- A. Geographic location
  - B. Historical background
  - C. Staple food with regional Influences
  - D. Specialities
  - E. Recipes
  - F. Equipment used in preparation of the cuisine
- Following Cuisines are to be covered in relation to the above :

- Great Britain
- France,
- Italy,
- Spain & Portugal,
- Scandinavia,
- Germany,
- Middle East
- Oriental,
- Mexican,
- Arabic

**UN IT 2 CHINESE CUISINE**

- A. Introduction to Chinese foods
- B. Historical background
- C. Regional cooking styles
- D. Methods of cooking
- E. Equipment & utensils

**UNIT 3 CULINARY FRENCH**

- Culinary French
- Classical recipes (recettes classique)
- Historical Background of Classical Garnishes
- Offals/Game



- Larder terminology and vocabulary

**Reference Books**

1. The Larder Chef – M.J. Leto & W.H. K.Bode
2. Garnishes- Lyn Rutherford
3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
4. Professional Chefs- Art of Garde Manger ( 4th Edition) Frederic H. Semerschmid And John F. Nicolas
5. Classical Recipes of the world – Smith, Henry

**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3502	<b>Food and Beverage Service IV</b>	3	0	0	3

**PLANNING & OPERATING VARIOUS F&B OUTLET**

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing fixture etc.

**• F & B STAFF ORGANISATION**

- A. Categories of staff
- B. Hierarchy
- C. Job description and specification
- D. Duty roaster

**• MANAGING F&B OUTLET**

- A. Supervisory skills
- B. Developing efficiency
- C. Standard Operating Procedure

**• FUNCTION CATERING**

**• 1. BANQUETS**

- A. History
- B. Types
- C. Organization of Banquet department
- D. Duties & responsibilities
- E. Sales
- F. Booking procedure

**• G. Banquet menus**

**• 2. BANQUET PROTOCOL**

- A. Space Area requirement
- B. Table plans/arrangement
- C. Misc-en-place
- D. Service
- E. Toasting

**• 3. INFORMAL BANQUET**

- A. Reception
- C. Convention
- E. Exhibition
- G. Trade Fair
- I. Outdoor catering
- B. Cocktail parties
- D. Seminar
- F. Fashion shows
- H. Wedding

- **FUNCTION CATERING BUFFETS**

- A. Introduction
- C. Area requirement
- E. Sequence of food
- G. Types of Buffet
- I. Sit down
- B. Factors to plan buffets
- D. Planning and organization
- F. Menu planning
- H. Display
- J. Fork, Finger, Cold Buffet

**Reference Books:**

1. Food & Beverage Service- Lillicrap & Cousins
2. Modern Restaurant Service- John Fuller
3. Beverage Book- Andrew, Dunkin & Cousins
4. Bar & Beverage Book- Mary Porter & Kostagris
5. Alcoholic Beverages- Lipinski & Lipinski

**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3503	<b>Front Office Management IV</b>	2	0	0	2

**UNIT 1 CONTROL OF CASH AND CREDIT CARDS**

- Procedure for handling & accepting the foreign exchange
- Foreign Currency Transactions
- Licenses Required and Documentation needed
- Travellers Cheques – Documents and Formalities

**UNIT 2 NIGHT AUDIT**

- Aims and Objectives of Audit
- Role of a Night auditor
- Terms Associated with the Night Audit
- Audit procedures (non automated, semi automated and fully automated)

**UNIT 3 - FRONT OFFICE AND GUEST SAFETY SECURITY**

- Importance of security systems
- Safe Deposits
- Key Control
- Emergency Situations (Emergency Situations (Accident , Illness, Theft, fire, Bomb)

**UNIT 4 – RECEPTION**

- Night Duty
- Night Clerk Report
- VIP List
- Communicating to other departments
- Paging

**UNIT 5 – INFORMATION**

- Information Racks
- Message Slip
- Key Rack with message lights
- Handling Guest Mails
- Messages Received through Telephone etc
- Conceive

**UNIT 6- TELEPHONE**

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

**UNIT 7 HOTEL FRENCH**

**Expressions De politesse et les command st expressions d' encouragement Basic conversation related to front office activities such as :-**

- Reservation (Personal & Telephonic)

- Reception (Doorman, Bell boys, Receptionist etc.)
- Cleaning of room

**Change of room**

**Reference Books**

1. Front Office Management & Operations – Linsley Deveaur, Marcel Escoffer
2. Check in – Check out – Gary Vallen, Jereme, Vallen
3. Managing Front Office Operations – Micheal Kasavana, Richard M Brooks

**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3504	<b>Facility Planning 1</b>	3	0	0	3

**HOTEL DESIGN**

- Design Consideration
- Attractive Appearance
- Efficient Plan
- Good location
- Suitable material
- Good workmanship
- Sound financing
- Competent Management

**FACILITIES PLANNING**

- The systematic layout planning pattern (SLP)
- Planning consideration
- Flow process & Flow diagram
- Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel
- Architectural consideration
- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)
- Approximate cost of construction estimation
- Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room
- Approximate requirement and Estimation of water/electrical load gas, ventilation.

**STAR CLASSIFICATION OF HOTEL**

- Criteria for star classification of hotel (Five, four, three, two, one & heritage)

**KITCHEN**

- Equipment requirement for commercial kitchen
- Heating - gas/electrical
- Cooling (for various catering establishment)
- Developing Specification for various Kitchen equipments
- Planning of various support services
- (pot wash, wet grinding, chef room, larder, store & other staff facilities)

**KITCHEN LAY OUT & DESIGN**

- Principles of kitchen layout and design
- Areas of the various kitchens with recommended dimension
- Factors that affect kitchen design
- Placement of equipment

- Flow of work
- Space allocation
- Kitchen equipment, manufacturers and selection
- Layout of commercial kitchen (types, drawing a layout Of Commercial kitchen)
- Budgeting for kitchen equipment

**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3505	<b>Managerial Accounting</b>	3	0	0	3

**TRIAL BALANCE**

- Meaning
- Methods
- Advantages
- Limitations
- Practicals

**FINAL ACCOUNTS**

- Meaning
- Procedure for preparation of Final Accounts
- Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet
- Adjustments(four)
  - Closing Stock
  - Pre-paid Expenses
  - Outstanding Expenses
  - Depreciation

**UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS**

- Introduction to Uniform system of accounts
- Contents of the Income Statement C:\WINDOWS\hinhem.scr
- Practical Problems
- Contents of the Balance Sheet (under uniform system)
- Practical problems
- Departmental Income Statements and Expense statements (Schedules 1 to 16)
- Practical problems

**INTERNAL CONTROL**

- Definition and objectives of Internal Control
- Characteristics of Internal Control
- Implementation and Review of Internal Control

**INTERNAL AUDIT AND STATUTORY AUDIT**

- An introduction to Internal and Statutory Audit
- Distinction between Internal Audit and Statutory Audit
- Implementation and Review of internal audit

**DEPARTMENTAL ACCOUNTING**



- An introduction to departmental accounting
- Allocation and apportionment of expenses
- Advantages of allocation
- Draw-backs of allocation
- Basis of allocation
- Practical problems

**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3506	<b>Hotel Law</b>	3	0	0	3

**LAW RELATING TO HOTEL GUEST RELATIONSHIP**

- Definition – Paying Guest, Tenant and Tenement
- Refusal of Accommodation
- Innkeepers Lien

**FOOD LEGISLATION THE PREVENTION OF FOOD ADULTERATION ACT 1954**

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

**LABOUR LAWS**

- Over View workmen's Compensation Act 1948
- Nature & Scope of the act
- **Industrial Dispute Act 1947**
- Definition :- Industry, Industrial Dispute Lay off, Lockout, National bunt Restaurant, Settlement
- **Trade Union Act 1926**
- Main Provision of the Act
- **Essential Commodities**
- Main Provision of the Act
- **Contract of Insurance**
- Main Provision of the Act
- **Negotiable Instrument Act 1881**
- Credit Instruments, Cheque, Bill of Exchanges, promissory, Notes Travelers Cheque, Credit Cards

**MERCANTILE LAW**

- Law of contract
- Sales of good's act
- Indian partnership act.
- Company Act

**LICENSES**

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

**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b> BH 3507	<b>Subject Name</b> <b>Work Life Balance 1</b>	<b>L</b> 0	<b>T</b> 0	<b>P</b> 4	<b>C</b> 2
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## Unit 1: Presentation Skills:

- Developing Presentation Skills
- Role Plays
- Evaluation & Feedback(Complete Session)

## Unit 2: Time Management:

- Role Plays
- Activities on Time Management
- Evaluation and Feedback

## Unit 3: Debates:

- Debates among students
- Social Topics
- Political Issues
- Evaluation & Feedback

## Unit 4: Public Speaking:

- Audience Handling
- Speech Presentation
- Feedback and Evaluation

## Unit 5: Mind Mapping:

- Working on Ideas
- Brainstorming
- Transformation into Speech
- Evaluation and Feedback

## Unit 6: Business Communication

- Introduction to Formal Communication
- Writing Reports
- Writing Emails
- Feedback and Evaluation (Complete Session)

Unit 7: Mock Interviews:

- Do and Don'ts of Interview
- Interview Sessions
- Feedback and Evaluation

Unit 8: Telephonic Etiquettes

- Do and Don'ts of Telephonic Handling
- Role Plays

Feedback and Eval

**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3508	<b>Food Production Practical IV</b>	0	0	4	2

Three course menus to be formulated featuring International Cuisines

**INTERNATIONAL**

SPAIN	Gazpacho
	Pollo En Pepitoria
	Paella
	Fritata De Patata
	Pastel De Mazaana
ITALY	Minestrone
	Ravioli Arabeata
	Fettocine Carbonara
	Pollo Alla Cacciatore
	Medanzane Parmigiane
	Grissini
GERMANY	Tiramisu
	Linsensuppe
	Sauerbaaten
	Spatzale
	German Potato Salad
	Pumpernicklr
U.K.	Apfel Strudel
	Scotch Broth
	Roast Beef
	Yorkshire Pudding
	Glazed Carrots & Turnips
	Roast Potato
GREECE	Yorkshire Curd Tart
	Crusty Bread
	Soupe Avogolemeno
	Moussaka A La Greque
	Dolmas
	Tzaziki
Baklava	
Harlequin Bread	

<b>Sub code</b>	<b>B.H.M 5<sup>th</sup> Semester Syllabus</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3509	<b>Subject Name</b> <b>Food and Beverage Service IV</b>	0	0	2	1

1. Flambé service
2. Cocktail Making & Serving
3. Situation Handling
4. Restaurant Management
5. Prepare a F & B control system for your training restaurant
6. Revision of various equipment used in restaurant
7. Revision of Menu planning
8. Different form of services Forms & Formats Used
9. Register & files Maintained for F& B control

<b>B.H.M 5<sup>th</sup> Semester Syllabus</b>		<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Sub code</b>	<b>Subject Name</b>				
BH 3510	<b>Front Office Management IV Practical</b>	0	0	2	1

**UNIT 1 SAFETY AND SECURITY MEASURES**

- Showing of various equipment involved in security of the front office department. Metal detectors / validates
- Emphasis on key control, make out an effective programme for the unusual access of the keys.

**UNIT 2 OUTLINE EMERGENCY PROCEDURES**

- Medical Emergencies
- Fire
- Theft
- Bomb Threats
- Role-Play.

**UNIT 4 COMMUNICATION SEGMENTS**

- Log book
- Information directory
- Mail handling
- Telephone etiquette

**UNIT 5 BELL DESK**

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

Sub code	B.H.M 5 <sup>th</sup> Semester Syllabus Subject Name	L	T	P	C
BH 3511	Hospitality Computer Applications and MIS	0	0	4	2

### UNIT I : SQL

- Introduction, working with data
- Creating Tables
- Modifying and deleting Tables
- Sorting of tables
- Joining of Tables
- Use of Primary key and foreign key
- Select statement

### Unit II :Tally

- Journal entries
- Ledger
- Purchase returns and sales returns
- Contra Entries

### UNIT III- Hospitality Applications of MS office

- Introductions and Overview
- Standardizing Menu Planning
- Manual Recipe Yield Adjustment
- Finding and Printing Recipes
- Adjusting Recipe Yield Using MSEXCEL
- The Master Quantity Meal Worksheet
- Consolidating the Test Meal Worksheet
- Using the Inventory Cost Worksheet

### • UNIT IV Hospitality Softwares

- Fidelio
- Opera
- PMS
- Amadeus



**B.H.M 5<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 3512	<b>Industry Exposure</b>	0	0	0	2

Students would be sent for an Industry Exposure for a period of 30 days in any hotel and would be required to submit a detailed log book and presentation for which they shall be evaluated. This training would be held during the period between semester 4 and 5 and is Mandatory for the Student to attend the same.

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**B.H.M**

**Syllabus Semester 6<sup>th</sup>**

## BH – 3601 INDUSTRIAL EXPOSURE TRAINING

### **6<sup>TH</sup> Semester devoted to 24 weeks Industrial Training**

Each candidate will have to prepare a log book and training report of the day to day activities of his 24 Weeks on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the School at the time of the examination supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts .

The viva-voce of the semester would be based on the training report as well as other applied assignments, the candidate has undertaken during on the job training. The report should be neatly typed and presented to the panel for further evaluation.

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**B.H.M**

**Syllabus Semester 7<sup>th</sup>**

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4701	<b>Food Production V</b>	3	0	0	3

**Unit I : Food Costing**

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

**Unit II ; Food production cost control**

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

**Unit III : Sandwiches**

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

**Unit IV : Accompaniments**

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

**Unit V : Cheese**

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

**Unit VI :** Uses of Herbs & Wines in cooking

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4702	<b>Food &amp; Beverage Service V</b>	3	0	0	3

**Managing F & B Outlets -**

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

**Gueridon Service :**

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

**Billing Methods – Bill as check**

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

**Function Catering -**

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

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4703	<b>Advanced Room Division Management</b>	3	0	0	3

**UNIT-1 - PLANNING TRENDS**

- Overall planning of Hotel
- Guest Rooms
- Bath Room
- Suites, Lounges, Clock Room, Conference Room, Leisure facilities.

**UNIT-2- ELEMENTS OF INTERIOR OF DECORATION**

- Color
- Pattern
- Texture
- Furniture and other furnishing
- Lighting and ventilation

**UNIT 3 MANAGING HOUSEKEEPING PERSONNEL**

- Documents of personnel management
- Determining staff strength
- Recruiting, selecting, hiring, orientation and training.
- Scheduling, motivating employees.
- Performance appraisal
- Team work and leadership
- Employee welfare and discipline.

**UNIT- 4 ECOTELS**

- Ecotel certification
- Choosing an eco friendly site
- Hotel design and construction
- Energy conservation
- Water conservation
- Waste management
- Environment friendly housekeeping.

**UNIT-5 CHANGING TRENDS IN HOUSEKEEPING**

- Hygiene and cleanliness
- Outsourcing
- Training and motivation
- Eco-friendly amenities products and processes.
- New scientific techniques,
- IT savvy housekeeping.
- Nano Technology in Housekeeping

## **UNIT 6 - THE FULL CIRCLE OF MANAGEMENT**

- Problem solving
- Management Styles
- Development of others
- Personal Development
- Housekeeping Managers of the future



<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4704	<b>Human Resource Management</b>	3	0	0	3

### **Unit I : Human Resource Planning and Administrations**

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

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

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

### **Unit III : Employee recruitment, development and relations**

### **Unit IV : Performance appraisals & management**

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

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4705	Organizational Behaviour	3	0	0	3

**Unit I : Nature of Organization**

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

**Unit II : Individual Dimension of OB**

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

**Unit III : Interactive Dimensions of OB**

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

**Unit IV : Behavioral Dimensions**

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

**Unit V : Organizational Effectiveness and Organization Structure**

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

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4706	<b>Sales &amp; Marketing</b>	3	0	0	3

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

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

**Marketing and Sales**

Marketing vs Sales, The marketing Mix

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

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

**The Marketing Plan**

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

**Labour Relations**

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

**ORIENTATION AND TRAINING**

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

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4707	<b>Work Life Balance 2</b>	3	0	0	3

**Unit 1 Self-Motivation**

- Introduction
- Proactive Approach
- Setting Goals
- Art of Self- Motivation

**Unit 2 Factors affecting Work Life**

- Introduction
- Internal Factors
- External Factors
- Physiological Factors
- Resolutions

**Unit 3 Work Stress Disorder**

- Introduction
- Work Anxiety
- Stress Disorders
- Prevention

**Unit 4 Negotiation Skills and Conflict Management**

- SMART approach
- Negotiation skills
- Conflict Reasons
- Conflict Resolutions

**Unit 5 Decision Making**

- Introduction
- Objectives
- Types
- Making a Choice

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4708	<b>Food Production-V- Practical</b>	0	4	4	2

1. To impart knowledge about setting up of a Tandoor and the products related to it
  - a. Tandoori Breads.
  - b. Tandoori Kababs
2. Preparation of menu from Regions of India.
3. Preparation of menu from International cuisine.
4. Preparation of some specialized bakery items
  - a. Pizza
  - b. Pastry
  - c. Show piece bread

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4709	<b>Indian Sweets &amp; Halwai Practical</b>	0	4	4	2

Preparation of some specialized Indian Sweets

**a. Milk based desserts** – Rice Kheer, Kesari Phirni, Pal Payasam, Muzzaffar, Vermicelli Payasam, Kulfi with Falooda.

**b. Cereal based:** Suji Halwa, Dal Payasam, Moong Dal Halwa, Basundi, Puran poli, Gulab Jamun, Shahi Tukda.

**c. Vegetable based:** Lauki Halwa, Gajar Halwa, Lehsun Ki Kheer, Double ka Meetha, Khubani ka Meetha.

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4710	<b>Food &amp; Beverage Service V Practical</b>	0	2	2	1

Topics to be Covered :-

- BAR SETUP
- GUERIDON SERVICE – Basic preparation
- BUFFET LAYOUT
- TAKING RESTAURANT AND BANQUET RESERVATIONS

**B.H.M 7<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4711	<b>Advanced Rooms Devison Management Practical</b>	0	2	2	1

**BH-4711 ADVANCED ROOMS DIVISION MANAGEMENT PRACTICAL**

- Team Cleaning for various area of hotel.
- Draw out staffing guide for a 300 room hotel
- Chalk out an orientation programme for a GRA in a 5 star deluxe property
- Chalk out a training programme of a week's duration for a GRA in a 5 star deluxe property.
- Make a duty roster for 24 GRA's employed in 5 star hotel
- Design a format for performance appraisal using the method discussed in theory.
- Visit an ecotel and study the eco- friendly practices followed by them. And write them in the journal.
- Collect information on the latest innovations and trends in housekeeping and front office from various hospitality magazines and websites. And chalk them in your journal.
- Study legal obligations, duties and standards of care for front office.
- Role play & problem handling on different accommodation problems.
- Mock planning of area required for different guest rooms and bathrooms
- Preparing of models of guest room according to particular theme with the consideration of elements of interior designing.





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**B.H.M**

**Syllabus Semester 8<sup>th</sup>**

**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4801	<b>International Gastronomy Studies</b>	0	2	2	1

**Unit 1.** Pastry and Bakery

- a. Ice creams and sorbets
- b. Bake shop production
- c. Rolled in doughs
- d. Cake formula
- e. Icings and toppings
- f. Chocolate work

**Unit 2.** Food production cost control

- a. Standard purchase specification.
- b. Dealing with suppliers
- c. Store organization.
- d. Stock control

**Unit 3.** Establishing and evaluation of standard recipe cuts

- a. Developing, assessing and testing new recipes.
- b. Sales monitoring
- c. Flash food cost control
- d. Stock taking methods.

**Unit 4.** Food cost Reconciliation sheets

- a. Food cost percentage
- b. Analysis of results with study of cause and remedies.

**Unit 5:** Introduction to Molecular Gastronomy and its importance

**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4802	<b>Advanced Food &amp; Beverage Services-II</b>	0	2	2	1

**UNIT 1 KITCHEN STEWARDING**

- A. Importance
- B. Opportunities in kitchen stewarding
- C. Record maintaining
- D. Machine used for cleaning and polishing
- E. Inventory

**UNIT 2 BAR OPERATIONS :**

- A. Types of Bar – Cocktails, Dispense, Floating / Cash bar
- B. Area of bar – Front, Under, Back.
- C. Bar equipment
- D. Bar stocks of alcoholic, mixers
- E. Non- alcoholic, Perishable & dry stores.
- F. Staffing and their job description
- G. Inventory & controls systems
- H. .

**UNIT 3FUNCTION CATERING BANQUETS**

- History
- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus
- BANQUET PROTOCOL
- Space Area requirement
- Table plans/arrangement
- Misc-en-place

- Service
- Toast & Toast procedures
- INFORMAL BANQUET
- Réception• Cocktail parties• Convention• Seminar• Exhibition• Fashion shows•.

#### **UNIT 4 PLANNING & OPERATING VARIOUS F&B OUTLET**

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- . Menu planning
- . Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery
- Glassware, Cutlery - steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing fixture etc

**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4803	<b>Room Division Management</b>	3	3	0	3

**UNIT 1 PLANNING V HOUSEKEEPING EXPENDITURE**

- Cleaning Agents, Cleaning Equipments
- Standard Sizes of Linen, Bed and Rooms
- Staffing
- Laundry Equipments
- Types of flooring and Wall Covering

**UNIT 2 MATERIAL PLANNING**

- Material Budget – capital Expenditure Budget, Operating Budget and Pre Operating Budget
- Inventory Control material Classification – Basic application to principles of accounting, on going operations.
- Pre-operating operations – Temporary storage, moving on the property, Disposition of spares.
- Material Planning – Supplies and equipments
- Housekeeping Chemicals
- Cleaning Supplies and Equipment
- Guest Supplies

**UNIT 3 YIELD MANAGEMENT**

- Concepts and Importance
- Applicability to rooms divisions
- Capacity Management
- Discount Allocation
- Measurement of Yield
- Numerical Pertaining to Yield Management

**UNIT 4 – ACCOMODATION STATISTICS AND YIELD MANAGEMENT**

- Occupancy Ratios
- Break Even pricing influence
- Productivity Activity
- Market Share Index
- Rev par
- Statistics
- Computing Room Availability

**UNIT 5 LEGAL CONCERNS FOR FRONT OFFICE OPERATIONS**

- Guest Safety
- Guest Privacy
- Guest Removal
- Guest property
- Guest Non payment
- Illness and death of a guest

**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4804	<b>Conference &amp; Event Management</b>	2	2	0	2

**Growth and Development**

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

**New Product Development**

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

**Budgeting Conference and Exhibition**

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

**Operation**

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

**Convention Service Management**

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

**Advertising**

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

**Suggested Readings**

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



**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4805	<b>Strategic Management</b>	3	3	0	3

- 01 ORGANISATIONAL STRATEGY
- A. MISSION
- Mission Statement Elements and its importance
- B. OBJECTIVES
- Necessity of formal objectives
  - Objective Vs Goal
- C. STRATEGY
- DEVELOPING STRATEGIES
    - Adaptive Search
    - Intuition search
    - Strategic factors
    - Picking Niches
    - Entrepreneurial Approach
- 02 ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS
- A. NEED FOR ENVIRONMENTAL ANALYSIS
- B. KEY ENVIRONMENTAL VARIABLE FACTORS
- C. OPPORTUNITIES AND THREATS
- Internal resource analysis
- D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX
- E. STRENGTHS AND WEAKNESSES
- Marketing
  - Finance
  - Production
  - Personnel
  - Organisation
- 03 STRATEGY FORMULATION
- A. STRATEGY (GENERAL) ALTERNATIVES
- Stability Strategies
  - Expansion Strategies
  - Retrench Strategies

- Combination Strategies
  - B. COMBINATION STRATEGIES
    - Forward integration
    - Backward integration
    - Horizontal integration
    - Market penetration
    - Market development
    - Product development
    - Concentric diversification
    - Conglomerate diversification
    - Horizontal diversification
    - Joint Venture
  
  - Retrenchment
  - Divestiture
  - Liquidation
  - Combination
- 04 STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)
- A. FACTORS INFLUENCING CHOICE
    - Strategy formulation
  - B. INPUT STAGE
    - Internal factor evaluation matrix
    - External factor evaluation matrix
    - Competitive profile matrix
  - C. MATCHING STAGE
    - Threats opportunities – weaknesses – strengths matrix (TOWS)
  
    - Strategic position and action evaluation matrix (SPACE)
    - Boston consulting group matrix (BCGM)
    - Internal – External matrix
    - Grand Strategy matrix
  - D. DECISION STAGE
    - Quantitative Strategic Planning matrix (QSPM)
- 05 POLICIES IN FUNCTIONAL AREAS
- A. POLICY
    - B. PRODUCT POLICIES
    - C. PERSONNEL POLICIES
    - D. FINANCIAL POLICIES
    - E. MARKETING POLICIES
    - F. PUBLIC RELATION POLICIES
- 06 STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION
- A. MCKINSEY 7-S FRAMEWORK
    - B. LEADERSHIP AND MANAGEMENT STYLE
    - C. STRATEGY REVIEW AND EVALUATION

- Review underlying bases of Strategy
- Measure Organisational Performance
- Take corrective actions

### B.H.M 8<sup>th</sup> Semester Syllabus

Sub code	Subject Name	L	T	P	C
BH 4806	Facility MManagement	4	4	0	4

#### HOTEL DESIGN

A. Design Consideration - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management

#### 02 FACILITIES PLANNING

The systematic layout planning pattern (SLP)

Planning consideration

A. Flow process & Flow diagram

B. Procedure for determining space considering the guiding factors for guest room/public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel

Architectural consideration

A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)

B. Approximate cost of construction estimation

C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room

D. Approximate requirement and Estimation of water/electrical load gas, ventilation

#### 03 STAR CLASSIFICATION OF HOTEL

Criteria for star classification of hotel (Five, four, three, two, one & heritage)

#### 04 KITCHEN

A. Equipment requirement for commercial kitchen

Heating - gas/electrical

Cooling (for various catering establishment)

B. Developing Specification for various Kitchen equipments

C. Planning of various support service (pot wash, wet grinding, chef room, larder, store & other staff facilities)

#### 05 KITCHEN LAY OUT & DESIGN

A. Principles of kitchen layout and design

- B. Areas of the various kitchens with recommended dimension
- C. Factors that affect kitchen design
- D. Placement of equipment
- E. Flow of work
- F. Space allocation
- G. Kitchen equipment, manufacturers and selection
- H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen)
- I. Budgeting for kitchen equipment

#### 06 KITCHEN STEWARDING LAYOUT AND DESIGN

- A. Importance of kitchen stewarding
- B. Kitchen stewarding department layout and design
- C. Equipment found in kitchen stewarding department

#### 07 STORES – LAYOUT AND DESIGN

- A. Stores layout and planning (dry, cold and bar)
- B. Various equipment of the stores
- C. Work flow in stores

#### 08 ENERGY CONSERVATION

- A. Necessity for energy conservation
- B. Methods of conserving energy in different area of operation of a hotel
- C. Developing and implementing energy conservation program for a hotel

#### 09 CAR PARKING

- Calculation of car park area for different types of hotels

#### 10 PLANNING FOR PHYSICALLY CHALLENGED

#### 11 PROJECT MANAGEMENT

- A. Introduction to Network analysis
- B. Basic rules and procedure for network analysis
- C. C.P.M. and PERT
- D. Comparison of CPM and PERT
- E. Classroom exercises
- F. Network crashing determining crash cost, normal cost.

**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4807	<b>International gastronomy Studies Practical</b>	0	8	8	4

- Garde Manger(larder work)—larder and its essential functions and control.
- Garde manger and its function.
- Charcutiere Appetiser and horsd'oeuvres Force meat – Sausage making, Galantine, Pate and Terrines.
- Leftover cooking.
- Exclusive Cookies
- Different types of icings Carving
- Swiss roll, Dutch roll and its variation.
  
- Basket Cooking

**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4808	<b>Advanced Food &amp; Beverage Services-II Practical</b>	0	4	4	2

- Arranging a theme Dinner / Food Festival
- Practice software applications in F & B
  - Creat KOT's / BOT's and open a guest table
  - Posting items and writing on item / bill
  - Printing of a bill
  - Settling bills / Credit cards
  - Opening and closing a shift and operations afloat
  - Types of keys / passwords – waiter, supervisor, manager
  - List of reports generated – Daily Revenue Reports, including APC
- Menu
  - Sales Analysis
  - Food & Beverage Cost reports, etc
- Checklist for opening a restaurant
- Checklist for closing a restaurant
- Practice of standard operating procedures in restaurants

Menu planning and service procedures – Indian and International cuisine (Specialized service, banquets, gueridons).

**B.H.M 8<sup>th</sup> Semester Syllabus**

<b>Sub code</b>	<b>Subject Name</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
BH 4809	<b>Room Division Management Practical</b>	0	2	2	1

- 1 Identification of colour schemes
- 2 Study the layout and model preparation for – a. Single b. Double c. Handicap room, etc
- 3 Planning and designing of a Lobby (Assignment)
- 4 Project on floor furnishing, wall coverings, curtains. (Samples to be collected)
- 5 Designing a Brochure for a. A heritage Hotel b. Business Hotel c. Resort
- 6 Collection five different examples of Hotel Advertisement
- 7 Comparative study of any two MICE destinations
- 8 Assignments – Workout a model-marketing plan for a Five Star Hot