



UNIVERSITY OF KERALA

**BACHELOR DEGREE
(8 Semester Course)**

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

SCHEME AND SYLLABUS

(2011 Admission onwards)

UNIVERSITY OF KERALA THIRUVANANTHAPURAM

FACULTY OF MANAGEMENT STUDIES

BHM Degree Course

(from 2011 admission onwards)

(Bachelor Degree in Hotel Management and Catering Technology)

Regulation, Scheme & Syllabus

I. Introduction

The hospitality industry is one of the fast growing industries globally today. The industry needs highly trained professional staff. The 4-year degree programme in Hotel Management and Catering Technology is designed to meet the varied manpower needs of the different segments of the Hotel and Catering Industry. The programme will provide an all round training in Hotel Management and Catering Technology, coming practical learning with class room lectures, so as to prepare the students to face the challenges of the Hospitality industry. The objective of the 4 years degree programme is to provide theoretical knowledge along with practical skill and proper motivation to build a career in the Hospitality industry.

II. Course Duration

The degree programme shall be completed in 4 years consisting of eight semesters. Each semester shall consist of 18 instructional weeks of 5 days each of 6 hours per day. Each semester shall have 90 instructional days or 450 instructional hours.

III. Eligibility for Admission

The eligibility for admission to the BHM (Bachelor degree in Hotel Management and Catering Technology) programme under the University of Kerala is a pass in the Higher Secondary Technical Higher Secondary/Vocational Higher Secondary examination of the Kerala State Government with any subject combination or any other examination declared by the University of Kerala as

equivalent thereto with a minimum of 50 percent marks in the aggregate.

IV. Selection Process

As per university rules. For preparing the final Rank List for admission, 80% weightage will be given to the marks scored by the candidates in the Entrance Examinations, 10% weightage for group discussion and 10% weightage for interview.

V. Reservation of Seats to SC/ST and other reservation categories

The rules for reservation of seats for SC/ST candidates and other reservation categories are as laid down by the Government from time to time. These rules will be observed in the admission to BHM (Bachelor degree in Hotel Management and Catering Technology) programme also.

VI. Requirement of Attendance and Progress

A candidate will be permitted to register and appear for the examination at the end of each semester only if:

- He/She has secured not less than 75% of attendance in each subject, in each semester.
- His/Her progress is satisfactory.

In case of shortage of attendance, the candidate is eligible for condonation of the shortage of attendance on the recommendation of the Head of the Institution subject to the rules framed in this regard by the University from time to time.

A student who is not eligible for condonation of shortage of attendance shall repeat the course when it is offered again. This provision is allowed only twice during the entire course.

VII. Examination and Results

1. Regular Semester Examinations will be conducted at the end of each semester. The duration of Examinations will be three (3) hours for those subjects having 100 Marks and two (2) hours for those subjects having 50 Marks. Semester examinations shall be conducted and results will be announced by the University. The examination for the practical courses will be held at the end of each semester. The University will issue the semester mark list after each semester examination and the final consolidated mark list showing the marks scored in all the eight semesters after the successful completion of the B. H.M Degree programme.

2. For some of the subjects, the end semester examination will have 80 marks and the internal assessment will have 20 marks, making the total marks for these

subjects 100, Some other subjects will have 40 marks for the end semester examination and 10 marks for the internal assessment, making the total marks 50 for these subjects .

3. The Internal Assessment shall be done on the basis of (i) Periodical tests, subject to minimum of two tests for each subject.(ii)Assignments and (iii) class Participation and attendance. The distribution of marks for the internal assessment will be as follows:

(a) Periodical tests (Subject to minimum of two tests for each subject)	4 / 8 marks
(b) Assignments	4 / 8 marks
(c) Class Participation and attendance of two tests for each course	2 / 4 marks
Total	10 / 20 marks

4. A systematic record for the award of Internal Assessment marks shall be maintained in the Department signed by the Faculty member concerned and counter signed by the Head of the Department/Institution.

5. Semester examinations for the BHM (Bachelor Degree in Hotel Management and Catering Technology) programme for each subject shall be conducted at the end of each semester. There will be supplementary semester examinations for failed candidates

6. Candidates for the BHM Programme shall be eligible to undergo the course of study in the next semester and take the examinations of that semester, irrespective of the results of the examination of the previous semester provided they have completed all the formalities of attendance, payment of all fees due to the University and registration for the examination in the earlier semester. However, a candidate who has failed to secure the required minimum marks in any subject shall be given a maximum of three additional chances for securing a pass in such subject.

7. In case, a candidate fails to pass in 50% of the total papers in consecutive semesters in a particular year, he shall have to repeat the whole year.

VIII. Time Limit for the Completion of Programme

A candidate shall be required to complete the programme within a period of eight years after joining the programme

IX. Classification of Successful Candidates

- (A) A candidate who secures not less than 40% in the written examination separately and subject to a minimum of 50% of the aggregate of internal assessment and written examination together will be declared to have passed the examination
- (B) CLASSIFICATION OF RESULT will be based on the aggregate marks of all the Sessional and end semester examinations in all the eight semesters put together.
1. Candidates who have secured 50% marks and above but below 60% of total marks for all subjects in eight semester examinations shall be declared to have passed in second class
 2. Candidates who obtain 60% marks and above but less than 80% of the total marks shall be declared to have passed in First Class and
 3. Candidates who obtain 80% and above of the total marks shall be declared to have passed in first class with distinction.
 4. Successful candidates who completed the examination in four academic years (eight consecutive semesters) after the commencement of the course of study alone shall be considered for ranking purpose. Students who pass the examination in supplementary examinations are also covered under this clause.

(1) Evaluation of the Report	25 marks
(2) Viva Voce	25 marks
Total	50 marks

The external evaluation for 200 marks will be conducted by examiner duly appointed by the University for the purpose. The distribution of marks shall be: 200 marks for evaluation of the report

X. Question Paper

The question paper for the end semester examination of each theory course will consist of three parts A, B & C.

XI. In case of any further regulations not mentioned here, the university regulations that are in vogue will apply.

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PREFACE

1. INTRODUCTION

The professional knowledge of both current and emerging technological process and systems regarding the hotel management and catering is very essential in the developing process of our country with a proper balancing of the core, specialized and elective subjects and suitable integration of meaningful practical and field exercises and challenging project activity the hotel management and catering technology curriculum will provide the students with relevant professional knowledge and also develop in them the capacity to tackle unknown problems and help them to acquire sound professional ethics and an awareness of their obligations to society.

This is the first time that, a model curriculum of hotel management and catering technology has been framed by AICTE. The All India Board of Hotel Management and Catering Technology Education has approved the model curriculum. This is the first time the Kerala University has approved the model curriculum with necessary modifications to cater the needs of the students and put them on the national scene.

2. The Course

Bachelor of Hotel Management and Catering Technology (BHM) is a job oriented course, which has a lot of job prospects in India and abroad. By understanding the ever increasing demand, for talented and creative professionals in hotel industries and tourism, which accelerate the economic development of a country. AICTE, Government of Kerala and University of Kerala have given, approval for a regular course in Hotel Management and Catering Technology (BHM Course).

3. Duration of the Course

This is a 4 year course divided into 8 semesters with University Examination

4. Eligibility for Admission

Any Student who have passed 10 + 2 or any examination declared equivalent thereto with minimum 50% or above are eligible for admission for the course.

COURSE SUMMARY

The following mentioned subjects are included in this course

<u>Course Code</u>	<u>Subjects</u>
BHM 01	Food Production Foundation - I
BHM 02	Food & Beverage Service Foundation-I
BHM 03	Introduction to House Keeping
BHM 04	Foundation Course in Front Office
BHM 05	Food Science & Nutrition
BHM 06	Business Communication
BHM 07	Food Production Foundation - II
BHM 08	Food & Beverage Service Foundation - II
BHM 09	House Keeping Operation - I
BHM 10	Front Office Operation -I
BHM 11	Hotel Engineering.
BHM 12	Elementary French
BHM 13	Food Production Foundation - I
BHM 14	Food & Beverage Service Operation
BHM 15	House Keeping Operation - II
BHM 16	Application of Computers
BHM 17	Basic Accounting
BHM 18	Hospitality Marketing
BHM 19	Industrial Exposure Training
BHM 20	Food Production Operation - II
BHM 21	Food & Beverage Service Operation - II
BHM 22	Food & Beverage Control
BHM 23	Front Office Operation - II
BHM 24	Environmental Issues

BHM 25	Business Law
BHM 26	Advanced Food Production - 1
BHM 27	Advanced Food & Beverage Service - I
BHM 28	House Keeping Management
BHM 29	Front Office Management
BHM 30	Research Methodology & Quantitative Analysis
BHM 31	Human Resource Management
BHM 32	Advanced Food Production- II
BHM 33	Advanced Food & Beverage Service -II
BHM 34	Personality Development
BHM 35	Introduction to Management
BHM 36	Food Safety & Quality Control
BHM 37	Hotel Accounting
BHM 38	Hospitality Research Project
BHM 39	Food & Beverage Management
BHM 40	Tourism & Hospitality Management
BHM 41	Managerial Economics
BHM 42	Fast Food Chain Management
BHM 43	Open Elective
BHM 44	Professional Elective - I
BHM 45	Professional Elective - II

SEMESTER – 1 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

1st SEMESTER SYLLABUS

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
BHM 01	Food Production Foundation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 02	Food & Beverage Service Foundation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 03	Introduction to House Keeping	4		80	20	2 Hrs			
BHM 04	Foundation Course in Front Office	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 05	Food Science & Nutrition	4		80	20	3 Hrs			
BHM 06	Business Communication	4		40	10	2 Hrs			
	TOTAL	24	12	440	110		240	60	

Total Marks of University (Theory & Practical) (E)

440 + 240

680

In Course (IC)

110 + 60

170

TOTAL MARKS

850

BHM 01. FOOD PRODUCTION FOUNDATION – I (FFP –I)

CULINARY HISTORY

Development of the culinary art from the middle ages to modern cookery

INTRODUCTION TO COOKERY

Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment

HIERARCHY AREA OF DEPARTMENT AND KITCHEN

Classical brigade, modern staffing in various category hotels, roles of executive chef, duties and responsibilities of various chefs, co-operation with other departments

KITCHEN ORGANIZATION AND LAYOUT

General layout of the kitchen in various organisations with layout of receiving areas, storages & wash up

FUEL AND EQUIPMENT

- Various fuels used - advantages and disadvantages of each
- Different equipments used in food production

AIMS & OBJECTS OF COOKING FOOD

Importance of cooking food, techniques used in pre-preparation & preparation, action of heat on food

METHODS OF COOKING FOOD

Classification and methods of cooking food – roasting, grilling, frying, sautéing, broiling, baking, braising, stewing, blanching, steaming, poaching, boiling
Principles of each of the above, equipments required for the above, care and precautions to be taken, selection of food for each type of cooking

STOCKS, SOUPS & SAUCES

Definition of stock, types of stock, preparation of stock, recipes, storage of stocks, uses of stocks, Care and precautions

Classification of soups with examples, basic recipes, consommés, garnishes and accompaniments

Classification of sauces, recipes for mother sauces, derivatives

BASIC COMMODITIES

Flour

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

Shortenings (Fats & Oils)

Role of shortenings, varieties of shortenings, advantages and disadvantages of using various shortenings, fats & oil – types, varieties

Raising Agents

Classification of raising agents, role of raising agents, actions and reactions

Sugar

Importance of sugar, types of sugar, cooking of sugar – various, uses of sugar

Milk, Cream, Cheese & Butter

Composition of milk, processing of milk: pasteurisation / homogenisation, types of milk, milk products, nutritive value

Processing of cream, types of cream

Processing of cheese, types of cheese, classification of cheese, curing of cheese, uses of cheese

Processing of butter, types of butter

Rice, Cereals & Pulses

Classification and identification, cooking of rice, cereals and pulses, varieties of rice and other cereals

FOOD PRODUCTION PRACTICAL – I (FPP – I)

Demonstration classes & simple application by students

- Proper usage of a kitchen knife & hand tools
- Understanding the usage of small equipments
- Familiarisation, identification of commonly used raw materials
- Basic hygiene practices to be observed in the kitchen
- Basic first aid for cuts & burns
- Safety practices to be observed in the kitchen
- Basic knowledge of fire fighting in kitchen
- Demonstration of methods of cooking
- Demonstration and preparation of stocks: White stock, Brown stock & Fish stock*
- Demonstration & preparation of basic mother sauces and 2-3 derivatives of each: Béchamel, Espagnole, Tomato, Veloute, Hollandaise & Mayonnaise*.
- Demonstration of basic Soup preparation: Cream, Puree, Veloute, Consommé, national soups & bisque*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS

Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS

Theory of Catering, Mrs. K.Arora, Frank Brothers

Modern Cookery for Teaching & Trade Vol. I, Ms. Thangam Philip, Orient Longman

Herrings Dictionary of Classical & Modern Cookery, Walter Bickel

Chef Manual of Kitchen Management, Fuller, John

The Professional Chef (4th edition), Le Rol A.Polsom

BHM 02. FOOD & BEVERAGE SERVICE FOUNDATION –I (FFBS -1)

THE HOTEL & CATERING INDUSTRY

- Introduction to the Hotel Industry and Growth of the hotel Industry in India
- Role of catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential
- Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.
- Structure of the catering industry - a brief description of each

DEPARTMENTAL ORGANISATION & STAFFING

- Organisation of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff
- Duties & responsibilities of F&B staff
- Attributes of a waiter
- Inter-departmental relationships (Within F&B and other department)

FOOD SERVICE AREAS

- Specialty Restaurants / Coffee Shop Service / Cafeteria Service / Fast Food Service / Room Service / Banquet Service / Bar Service / Vending Machines

ANCILLIARY DEPARTMENTS

- Pantry / Food pick-up area / Store / Linen room / Kitchen stewarding

F & B SERVICE EQUIPMENT

- Familiarization of: Cutlery / Crockery / Glassware / Flatware / Hollowware
- Usage of equipment, Criteria for selection, Requirements, Quantities & types, Care & Maintenance
- All other equipment used in F&B Service: Furniture / Linen / Disposables
- French terms related to the above

METHODS OF SERVICE

- Mise-en-scene & Mise en place
- Types of service: pre plated, silver, Russian, French, Self service, Buffet, Gueridon, Tray, Single point service, Specialized service

FOOD & BEVERAGE SERVICE PRACTICAL – I (FBSP – I)

- Table laying for different meals
- Identification of equipment
- Receiving and seating the guest
- Procedure of service at table (Silver service and pre-plated service)
- French for receiving and greeting the guest and seating the guest

- French related to taking order and description of dishes

Care & maintenance of equipment including cleaning/polishing of EPNS items by

- Plate Powder method
- Polivit method
- Silver dip method
- Burnishing machine

Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill

Food & Beverage Service –Lillicrap & Cousins, ELBS

Modern Restaurant Service –John Fuller, Hutchinson

Food & Beverage Service Management-Brian Varghese

Introduction F& B Service-Brown, Heppner & Deegan

Professional Food & Beverage Service Management –Brian Varghese

BHM 03. HOUSE KEEPING OPERATION – 1(HKO – I)

THEORY

1. ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION

- Definition of Hotel
- Types of Hotels and Services Offered
- Importance of HouseKeeping
- Aims, Objectives and Responsibilities of HouseKeeping Department

2. ORGANIZATION STRUCTURE OF THE HOUSEKEEPING DEPARTMENT

- Personal attributes of house keeping personnel
- Hierarchy in small, medium and large hotels
- Job Descriptions of Housekeeping Staff

3. LAY OUT OF THE HOUSEKEEPING DEPARTMENT

- Introduction
- House Keeping Design Factors
- Layout and Housekeeping Facilities

4. COORDINATION WITH OTHER DEPARTMENTS

- With Front Office
- With Maintenance
- With Security
- With Food and beverage
- With Stores
- With Purchases
- With Personnel
- With Sales and Marketing
- With Laundry

5. HOUSEKEEPING CONTROL DESK

- Role of control desk
- Handling Telephone Calls
- Handling Difficult Situations
- Types of registers and files maintained

6. LAYOUT OF A GUEST ROOM

- Types of Guest rooms
- Lay out and Features in a guest room
- Guest amenities
- Guest room status, Guest floor rules and reportables

7. KEYS AND THEIR CONTROL

- Types of keys
- Computerised key card
- Key control

8. GLOSSARY OF TERMS (With reference to 2nd semester)

HOUSE KEEPING PRACTICAL – I (HKP – I)

Practical

- Identification, use and care of cleaning equipments
- Identification of cleaning agents
- Identification of hotel linen
- Bed Making
- Cleaning of guest rooms- Departure, Occupied and Vacant

Reference Books:

1. Hotel House keeping Training Manual ,Sudhir Andrews
2. Text book of Hotel House Keeping Management & Operations, Sudheer Andrews, The Mc Graw – Hill Companies
3. Hotel House Keeping, A Training Manual, Second edition, Sudheer Andrews, The Mcgraw – Hill Companies
4. Hotel House Keeping Operations and Management, Mr. G Raghubalan, Smritee Raghubalan, Oxford Higher Education

BHM 04. FOUNDATION COURSE IN FRONT OFFICE (FFO)

The Hospitality Industry

- History and development of Hotel Industry
- Types of hotels
- Defining the term hotel
- Classifying hotels, levels of service

Front office Organisation

- Front office operations – Organisation chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel

Front Office Operations

- The guest cycle
- Front office systems
- Front office forms
- The front desk
- Front office equipments
- Telecommunication
- Property management systems

The Accommodation Product

- Need for hotel product brochures, tariff cards
- Types of guest rooms and suites, executive floors or club floor concept
- Types of room rates, basis for charging room rates
- Meal plans – Types, needs and use of such plans
- Types of guests – FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

FRONT OFFICE PRACTICAL (FOP)

- 1) Communication skills – verbal, non verbal
- 2) Preparation and study of countries, capitals, currencies, airlines and flags chart
- 3) Telecommunication skills – telephonic situation handling
1. 4) Forms and formats related to 3 semester rd
- 4) Identification of equipment, work structure and stationery
- 5) Basic manners and grooming standards required for Front Office operation

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews, Tata McGraw Hill
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
8. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann Professional
9. Accommodation Operation – Front Office, Colin Dix, Pitman
10. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

BHM 05. FOOD SCIENCE & NUTRITION

Module 1

Food & Nutrition: Food and its relation to health, objectives in the study of nutrition. Nutrients - classification, Food groups

Module 2

Carbohydrates, Proteins and Fat: Their composition, classification, function, digestion and absorption, Dietary sources, Requirements, Excess and Deficiency

Module 3

Vitamins: Classification, function sources, daily requirements, excess and deficiency of Vitamin A. D, E, K, C, 81, 82, 83, 812 and Folic acid.

Minerals: Calcium, Iron, Iodine, Fluorine, Sodium function, sources, requirements, excess and deficiency

Module 4

Energy: Definition, RDA for energy, BMR - Factors affecting BMR, SDA.

Water: Importance, water balance, 'dehydration, methods of prevention.

Dietary Fiber: Importance of dietary fiber in major disorders

Module 5

Nutritive Value of Indian Foods: Cereals, Pulses, Leafy vegetables, other vegetables, milk and milk products, Meat, fish, egg, nuts and oil seeds, fruits, sugar, spices and condiments.

Module 6

Psychological, Environmental and behavioral factors influencing food intake and food habits

Evaluation of Food: Objectives, sensory assessment of food quality, methods. Rheological aspects of food

Emulsions - colloids - Flavours

Module 7

Food Processing: Definition, objectives, types of treatment, effect of acid. alkali and heat on food constituents

Module 8

Nutritional changes during cooking: Loss of nutrients, mechanical change, leaching, enzymatic changes, methods to prevent nutrient loss

Module 9

Meal Planning: Principles of meal planning - planning a balanced meal using food groups. Calculation of nutritive value of snacks / dishes / meals critical evaluation of meals served at the institute / hotel

Balanced Diet: Importance of balanced diet. RDA for various nutrients for different age groups, gender, occupation and physiological status

References:

1. M. Swaminathan - Food science, chemistry and experimental foods -The Bangalore Printing & Publishing Co., Ltd.
2. B. Sivasankar – Food Processing and Preservation, Prentice Hall of India Pvt Ltd., New Delhi.
3. B. Srilekshmi, Dietetics, New Age international (P) Ltd.
4. G. Subbulakshmi, Shobha A Udipi, Food Processing and Preservation, New Age International Pvt Ltd.

5. Clinical dietetics and nutrition - F.P. Anita
6. Normal and therapeutic nutrition - H. Robinson
7. Microbiology - Anna K. Joshua
8. Food & Nutrition - Dr M. Swaminathan.
9. A text book of Bio Chemistry.- A. V. S. S. Rama Rao
10. Catering Management and Integrated Approach-Mohinseth, Surjeet Muthan
11. Food Facts & Principles - Manay & Shalakshara Swamy
12. Food Science - Sumat1i Mudambi
13. Nutritive value of Indian foods. Indian Council of Medical Research
14. Fundamentals of food and nutrition, Mudambi & Rajagopal, 4¹¹) Edition, 2001.
15. Principles of Food Technology by P. J. Fellows
16. Handbook of analysis and Quality Control for fruits and vegetables by Rangana. S (Tata McGraw Hill)
17. Sensory Evaluation by Amerine (Academic Press)
18. Principles of Food Science by Borqstorm and MacMillon Food Science by Potter & Hotchkiss.

BHM 06. BUSINESS COMMUNICATION (BCOMM)

I. Language and communication

1. Need, purpose, nature, models
2. Process of communication and various factors of communication
3. Barriers to communication and overcoming these barriers
4. Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.
5. Communication in Hospitality organisation and its effects on performance

II. Remedial English

1. Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.
2. Linkers and cohesive device
3. Expressing the same idea/thought unit in different ways

III. Skills of written English

1. Note making and developing notes into drafts – rewriting of drafts. The use of cohesive devices
2. Correspondence : letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts)
3. Writing bio-data, applications, complaint
4. Precis writing
5. Writing reports (factual record of incident / data), log book writing

IV. Oral skills (listening and speaking) for effective communication

1. Note taking, preparing summaries and abstracts for oral presentation
2. Restaurant and Hotel English, polite and effective enquiries and responses
3. Addressing a group, essential qualities of a good speaker and listener
4. Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech
5. Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

Suggested books

Bhaskar, W.W.S., and Prabhu, N.S.. "English through reading", MacMillan, 1978
 D'Souza Eunice and Shahani, G., "Communication Skills in English", Noble Publishing, 1977

Business Communication (BCOMM)

I. Business communication

1. Need, purpose, nature, models
2. Channels of Business communication
3. Selection of channel

II. Organisational communication

1. Upward, downward, lateral, purpose, functions
2. Written communications, memos, circulars, notices, advertisements, press notes
3. Communicating with outside world : Business letters of different types, e-mail writing and manners
4. Communicating within groups, nature, purpose, merits, demerits
5. Role of wit and humour

III Handling meetings

1. Types of meetings
2. Structuring a meeting : agenda and minutes
3. Conducting a meeting

Suggested books

Sharma, R.C., and Mohan, K., " Business Correspondence and Report Writing", Tata McGraw Hill, 1994
 Gartside, L., "Model Business Letters", Pitman, 1992
 Communications in Tourism & Hospitality, Lynn Van Der Wagen, Hospitality Press

SEMESTER – 2 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

2nd SEMESTER SYLLABUS

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
BHM 07	Food Production Foundation - II	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 08	Food & Beverage Service Foundation - II	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 09	House Keeping Operation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 10	Front Office Operations	4		80	20	3 Hrs	80	20	4 Hrs
BHM 11	Hotel Engineering	4		40	10	2 Hrs	40	10	2 Hrs
BHM 12	Elementary French	4		40	10	2 Hrs			
	TOTAL	24	12	400	100		360	90	

Total Marks of University (Theory & Practical) (E)

400 + 360 = **760**

In Course (IC)

100 + 90 = **190**

TOTAL MARKS

950

BHM 07. FOOD PRODUCTION FOUNDATION – II (FFP –II)

CULINARY TERMS

List of culinary terms (common and basic), simple French menu terminology

BASIC MENU PLANNING

Types of menu, menu planning principles

BASIC PRINCIPLES OF FOOD PRODUCTION

Vegetable and Fruit Cookery

Classification of vegetables, pigments and colour changes, effects of heat on vegetables, cuts of vegetables

Classification of fruits, uses of fruit in cookery

Meat Cookery

Introduction to meat cookery, cuts of beef/veal, cuts of lamb/muttons, cuts of pork, variety meats (offals)

Egg Cookery

Introduction to egg cookery, structure of an egg, selection of egg, uses of egg in cookery, methods of cooking egg

Fish Cookery

Introduction to fish cookery, classification of fish with examples, cuts of fish, selection of fish and shell fish, cooking of fish (effects of heat)

BAKERY:

Pastry

- Short crust
- Laminated (flaky, puff, rough puff & spool method)
- Choux

Recipes and methods of preparation, differences, uses of each pastry, care to be taken while preparing pastry, role of each ingredient, temperature of baking pastry

Simple Breads

Principles of bread making, simple yeast breads, role of each ingredient in bread making, bread faults & bread improvers, baking temperature and its importance

Pastry Creams

Basic pastry creams, uses in confectionery, preparation and care in production

FOOD PRODUCTION PRACTICAL – II (FPP – II)

Demonstration classes & simple application by students

Vegetable: Basic cuts of vegetables: julienne, jardinière, mignonette, dices, cubes, macédoine, paysanne, shred, concasse, mirepoix*

Egg: preparation of varieties of egg dishes - boiled (soft & hard), fried (sunny side up, double fried), poached, scrambled, omelette (plain, stuffed), en cocotte (eggs benedict)*

Fish: identification & classification of fish (tour to fish market), cuts of fish e.g., fillet, darne, troncon, paupiette, goujons, preparation of simple fish dishes such as grille, meunière, mornay, orly, colbert, a l'anglaise, etc.*

Poultry: cuts of poultry, preparation and jointing of chicken, preparation of simple dishes*

Meat: identification of various cuts, carcass demonstration of lamb and pork (visit to a meat market), preparation of basic cuts such as, lamb and pork chops, tornado, fillet, steak and escalope, roast leg of lamb, stew*

Bakery & Patisserie

Bread making: Demonstration + Preparation of Simple and enriched bread, recipes*

- Bread Loaf (White and Brown)
- Bread Rolls (Various shapes)
- French Bread
- Brioche

Simple Cakes: Demonstration + Preparation of Simple and enriched Cakes, recipes*

Pastry: Demonstration and Preparation of dishes using varieties of Pastry: Short Crust, Laminated & Choux*

Simple Cookies: Demonstration and Preparation of simple cookies like Nan Khatai, Golden Goodies, Melting moments, Sable ala poche*

Hot/Cold Desserts*

- Caramel Custard, Bread and Butter Pudding, Queen of Pudding
- Soufflé, Mousse, Bavaroise, Blanc Mange, Diplomat Pudding
- Steamed Pudding

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:

Art of Indian Cookery, Rocky Mohan, Roli
Prasad – Cooking with Masters, J. Inder Singh Kalra, Allied
Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn

BHM 08. FOOD & BEVERAGE SERVICE FOUNDATION –II (FFBS -II)

Room Service

- Introduction, general principles, pitfalls to be avoided
- Cycle of Service, scheduling and staffing, Room service menu planning
- Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards
- Layout & Setup of Common Meals, use of technology for better room service
- Time management – lead time from order taking to clearance

MEALS & MENU PLANNING:

- Origin of Menu
- Objectives of Menu Planning
- Types of Menu
- Courses of French Classical Menu: Sequence / Examples from each course / Cover of each course / Accompaniments
- French Names of dishes
- Types of Meals: Early Morning Tea / Breakfast (English, American Continental, Indian) / Brunch / Lunch / Afternoon/High Tea / Dinner / Supper

SIMPLE CONTROL SYSTEM

- KOT/Bill Control System
- Making bill
- Cash handling equipment
- Record keeping

NON-ALCOHOLIC BEVERAGES

Classification (Nourishing, Stimulating and Refreshing beverages)

- Tea - Origin & Manufacture / Types & Brands
- Coffee - Origin & Manufacture / Types & Brands
- Juices and Soft Drinks
 - Mocktail making
 - Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water
- Cocoa & Malted Beverages - Origin & Manufacture

FOOD & BEVERAGE SERVICE – II (FBSP –II)

- Preparation & Service of non alcoholic beverages
- TDH & a la carte cover
- Sequence of service
- Menu Planning
- Side board set up
- Breakfast table lay up

Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
Food & Beverage Service –Lillicrap & Cousins
Modern Restaurant Service –John Fuller
Food & Beverage Service Management-Brian Varghese
Introduction F& B Service-Brown, Heppner & Deegan
Professional Food & Beverage Service Management –Brian Varghese
Food Service Operations – Peter Jones & Cassel
Master Dictionary of Food & Wine-Joyce Rubash
Menu planning-Jaksa Kivela, Hospitality Press
The Restaurant (From Concept to Operation)-Lipinski
Professional Food Service- Sergio Andrioli & Peter Douglas, Heinemann
Professional
Profitable Menu Planning -John Drysale

BHM 09. HOUSEKEEPING OPERATIONS - II

Theory

1. CLEANING OF PUBLIC AREAS

- Cleaning process
- Cleaning and upkeep of Public areas
- (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)

2. SAFETY AWARENESS AND FIRST AID

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

3. SAFEGUARDING ASSETS

- Concerns for safety and security in Housekeeping operations
- Concept of Safeguarding assets
- Theft: Employee, guest, external persons
- Security in Hotel guest rooms

4. PEST CONTROL

- Types of pests
- Control procedures

5. HOUSEKEEPING SUPERVISION

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

6. 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

7. CLEANING OF GUEST ROOMS

- Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms)
- Weekly cleaning/spring cleaning
- Evening service
- Systems & procedures involved
- Forms and Formats
- Guest room cleaning – Replenishment of Guest supplies and amenities

8. GLOSSARY OF TERMS (with reference to 2nd semester syllabus)

HOUSEKEEPING PRACTICAL - II

- Room Attendant Trolley
- Bed Making
- Turn down service
- Cleaning of guest rooms – departure, occupied, vacant
- Cleaning of public areas
- Inspection of guest rooms & public areas with the help of checklist
- First aid

Reference books:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi

BHM 10. FRONT OFFICE OPERATION – I (FOO - I)

Reservations

- Reservation methods

- Reservation inquiring
- Group reservation
- The Reservations record
- Reservation confirmation
- Reservation maintenance
- Reservation reports
- Reservation considerations

Registration

- Pre-registration activities
- Registration activity
- The registration record
- Room and rate assignment – FITs, Groups, Crew, Indian & Foreign
- Method of payment
- Issuing the room key
- Fulfilling special requests
- Creative options
- Change of room
- Over-booking cases

Front Office Responsibilities

- Front office communication
- Interdepartmental communication
- Guest services
- Guest relations
- Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc..

Front Office Computer Operation

- Basics of computer
- Application of property management system
- Reservations
- Registration
- Cashiering
- Night audit

Front Office Security Functions

- Role of Front Office in Hotel Security
- Check in : use of metal detectors, validators, scanty baggage handling
- Keys control : ELS (Electronic Cards), Handling Grand Master / Master key, lost & found &
- damaged keys, use of key cards
- Guest & staff movement & access control
- Protection of funds, safe deposit boxes

FRONT OFFICE PRACTICAL - I (FOP- I)

- 1) How to handle inquiries, suggestive selling

- 2) How to convert inquiries to valid reservations
- 3) Preparing and filling up reservation forms
- 4) Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
- 5) Reservation handling by computers. Actual computer lab work with the PMS
- 6) Preparing and filling up registration card
- 7) Role play for different check ins as – Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups
- 8) Role play on guest complaint handling, critical and dangerous situation handling
- 9) Operating FIDELIO / IDS – PMS system in computer lab. Familiarization of all options

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

BHM 11. HOTEL ENGINEERING

Maintenance

- Preventive & Breakdown Maintenance
- Role and importance of Maintenance department in hotel Industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department
- Duties and responsibilities of maintenance Department

Gas

- Heat terms and units, method of transfer
- LPG and its props/ties; principle of Bunsen burner
- Precautions to be taken while handling gas
- Low and high pressure burners, Corresponding heat output

Electricity

- Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy - concepts definitions, their units and relationships, AC and DC, single phase and 3 phase and its importance on equipment specifications,.

- Electric circuits, open circuits and closed circuits, symbols of circuit elements, series and parallel connection, short circuit, fuses, MCB, earthing, reason for placing switches on live wire side.
- Electric wires and types of wiring.
- Calculation of electric energy consumption of equipment, safety precautions to be observed while using electric appliances.
- Types of lighting, different lighting devices, incandescent lamps, florescent lamps, other gas discharge lamps! illumination, units of illumination.

Fuels used in catering industry

- Types of fuels used in catering industry calorific value, comparative study of different fuels.
- Calculation of amount of fuel required and cost.

Refrigeration and Air Conditioning

- Basic principles, latent heat, boiling point and its dependence on pressure, vapour Compression system of refrigeration and refrigerants.
- Vapour absorption system, care and maintenance of refrigerators; defrosting; types of refrigerant units, their care and maintenance.
- Conditions for comfort, relative humidity Humidification, dehumidifying, dew point control, unit of air conditioning.
- Window type air conditioner, central air conditioning. preventive maintenance.

Vertical transportation
Elevators, Escalators

Fire Prevention and Fire Fighting Systems

- Classes of fire methods of extinguishing fires
- Fire extinguishers, portable and stationery
- Fire detectors and alarm
- Automatic fire detectors-cum-extinguishing devices
- Structural Protection

Practical

Electrical

1. Study of wiring cables, electrical accessories (Switches, Fuses, MCB, ELCB etc) and Earthing.
2. Testing of ON/OFF condition using a tester, test lamp and location of phase and neutral. Identification of faults and measurement of voltage & current using digital multi-meters.
3. One lamp controlled by one SPST switch.
4. Plug point controlled by a switch.
5. Calling bell wiring with ON/OFF control.

6. One lamp controlled by two switches.
7. Hospital Wiring
8. Fluorescent Tube Wiring
9. Double Tube connection
10. Connection of AC fan and regulator.
11. Fan trouble shooting - Common faults in fans, identification of faults and its rectification.
12. Study of DB wiring with MCB, ELCB

BHM 12. ELEMENTARY FRENCH

Introduction to the Language

Letters of the alphabet and their pronunciation, distinction between vowels and consonant words and the use of different accents.

Self - introduction

Presenting and introducing another person greetings - how to greet and reply to a greeting.

Name

Of professions, countries and nationalities, fruits and vegetables introduction to the number and gender of nouns .and adjectives.

Numerical from 1 to 100

Lecture

Practical would include reciting the numerical to a common tune and a game with numbers.

The time of the day

Lecture

Orally making the students read the time in French

Members of the family

Lecture

Role-praying

Home work: write 5-10 simple sentences on "my family,"

Suggested Book: French Companion [Part I & II] By Prof.T.K.Thamby

Publisher: Polyglot House, Chennai

SEMESTER – 3 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

3rd SEMESTER SYLLABUS

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
BHM 13	Food Production Operation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 14	Food & Beverage Service Operation - I	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 15	House Keeping Operation - II	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 16	Application of Computers	4		40	10	3 Hrs	40	10	4 Hrs
BHM 17	Basic Accounting	4		40	10	2 Hrs			
BHM 18	Hospitality Marketing	4		40	10	2 Hrs			
	TOTAL	24	12	360	90		280	70	

Total Marks of University (Theory & Practical) (E)

360 + 280 = **640**

In Course (IC)

90 + 70 = **160**

TOTAL MARKS

800

BHM 13. FOOD PRODUCTION OPERATION – I (FPO –I)

BASIC INDIAN COOKERY

Condiments & Spices

Introduction to Indian food, spices used in Indian cookery, role of spices in Indian cookery, Indian equivalent of spices (names)

Masalas

Blending of spices and concept of masalas, different masalas used in Indian cookery - wet masalas / dry masalas, composition of different masalas, varieties of masalas available in regional areas, special masala blends

Thickening Agents

Role of thickening agents in Indian cuisine, Types of thickening agents

REGIONAL INDIAN CUISINE

Introduction to regional Indian cuisine, heritage of Indian cuisine, factors that affect eating habits in different parts of the country, cuisine and its highlights of different states/regions/communities to be discussed under: geographic location, historical background, seasonal availability, special equipment, staple diets, specialty cuisine for festivals and special occasions

STATES

Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Bengal, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh

COMMUNITIES

Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

DISCUSSIONS

Indian Breads, Indian Sweets, Indian Snacks

FOOD PRODUCTION PRACTICAL

Basic Indian Cuisine

Rice, cereals & pulses

- Identification of various varieties of rice, cereals and pulses
- Simple preparations such as*
 - Boiled rice (draining & absorption method)
 - Fried rice
 - Various simple dal preparations
 - Wheat products like, chappaties, parathas, phulkas, pooris

Indian masalas

- Composition of basic Indian masalas*
 - Green
 - White

- Brown
- Tandoori
- Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma.*
- Thickening, coloring and souring agents.

To formulate 10 sets of menus from the regional cuisines of India. To be prepared by students on **individual cooking** basis.*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:

A Taste of India, Madhur Jaffrey, Pavillion
 Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
 Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied
 Zaika, Sonya Atal Sapru, Harper Collins
 Punjabi Cuisine, Premjit Gill
 Hyderabadi Cuisine, Pratibha Karan, Harper Collins
 Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
 Wazwaan, Rocky Mohan, Roli & Janssen

BHM 14. FOOD & BEVERAGE SERVICE OPERATION –I (FBSO – I)

TOBACCO

- History
- Processing for cigarettes, pipe tobacco & cigars
- Cigars – shapes/sizes/colours
- Storage of cigarettes & cigars

ALCOHOLIC BEVERAGE

- Introduction and definition
- Classification

BEER

- Introduction & Definition
- Types of Beer
- Production of Beer
- Storage

WINES

- Definition
- Classification with examples
 - Table/Still/Natural

- Sparkling & method of preparation
- Fortified
- Aromatized
- Production of each classification
 - Viticulture
 - Vinification
- Principal wine regions and wines of
 - France
 - Germany
 - Italy
 - Spain
 - Portugal
 - USA
 - Australia
- New World Wines (brand names)
 - India
 - Chile
 - South Africa
 - Algeria
 - New Zealand
- Food & Wine Harmony
- Storage of wines
- Wine terminology (English & French)

APERITIFS

A. Introduction and Definition

- Different types of Aperitifs

FOOD & BEVERAGE SERVICE PRACTICAL

- Restaurant reservation
- Taking the order
- Presentation & Encashing the bill
- Room Service (tray and trolley)
- Service of Cigars & Cigarettes
- Service of Beer: Draught Beers / Bottled & Canned Beers
- Service of Wines: Red wine / White/Rose wine / Sparkling wines / Fortified wines / Aromatized wines
- Service of different types of Aperitifs

Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews

Food & Beverage Service –Lillicrap & Cousins

Modern Restaurant Service –John Fuller

Food & Beverage Service Management-Brian Varghese

Introduction F& B Service-Brown, Heppner & Deegan

Professional Food & Beverage Service Management –Brian Varghese

The World Of Wines, Spirits & Beers-H.Berberoglu

Beverage Book –Andrew, Dunkin & Cousins
Professional Guide to Alcoholic Beverages—Lipinski
Alcoholic Beverages –Lipinski & Lipinski
Food Service Operations – Peter Jones & Cassel
Master Dictionary of Food & Wine-Joyce Rubash
New York Bartenders Guide- BD &L
Mr. Boston's Bartender & Party Guide –Warner
Menu planning –John Kivela
The Restaurant (From Concept to Operation)-Lipinski
Professional Food Service- Sergio Andrioli & Peter Douglas
Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
Profitable Menu Planning- John Drysale

BHM 15. HOUSEKEEPING OPERATIONS – II (HKO - II)

Theory

1. INTERIOR DECORATION

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

2. COLOUR

- Color Wheel
- Importance & Characteristics
- Classification of colors
- Color Schemes

3. LIGHTING

- Classification
- Types & Importance
- Applications

4. FURNITURE ARRANGEMENTS

- Principles
- Types of joints
- Selection

5. FLOOR & WALL COVERING

- Types and Characteristics
- Carpets: Selection, types, Characteristics, Care and Maintenance

6. WINDOWS, CURTAINS AND BLINDS

7. SOFT FURNISHINGS AND ACCESSORIES

- Types, use and care of Soft furnishing
- Types of Accessories: Functional and Decorative

8. FLOWER ARRANGEMENT

- Concept & Importance
- Types & Shapes
- Principles
- Tools, Equipment & Accessories

9. REFURBISHMENT AND REDECORATION

- Definition
- Factors
- Procedure and task involved
- Snagging list

10. GLOSSARY OF TERMS (with reference to 2nd semester syllabus)

HOUSEKEEPING PRACTICAL – II (HKP – II)

- Flower arrangements
- Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

Reference books:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

BHM 16. APPLICATION OF COMPUTERS (AOC)

Theory:

INTRODUCTION TO COMPUTERS

What is a computer, Block Diagram, Components of a computer system, generation of computers, programming languages, generation of languages, storage devices, floppy disks, CD ROM's

OPERATING SYSTEMS

Introduction, Functions, types, Components, Case Studies - DOS, Windows

INTRODUCTION TO DBMS

Data, Data types, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MS Access.

WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.

What is spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Different graphs,

Features of POWERPOINT

Preparing a presentation

Preparing an Organization chart

INTRODUCTION TO INTERNET

What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce

Application of Computers (Aoc-I)

PRACTICALS

- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT
- FOX PRO & ACCESS
- INTERNET USAGE

Suggested books:

Fundamental of Computers, V.Rajaraman, Prentice Hall India I

Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication I

Hotel Information System (HIS)

Theory:

1. MANAGEMENT INFORMATION SYSTEM (MIS)

- Concepts.
- MIS Designs and functions
- Managing multi processor environments
- MIS Security issues
- MIS performance evaluation

2. HOTEL INFORMATION SYSTEM

- The HIS concept
- HIS Terminology
- HIS In - House
- HIS Hardware
- HIS Software Modules.

- a. Reservation
- b. Guest Accounting
- c. Room Management
- d. General Management

3. COMPUTER BASED RESERVATION SYSTEM

- Global distribution system
 - Inter sell agencies
 - Central reservation Systems(CRS)
 - Affiliate and non affiliate Systems
 - Property Level Reservation Systems
- b. Reservation inquiry
 - c. Determination of availability
 - d. Creation of reservation record
 - e. Maintenance of reservation records
 - f. Generation of reports.
- New Developments
 - Reservation through the internet.

4. ROOMS MANAGEMENT APPLICATIONS

- Rooms Management Module
- b. Room status.
 - c. Room and rate Assignment
 - d. In House guest Information functions.
 - e. Housekeeping functions.
 - f. Generation of Reports

5. GUEST ACCOUNTING MODULE

- Types of Accounts
- Posting entries to Accounts
- Night audit routine
- Account settlement
- Generation of reports

6. PROPERTY MANAGEMENT SYSTEM INTERFACES

- Point of sale Systems (POS)
- Cash Accounting Systems (CAS)
- CAS / PMS Advantages and concerns.
- Electronic Locking Systems.
- Energy Management Systems.
- Auxiliary Guest Services. Guest Operated Devices
- In room Vending Systems
- Guest Information Systems

7. FOOD & BEVERAGE APPLICATIONS

- POS order - Entry units

- Key Boards and Monitors
- Touch Screen Terminals
- Immediate Character Recognition (ICR) Terminal.
- Wireless Terminals
- POSD Printers.
- Guest check Printers
- Receipt Printers
- Workstation Printers
- POS software
- Consolidated reports

8. FOOD & BEVERAGE MANAGEMENT APPLICATIONS

- Recipe Management
- Sales Analysis.
- Menu Management Integrated food service software
- Management reports from automated beverage Systems

9. ACCOUNTING APPLICATIONS

- Account Receivable Module
- Account payable module
- Payroll module
- Inventory module
- Purchasing module
- Financial reporting module

10. SELECTING AND IMPLEMENTING COMPUTER SYSTEMS

- Analyzing current information needs
- Collection Information of computer Systems
- Establishing system requirements
- Proposals from vendors
- Contract negotiations
- Installation factors

Suggested books

- Hotel Front Office Management, James Bardi, VNR
- Hotel Information System, Michael Kasavana, CBI - VNR
- Effective Front Office Operations, Michael Kasavana, CBI - VNR

PRACTICAL

Introduction Excel 2000

- How to use Excel
- Starting Excel 7
- Parts of the Excel Screen
- Parts of the Worksheet
- Getting to know mouse pointer shapes

Creating a Spreadsheet

- Starting a new Worksheet
- Entering the three different types of data in a worksheet
Creating simple formulas
- Formatting data for decimal points
Editing data in a worksheet
- Using Auto Fill
- Blocking data
- Saving a Worksheet
Exiting excel

Making the Worksheet Look Pretty

- Selecting cells to format
- Trimming tables with Auto Format
- Formatting cells for:
 - Currency
 - Comma
 - Percent
 - Decimal
- Changing Columns width and row height
- Aligning text
 - Top to bottom
 - Text wrap
 - Re-ordering Orientation
 - Using Borders

Going Through Changes

- Opening workbook files for editing
- undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and Copying with Cut, Copy, Paste
- Deleting cell entries
- Deleting columns and rows from worksheet
- Inserting columns and rows in a worksheet
- Spell checking the worksheet

Printing the worksheet

- Previewing pages before printing
- Printing from the Standard toolbar
- printing a part of a worksheet
- Changing the orientation of the printing
- Printing the whole worksheet in a single page
- Adding a header and footer to a report
- Inserting page-breaks in a report
- Printing the formulas in the worksheet

Additional Features of a worksheet

- Splitting worksheet window-into two four panes
- Freezing columns and rows on-screen for worksheet title
- Attaching comments to cells
- Finding and replacing data in the worksheet
- Protecting a worksheet
- Function commands

Maintaining multiple worksheet

- Moving from sheet in a worksheet
- doing more sheets to a workbook
- Deleting sheets from tal workbook
- Naming sheet tabs other than sheet t , sheet 2 and so on
- Copying or moving sheets from one worksheet to another

Creating Graphs / Charts

- Using Chart Wizard
- Changing the Chart with the Chart Toolbar
- Formatting the chart's areas
- Adding a text box to a chart
- Changing the orientation of a 3--0 chart
- Using drawing tools to add graphics to chart and worksheet
- Printing a chart with printing the rest of the worksheet data

Excel's Database Facilities

- Setting up a database
- Sorting records in the database

BHM 17. BASIC ACCOUNTING (BACC)

- Accounting Theory – Business Transaction and Basic Terminology, Need To Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.
- Account Records – Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.
- Financial Statements – Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.
- Depreciation Reserves and Provisions – Meaning, basic Methods.
- Computer Applications – Preparation of Records and Financial Statements.

Reference Books:

1. Comprehensive Accountancy, S.A. Siddiqui
2. A Complete Course in Accounting Volume – I, N.D. Kapoor
3. Double-Entry Book-Keeping, R.C. Chawla & C. Juneja
4. Introduction to Accountancy, T.S. Grewal

BHM 18. HOSPITALITY MARKETING (HMAR)

Basic introduction to marketing, meaning, nature and scope, difference between marketing and selling

Hotel marketing, Changing role of Hotel marketing, Features of Hospitality marketing, Customer expectation from Hospitality services, Classification of Hotel industry.

Market segmentation, Organisational customer segment, Travel Market, Corporate meeting, marketing, Incentive markets, Convention market

Services marketing, basic difference between goods and services and their marketing, Marketing Mix in services marketing (7 P's), Types of services

Product, Front Office & accommodation, food and beverage, Value added products, recreation & health, Shops, car rental service

Services pricing policy, Approaches, Methods, Factors influencing pricing policy.

Promotion, Advertising; sales promotion, personal selling publicity; Communication process in services promotion, Public relations in hotel industry

Place (distribution), Agents & brokers, Electronic channels

People, Role of employees in service delivery, Recruitment, selection and training of employees, Relationship marketing.

Physical evidence, Employee dress, Aesthetics, Tangible Equipment

Process of service delivery, Steps in service delivery, Level of customer involvement

Consumer Behaviour in hotel industry, Customer expectations, Post purchase evaluation, Types of service expectations, Factors influencing customer expectations and perceptions of service, Managing the customer mix, Customer Delight approach

Marketing strategies for hotel industry, New service development, Blue printing, mapping the service system, A strategic program for the marketing of service

TQM in service marketing (Measures, features application in hospitality industry), Hospitality marketing – Indian scenario, (Issues /solutions /future prospects)

REFERENCE BOOKS:

1. Services marketing – Zeital Valerire – A and Mary Jo Baiter publisher Megraw Hill companies
2. Delivery quality service: Zeithmal, pasasuraman and bitner Publisher, New York, Free press
3. Services marketing – The Indian experience by Ravi Shankar publisher, south Asia publications, Delhi
4. Services marketing S. M Jha Publisher, Himalaya publications
5. Marketing for hospitality industry – Roberts
6. Service marketing – Wood ruffe Helen publisher Macmillan
7. Strategic hotel and motel marketing – Hart & Troy
8. Service marketing – Love, Lock, Christopher II
9. Marketing leadership in Hospitality by Robert Lewis and Richard Chambers.
10. Foundation and practices Marketing of Services – Strategies for Success, Harsh V.Verma, Professional Managers' Library, Global Business Press

SEMESTER – 4 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

4th SEMESTER SYLLABUS

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

Course Code	Subjects	Report	Viva
BHM 19	Industrial Exposure Training IET Report with 4 core areas of the hotel (i.e. Food Production, F&B service, Front Office & Housekeeping with anillary departments)	500 marks (4x125) 4 core subjects	200 marks (4x50) 4 core subjects

Total Marks = 500 + 200 = 700

SEMESTER – 5 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

5th SEMESTER SYLLABUS

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
BHM 20	Food Production Operation - II	4	3	80	20	3 Hrs	80	20	4 Hrs
BHM 21	Food & Beverage Service Operation - II	4	3	80	20	3 Hrs	80	20	4 Hrs
BHM 22	Food & Beverage Control	4		80	20	3 Hrs			
BHM 23	Front Office Operation - II	4	3	80	20	3 Hrs	80	20	4 Hrs
BHM 24	Environmental Issues	4		40	10	2 Hrs			
BHM 25	Business Law	3		40	10	2 Hrs			
	TOTAL	24	9	400	100		240	60	

Total Marks of University (Theory & Practical) (E)

400 + 240 = **640**

In Course (IC)

100 + 60 = **160**

TOTAL MARKS

800

BHM 20. FOOD PRODUCTION OPERATION – II (FPO –II)

QUANTITY FOOD PRODUCTION

Equipment

Equipment required for mass/volume feeding, heat and cold generating equipment, care and maintenance of this equipment, modern developments in equipment manufacture

Menu Planning

Basic principles of menu planning – recapitulation (s2), 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

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
- **Quantity purchase & storage**
Introduction to purchasing, purchasing system, purchase specifications, purchasing techniques, storage

FOOD PRODUCTION PRACTICAL

To formulate 10 sets of menus from the regional cuisines of India. To be prepared by students on **bulk cooking** basis.*

Plan a visit to any institution which is doing mass catering.

One out door catering event to be organized.

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for

standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:

The Larder Chef, M.J.Leto & W.H.K.Bode
Garnishes, Lyn Rutherford
Modern Cookery (Vol-I) For Teaching & Trade Philip E.Thangam
Professional Baking, Wayne Glasslen
A Taste of India, Madhur Jaffrey
Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
Prashad , Cooking with Masters, Jiggs Kalra
Zaika, Sonya Atal Sapru, Harper Collins
Punjabi Cuisine, Premjit Gill
Hyderabadi Cuisine, Pratibha Karan, Harper Collins

BHM 21. FOOD & BEVERAGE SERVICE OPERATION –II (FBSO – II)

SPIRITS

- Introduction & Definition
- Production of Spirit
 - Pot-still method
 - Patent still method
- Production of : Whisky / Rum / Gin / Brandy / Vodka
- Other alcoholic beverages: Absinthe / Ouzo / Aquavit / Silvovitz / Arrack / Fenni / Grappa / Calvados / Cider / Tequilla / Sake / Perry

LIQUEURS

- Definition & History
- Production of Liqueurs
- Names of Liqueurs and country of origin & predominant flavour
- Service

COCKTAILS & MIXED DRINKS

- Definition and History
- Classification
- Recipe, Preparation and Service of Popular Cocktails

BAR OPERATIONS

- Types of Bar : Cocktail / Dispense
- Area of Bar: Front Bar / Back Bar / Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

PRACTICAL

- Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)
- Service of Liqueurs
- Preparation of Cocktails
- Designing and setting the bar for above sub-topics
- Service of Regional Indian Cuisine

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap & Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese
- The World Of Wines, Spirits & Beers-H.Berberoglu
- Beverage Book –Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages –Lipinski & Lipinski
- Food Service Operations – Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- New York Bartenders Guide- BD &L
- Mr. Boston's Bartender & Party Guide –Warner
- Menu planning –John Kivela
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas
- Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
- Profitable Menu Planning- John Drysale

BHM 22. FOOD & BEVERAGE CONTROLS (FBC)

FOOD COST CONTROL

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

FOOD CONTROL CYCLE

- Purchasing Control
- Aims of Purchasing Policy
- Job Description of Purchase Manager/Personnel
- Types of Food Purchase
- Quality Purchasing
- Food Quality Factors for different commodities
- Definition of Yield
- Tests to arrive at standard yield
- Definition of Standard Purchase Specification

- 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

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

STORING & ISSUING CONTROL

- Storing Control
- Aims of Store Control
- Job Description of Food Store Room Clerk/personnel
- Storing Control
- Conditions of facilities and equipment
- Arrangements of Food
- Location of Storage Facilities
- Security
- Stock Control
- Two types of foods received – direct stores (Perishables/non-perishables)
- Stock Records Maintained Bin Cards (Stock Record Cards/Books)

- Issuing Control
- Requisitions
- Transfer Notes
- Perpetual Inventory Method
- Monthly Inventory/Stock Taking
- Pricing of Commodities
- Stock taking and comparison of actual physical inventory and Book value
- Stock levels
- Practical Problems
- Hygiene & Cleanliness of area

PRODUCTION CONTROL

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

SALES CONTROL

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

SUGGESTED TEXT BOOKS & REFERENCES

1. Food & Beverage Management
By: Bernard Davis & Sally Stone
Published by: Butterworth-Heinemann Ltd. UK
2. Food & Beverage Control
By: Richard Kotas and Bernard Davis
Published by: International Text book Company Limited, Glassgow.
3. Principles of Food , Beverage, and labour Cost Control
By: Paul R. Dittmer,
Published by: John Wiley & Sons
4. Food & Beverage Operation – Cost Control & Systems Management,
Charles Levinson, Prentice Hall

BHM 23. FRONT OFFICE OPERATION – II (FOO - II)

Lobby and Bell Desk Operation

- Role of lobby managers
- Role of guest relation executive
- Function of bell desk
- Layout and equipment used
- Function of Hospitality desk / Concierge desk
- Handling VIPs
- Staff Organisation, duty rota and work schedule
- Luggage handling procedure
- Bell desk forms and formats
- Car valet operations

Front Office cash / Checkout and Settlement

- Role of the Front desk cashier
- Importance of front office cash
- Duties and responsibilities of front desk cashier
- Checkout and account settlement
- Checkout options
- Unpaid account balances

Front Office Accounting

- Accounting fundamentals
- Hotel credit management (including credit cards)
- Foreign currency awareness and handling procedures
- The guest folio
- Tracking transactions – account allowance
- Internet control – Transcript, cash sheet, cash banks

The Night Audit

- Function of night audit
- Operating model – non-automated. Semi automated
- The night audit process
- Verifying the night audit

Guest complaint handling / Problem solving

- Process, thumb rules
- Common complaints / problems / situations handling
- Role of emotions in situation handling

Credit Control

- Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/ credit card users
- Control measures at the time of : reservation, check-in, during stay, check-out, after departure.
- Prevention of Skippers : on arrival/during stay/on departure day

FRONT OFFICE PRACTICAL (FOP)

- 1) Identification of lobby layout and all equipment

- 2) Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and BellBoys. Real Life Situations to be enacted
- 3) Preparation of guest folio. Filling up, accounting and totaling guest folios – semi automated and automated
- 4) Calculating of occupancy percentages
- 5) Making of plan grid and discount grid
- 6) Preparing and filling up of forms and formatted (related to 6th semester syllabus)
- 7) Preparation of transcript and night auditors sales
- 8) Computer application of cashiering, night audit and front office accounting – in details. Actual computer lab session on IDS – PMS system.

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel from office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

BHM 24. ENVIRONMENTAL ISSUES

Introduction

Ecology

- Ecological balance. relationship between human and nature, industrial ecology
- international efforts for environmental protection-
 - U.N. Conference on human environment – 1972
 - Environmental education conference
 - Earth Summit - 1992
 - UNDP support of environment protection for India

Indian's effort for environmental protection and public policy

Introduction, Constitutional provision, environment protection enactments. specific directions towards sustainable development and environment, project tiger,

Environmental problems

Introduction, Global warning, effects, global warming, ozone depletion, how to combat global warming India's face through negotiations on CFC.

Air & Water pollution: Resource

Introduction India's efforts of controlling air pollution, effects of air pollution on human beings. noise pollution - sources, control of noise pollution - control of noise pollution, water pollution. Sources of water pollution, penal,

Environment Management

Introduction, terminology, environmental audit, eco management and audit scheme (EMAS).

Environmental standards - ISO 14000, ISO1400-1, Environmental policy, Actual conduct of audit of audit for certification, EMS in India, Environment clearance requirements for establishing Industries in India.

Waste Management

Introduction types of wastes, integrated system for waste management, waste reuse and recycling. Management of hazardous waste, treatment and disposal.

Forest Management

Introduction, afforestation, degradation of forest.

Environmental Ethics

Introduction concept of ethics, evolutionary process.

BHM 25. BUSINESS LAW (BULA)

1. THE INDIAN CONTRACT ACT

Definition of Contract-essential elements of a valid contract-classification of contracts-voidable contract-void contract-illegal agreement-express contract-implied contract-executed contract- executory contract.

Offer-definition-essentials of a valid offer when does as offer come to an end. Acceptance- essentials of valid acceptance-communication of offer acceptance revocation-when complete.

Consideration-definition-rules as to consideration-stranger to consideration-when contract made without consideration valid-minor 's agreement –minor's liability for necessities.

Contract with persons of unsound mind. Mistake of law-mistake of fact-their effect-bilateral and unilateral mistakes-mis representations-fraud-undue influence-coercion-their effects- consideration or object-when unlawful agreement opposed to public policy attempted performance or tender essentials of a valid tender time as the essence of contract.

By performance-by impossibility-lapse of time-by operation of law-by breach of contract.

2. LICENSES AND PERMITS

licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation-renewal suspension and termination of licenses.

3. FOOD LEGISLATION

principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities ct, ISU, AGMARK

4. LIQUOR LEGISLATION

Types of licenses, drinking in the licensed premises and different types of permits.

5. INDUSTRIAL LEGISLATION

factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act to be discussed in brief with particular reference to hotel industry)

6. SHOPS AND ESTABLISHMENT ACT

introduction-definition-adult-family-commercial establishment-employer-employee-exemption- registration-daily and weekly working hours-overtime-annual leave with wages.

7. LAW OF TENANCY

rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments. (to be discussed in details)

8. CONSUMER PROTECTION ACT

consumer protection councils, procedure for redressal of grievances

9. ENVIRONMENT PROTECTION ACT

powers of the central Govt. prevention and control of environment pollution.

10. LAWS RELATING TO HYGIENE, SANITATION AND ADULTERATION

what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act, AGMARK

Books:

1. Mercantile law – N. D. Kapoor
2. Mercantile law- S.P. Iyengar
3. Principles of Business Law – Aswathappa .K
4. Business Law – M. C .Kuchal
5. Bare Acts of respective legislation
6. Shops and Establishments Act.

SEMESTER – 6 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

6th SEMESTER SYLLABUS

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
BHM 26	Advanced Food Production - I	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 27	Advanced Food & Beverage Service - I	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 28	House Keeping Management	4		80	20	3 Hrs			
BHM 29	Front Office Management	4	4	80	20	3 Hrs	80	20	4 Hrs
BHM 30	Research Methodology and Quantitative Analysis	4		40	10	2 Hrs			
BHM 31	Human Resource Management	4		40	10	2 Hrs			
	TOTAL	24	12	400	100		240	60	

Total Marks of University (Theory & Practical) (E)

400 + 240 **640**

In Course (IC)

100 + 60 **160**

TOTAL MARKS

800

BHM 26. ADVANCED FOOD PRODUCTION– I (AFP –I)

INTERNATIONAL CUISINE

Geographic location, historical background, staple food with regional influences, Specialities, recipes in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic, Japanese, Thai.

CHINESE

Introduction to Chinese foods, historical background, regional cooking styles, methods of cooking, equipment & utensils

LARDER

Layout & Equipment

Introduction of larder work, definition, equipment found in the larder, layout of a typical larder with equipment and various sections

Terms & Larder Control

Common terms used in the larder and larder control, essentials of larder control, importance of larder control, devising larder control systems, leasing with other departments, yield testing

Duties & Responsibilities of the Larder Chef

Functions of the larder, hierarchy of larder staff, sections of the larder, duties & responsibilities of larder chef

Buffet Preparation

Principle of buffet presentation, types of buffet setup & design, menu development for buffet, replenishment of buffet, enhanced buffet presentation

CHARCUTIERIE

Sausage

Introduction to charcuterie, types & varieties of sausages, casings & fillings, additives & preservatives

Forcemeats

Types of forcemeats, preparation of forcemeats, uses of forcemeats

Brines, Cures & Marinades

Types of brines, preparation of brines, methods of curing, types of marinades, uses of marinades, difference between brines, cures & marinades

Ham, Bacon & Gammon

Cuts of ham, bacon & gammon, differences between ham, bacon & gammon, processing of ham & bacon, green bacon, uses of different cuts

Galantines

Making of galantines, Types of Galantine, Ballotines

Pates

Types of pate, pate de foie gras, making of pate, commercial pate and pate maison.
Truffle – sources, cultivation and uses and types of truffle.

Mousse & Mousseline

Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline

Chaud Froid

Meaning, making of Chaud Froid & precautions to take, types & uses of Chaud Froid

Aspic & Gelee

definition of aspic and gelee, difference between the two, making of aspic and gelee, uses of aspic and gelee

Quenelles, Parfaits, Roulades

Preparation of quenelles, parfaits and roulades

SANDWICHES

Parts of sandwiches, types of bread, types of filling – classification, spreads and garnishes, types of sandwiches, making of sandwiches, storing of sandwiches

APPETIZERS & GARNISHES

Classification of appetizers, examples of appetizers, historic importance of culinary garnishes, explanation of different garnishes, simple vegetable & fruit garnishes for plates

FOOD PRODUCTION PRACTICAL

To formulate 10 sets of menus from international cuisines. To be prepared by students on individual cooking basis.*

Demonstration of charcuterie: galantines, pate, terrines, Chaud Froid*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:

The Larder Chef, M.J.Leto & W.H.K.Bode, Butterworth Heinemann

Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn

Professional Chef's-Art of Garde Manger (4th Edition) Frederic H.Semerschmid and John F.Nicolas

Professional baking, Wayne Glasslen

Classical food preparation & presentation, W.K.H.Bode

Classical Recipes of the World, Smith, Henry

Le Repertoire de la Cuisine, Louis Saulmier, Leon Jaggl & Sons

Baking, Martha Day, Lorenz Books

Professional Pastry Chef, Bo Friberg, John Wiley
The New Catering Repertoire, Vol. I, H.L.Cracknell & G.Nobis, Macmillan
The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions

BHM 27. ADVANCED FOOD & BEVERAGE SERVICE –I (AFBS – I)

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

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

Other Catering Operations

- Off- Premises Catering
- Hospital Catering
- Industrial & Institutional Catering
- Airline & Railway catering
- Home Delivery
- Take aways

FUNCTION 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
- Toasting

INFORMAL BANQUET

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows
- Trade Fair
- Wedding
- Outdoor catering

BUFFETS

- A. Introduction
- B. Factors to plan buffets
- C. Area requirement
- D. Planning and organisation
- E. Sequence of food
- F. Menu planning
- G. Types of Buffet
- H. Display
- I. Sit down
- J. Fork, Finger, Cold Buffet
- K. Breakfast Buffets
- L. Equipment
- M. Supplies
- N. Check list

ADVANCED FOOD & BEVERAGE SERVICE Practical –I (AFBP – I)

Making of Duty Roster and writing job description & specification
Calculation of Space for Banquets, Banquet Menu & Service
Setting of various types of Buffet

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap & Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese

- The World Of Wines, Spirits & Beers-H.Berberoglu
- Beverage Book –Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages –Lipinski & Lipinski
- Food Service Operations – Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- New york Bartenders Guide- BD &L
- Mr. Boston's Bartender & Party Guide –Warner
- Menu planning –John Kivela
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas
- Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
- Profitable Menu Planning- John Drysale

BHM 28. HOUSEKEEPING MANAGEMENT (HKM)

Theory

1. HOUSEKEEPING BUDGETING

- Concept & Importance
- The Budget process
- Operational and capital budget
- Housekeeping Room cost
- Housekeeping Expenses'

2. LAUNDRY MANAGEMENT

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

3. CONTRACT CLEANING

- General
- Complete program
- Special
- Periodic
- Pricing a contract

4. PLANNING TRENDS IN HOUSEKEEPING

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

5. PLANNING AND ORGANISING IN THE HOUSE KEEPING DEPARTMENT

- Area Inventory list
- Frequency schedules
- Performance standards
- Productivity Standards
- Inventory Levels
- Standard Operating Procedures & Manuals
- Job Allocation
- Manpower planning
- Planning duty roster

6. SPECIAL PROVISIONS FOR HANDICAPPED GUESTS

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

7. SITUATION HANDLING / SERVICE DESIGN FOR TYPICAL MARKET SEGMENT (Safety, security & comfort)

- Airlines crew guest rooms
- Single lady guests
- Children
- Typical house-keeping complaints / situations handling
- Inter-departmental coordination specially with Room-service, Maintenance, Telephone, security and front desk

8. ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPTS IN HOUSEKEEPING

9. GLOSSARY OF TERMS (with reference to 5th semester syllabus)

HOUSEKEEPING PRACTICAL – IV (HKP – IV)

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations

Reference books:

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

BHM 29. FRONT OFFICE MANAGEMENT (FOM)

Yield Management

- Introduction and concept
- Differential rates
- Booking horizons
- Forecasting bookings
- Reacting variations in demand in order to maximize yield
- Statistical representations – threshold curves
- Displacement
- Concept and usage of revenue management

Accommodation Management Aspects

- Tariff decisions
- Cost and pricing – Hubbart formula
- Marginal or contribution pricing
- Market pricing
- Inclusive / non inclusive rates
- Control – verification, night audit, computerized control systems, occupancy and revenue reports,
- Daily Front Office reports and statistics and its analysis
- Budgeting : Forecasting room availability/room revenue, expenses
- Staffing – Personnel Management aspects.
- Equipments – Management and maintenance.

Hotel Sales

- Selling Concept
- Selling models, plan, sales call, closing the call
- Internal / In-house sales promotion, merchandising
- Direct sales – travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling letters

FRONT OFFICE PRACTICAL (FOP- IV)

- 2) Yield management calculations. Preparing statistical data based on actual calculations
- 3) Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
- 4) Preparation of sales letters, brochure, tariff cards and other sales documents
- 5) Internet practice in computer lab to activate the IRS and GDS skills in students
- 6) Computer proficiencies in all hotel computer applications – actual computer lab hours

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird

2. Hotel Front Office Management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell

BHM 30. RESEARCH METHODOLOGY AND QUANTITATIVE ANALYSIS

Theory- 4/week. External-40 marks, Internal-10 marks, Exam-2hours

A. Research Methodology

Module 1. Introduction to Research Methodology

Meaning, and purpose of doing research, Applications of research, Problems in conducting research.

Module 2. Research Design

Research procedure – Research problem, statement of research problems, Hypothesis, Sampling, Sampling methods

Module 3. Collection of Primary data

Research Approach:- Observation, Experiment, Survey,
 Research Instrument:- Questionnaire, Interview Schedule, Mechanical Devices
 Research Techniques:- Scaling Techniques, Testing, Projective Technique,
 Inventory Techniques, Socio-Metric Techniques

Module 4. Collection of Secondary data

Review of Literature- Purpose of related literature, Sources of information, How to conduct the review of literature- note taking, Bibliography, Foot notes.

Module 7. Analysis and Interpretation of Data

Organization of Data - Editing, Coding, Tabulation, Statistical Analysis
 Interpretation, Formulation Of Conclusion And Generalization .

Module 8. Research Report

Report format, Introduction, Literature Review, Methodology, Result And Discussion, Summary And Conclusion, Bibliography, Appendix.

B. QUANTITATIVE ANALYSIS

Module 9. Introduction & Scope of Statistics

Statistical Investigation.

Module 10. Graphical Representation of Data

Tabulation - frequency distributing graphical representation, histograms, frequency polygon, frequency curve.

Module 11. Measures of Central Tendency

Mean, median and mode.

Module 12. Measures of Dispersion

Range, quartile deviation, mean deviation, standard deviation

Module 13: Time Series

Components of time series, measure of trend - Method of free hand curve, method of semi average - method of moving average, method of least squares.

Books For Reference

1. Marketing Management. Philip Kotler, Prentice - Hall of India, New Delhi.
2. Hospitality & Travel Marketing, Alastair M. Morrison, S'eimar Publishers Inc.
3. Marketing Research, Harper W. Boyd, Richard D. Irwin, INC, All India Traveller
4. Book Seller, Delhi.
5. How to Complete your Research Project Successfully, Judith Bell, UBS Publisher
6. Distributors, Delhi.
7. How to Research and Write a Thesis in Hospitality & Tourism, James M, Paynter
8. John Wiley & Sons, NY, USPt.
9. Travel, Tourism & Hospltalty Rceearch. Ritchie Ooeldner, John Wiley

BHM 31. HUMAN RESOURCE MANAGEMENT (HRM)

- Evolution, Role and Status of Human Resource Management in India – Structure and Function of Human Resource Management .
- Manpower Planning – Concept, Organisation and Practice, Manpower Planning Techniques – Short-Term and Long-Term Planning.
- Recruitment and Selection – Job Analysis – Description – Job Specification – Selection Process – Tests and Interviews – Placements and Induction.
- Performance Appraisal – Purpose – Factors Affecting Performance Appraisal – Methods and systems of Performance Appraisal.
- Training and Development – Need and Importance – Assessment of Training Needs – Training And Development of Various Categories of Personnel.
- Career Planning and Development – Promotion and Transfers – Retirement and other Separation Process.
- Wages and Salary Administration – Development Sound Compensation Structure, Direct & Indirect costs, Fringe benefits, CTC (Cost to company) concept and its implications.
- Grievance Handling and Discipline – Development Grievance Handling Systems – Collective Bargaining –Managing Conflicts.

Reference Books:

1. Arun Monappa & S. Saiyuddain: Personal Management, Tata McGraw Hill.
2. Pramod Verma: Personnel Management in Indian Organisations.
3. Edwin b. Flippo: Personnel Management, McGraw Hill.

SEMESTER – 7 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

7th SEMESTER SYLLABUS

BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)

KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME

Course Code	Subjects	Hours / Week		Marks & Duration of Exam					
		Theory	Practical	Theory		Duration of Exam	Practical		Duration of Exam
				E	IC		E	IC	
BHM 32	Advanced Food Production - II	4	3	80	20	3 Hrs	80	20	4 Hrs
BHM 33	Advanced Food & Beverage Service - II	4	3	80	20	3 Hrs	80	20	4 Hrs
BHM 34	Personality Development	4	2	80	20	3 Hrs			
BHM 35	Introduction to Management	4		80	20	3 Hrs			
BHM 36	Food Safety & Quality Control	4		80	20	3 Hrs			
BHM 37	Hotel Accounting	4		80	20	3 Hrs			
BHM 38	Hospitality Research Project		4	200					
	TOTAL	20	9	580	120		80	20	

Total Marks of University (Theory & Practical) (E)

580 + 80 **660**

In Course (IC)

120 + 20 **140**

TOTAL MARKS

800

BHM 32. ADVANCED FOOD PRODUCTION– II (AFP –II)

PRODUCTION MANAGEMENT

Kitchen organisation, allocation of work-job description, duty rosters, production planning, production scheduling, production quality & quantity control, forecasting budgeting, yield management

PRODUCT & RESEARCH DEVELOPMENT

Testing new equipment, developing new recipes, food trails, organoleptic & sensory evaluation, HACCP

Cook chill systems

Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

Cook freeze system

Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

USE OF WINE AND HERBS IN COOKING

Ideal uses of wine in cooking, classification of herbs, ideal uses of herbs in cooking

NON EDIBLE DISPLAYS

Ice carvings, tallow sculpture, fruit & vegetable displays, salt dough, pastillage, jelly logo, thermacol work

BAKERY & CONFECTIONERY

Icings & Toppings

Varieties of icings, using of icings, difference between icings & toppings, recipes

Frozen Desserts

Types and classification of frozen desserts, ice-creams – definitions, methods of preparation, additives and preservatives used in ice-cream manufacture

Meringues

Making of meringues, factors affecting the stability, cooking meringues, types of meringues, uses of meringues

Bread Making

Different kinds of international breads

Chocolate

History, sources, manufacture & processing of chocolate, types of chocolate, tempering of chocolate, cocoa butter, white chocolate and its applications

FOOD PRODUCTION PRACTICAL

Bakery & patisserie practicals : Decorated Cakes, Gateaux, International Breads, Sorbets, Parfaits, Hot/Cold Desserts*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:

The Professional Pastry Chef, Friberg
The Wilton Ways of Cake Decorations, Hamlyn Publishing
Chocolate, Carolyn Humphries
International Cook Book, Cavendish House
Time – Life Series – The Cooking of Various countries

BHM 33. ADVANCED FOOD & BEVERAGE SERVICE –II (AFBS – II)

MANAGING F&B OUTLET

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

GUERIDON SERVICE

- History of gueridon
- Definition
- General consideration of operations
- Advantages / disadvantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridon ingredients

KITCHEN STEWARDING

- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

ADVANCED FOOD & BEVERAGE SERVICE Practical – II (AFBSP – II)

- Supervising F&B outlets
- Preparing items on Gueridon trolley
- Using and Operating Machines

Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews
Food & Beverage Service –Lillicrap & Cousins
Modern Restaurant Service –John Fuller
Food & Beverage Service Management-Brian Varghese
Introduction F& B Service-Brown, Heppner & Deegan
Professional Food & Beverage Service Management –Brian Varghese
The World Of Wines, Spirits & Beers-H.Berberoglu
Beverage Book –Andrew, Dunkin & Cousins
Professional Guide to Alcoholic Beverages—Lipinski
Alcoholic Beverages –Lipinski & Lipinski
Food Service Operations – Peter Jones & Cassel
Master Dictionary of Food & Wine-Joyce Rubash
New York Bartenders Guide- BD & L
Mr. Boston's Bartender & Party Guide –Warner
Menu planning –John Kivela
The Restaurant (From Concept to Operation)-Lipinski
Professional Food Service- Sergio Andrioli & Peter Douglas
Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
Profitable Menu Planning- John Drysale

BHM 34. PERSONALITY DEVELOPMENT

Personality Profile

Personality and self-concept, Elements of Personality, Determinants of Personality, causes of deranged Personality, Personality Analysis.

Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language –use and misuse, Art of good Conversation, Art of Intelligent Listening.

Stress management

Meaning, purpose, techniques.

Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business.

Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place

Group Discussion

Team behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

Telephone conversation

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.

PERSONALITY DEVELOPMENT PRACTICAL

- One of the objectives of this module is to prepare the students for the Campus / Off-campus recruitments which are likely to take place during the VIII Semester.
- Basic concept of Recruitment and Selection: Intent and purpose, selection procedure, types of interviews.
- Preparing for interviews: Self planning, writing winning resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions.
- Facing an interview panel: Time-keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self-introduction, panel addressing, mental frame-work during interviews.
- Mock Interview
- Presentation skills, seminal skills and leadership role plays
- Conducting I participating - meeting, objective I agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.

Reference Books:

1. Personal Management and Human Resources By: C.S.Venkata Ratanam and B.K.Srivastava Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
2. Human Behaviour at Work By: Keith Davis Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
3. I'm OK, You're OK By: Thomas A. Harris Published By: Pan Books, London and Sydney
4. Pleasure of your Company By: Ranjana Salgaocar Published By: Pyramid Publishers, Goa
5. How to get the job you want By: Arun Agarwal, Published By: Vision Books, New Delhi
6. Get That Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins

BHM 35. INTRODUCTION TO MANAGEMENT

Introduction

- Illustrative Case Study: A typical day in the life of a Manager at Hotel Universe
- Orientation to management thought process
- Evolution - Development -School of Management, Management defined

Role of Manager

- Professional Manager and his tasks
- Managerial skills -Roles - Levels
- Managerial Ethics and Organization Culture
- Management Processes

Planning

- Illustrative Case Study
- Planning and Management Process
- Mission - Objectives - goals
- Urgent and Important Paradigms
- Planning process in detail
- Types and Levels of Plans
- Why Plans Fail
- Problems solving and Decision making
- Time Management

Organising

- Organising and Organization Structure
- Organization chart
- Principles of organisation
- Scalar Principle
- Departmentation
- Unity and Command
- Span of Control
- Centralization and Decentralization
- Authority and Responsibility
- Delegation

Leading and Motivation

- Creating a committed work force
- Basic Concepts and Definition
- Theories of Motivation
- Hierarchy of Needs
- Theory I and Y - McGregor
- Hygiene Theory (Hertz berg)

Leadership

- Definition, Theories, Style (Likert)
- Team Building

Controlling

- Basic Concepts - Definition - Process and Techniques

BHM 36. FOOD SAFETY AND QUALITY CONTROL

Module I

Introduction to Food Safety: Food Hazards & Risks, Contaminants and Food Hygiene, Quality control

Module II

Food microbiology: General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vineager

Module III

Food borne diseases: Food poisoning, Food infections, common diseases caused by food borne pathogens, preventive measures.

Module IV

Food preservation: Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods

Module V

Food adulteration: Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants

Module VI

Food additives: Classification of additives & its role

Module VII

Food standards: The need for food laws, Prevention of food adulteration act standards, Fruit product order standards, Agmark standards, Indian standards institution, International – Codex Alimentarius, ISO, Regulatory agencies – WTO, Consumer protection Act

Module VIII

Quality Assurance: HACCP, Need, Origin, Principles, terminology, steps / stages, benefits

Module IX

Hygiene and sanitation in food sector: general principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection, waste water & waste disposal

Module X

Selection and storage of perishable & non-perishable food

REFERENCES:

1. Modern Food Microbiology by Jay. J.

2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. PFA Rules
7. HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall

BHM 37. HOTEL ACCOUNTING

Rational:

Application and use of accounting and costing

Principles and Techniques in the Hospitality Industry

Emphasis mainly based on the practical solution approach in the day-to-day situation

Objectives:

The students should be able to prepare financial statements in accordance with uniform system of accounts for hotels.

An approach to internal control of the operation of the hotel could be developed.

Uniform system of Accounts for Hotels

- Introduction to Uniform system of account
- Contents of income statement
- Practical problems
- Contents of the Balance Sheet (Under uniform system)
- Practical problems
- Department Income Statements and expense statements
- 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
- Drawbacks of allocation
- Basis of allocation
- Practical problems

Mechanized Accounting

- Advantages and disadvantages

- Various machines in Hospitality Industry
- Computer packages for Hotel Accounting Tally

BHM 38. HOSPITALITY RESEARCH PROJECT

The student will be required to undertake a research on any topic related hospitality.

Formulating

The length of the report may be 150 double spaced pages (excused appendices and annexure) 10% variation on either side is permitted.

Guidelines

List of Contents of the Research

Chapter I-Introduction

Chapter II -Scope, Objective, Methodology and Limitation of the Research

Chapter III- Data Analysis

Chapter IV - Results and Discussion

Chapter V - Recommendation

Chapter VI - Annexure, Exhibits and Bibliography

Submission of the Report

Three copies of the Report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and personal copy should be duly signed by the faculty guide and principal or HOD of BHM Department. The student should carry the personal copy to the Viva Voce.

The Student should also carry the following:

- Duly signed personal copy of the project
- Examination Hall Ticket
- College Identity Card
- Dress Code should be formal.

SEMESTER – 8 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

**HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)**

BHM 39. FOOD & BEVERAGE MANAGEMENT

COST DYNAMICS

- Elements of Cost
- Classification of Cost

SALES CONCEPTS

- Various Sales Concept
- Uses of Sales Concept

INVENTORY CONTROL

- Importance
- Objective
- Method
- Levels and Technique
- Perpetual Inventory
- Monthly Inventory
- Pricing of Commodities
- Comparison of Physical and Perpetual Inventory

BEVERAGE CONTROL

- Purchasing
- Receiving
- Storing
- Issuing
- Production Control
- Standard Recipe
- Standard Portion Size
- Bar Frauds
- Books maintained
- Beverage Control

SALES CONTROL

- Procedure of Cash Control
- Machine System
- ECR
- NCR
- Preset Machines
- POS
- Reports
- Thefts
- Cash Handling

BUDGETARY CONTROL

- Define Budget
- Define Budgetary Control
- Objectives
- Frame Work

- Key Factors
- Types of Budget
- Budgetary Control

VARIANCE ANALYSIS

- Standard Cost
- Standard Costing
- Cost Variances
- Material Variances
- Labour Variances
- Overhead Variance
- Fixed Overhead Variance
- Sales Variance
- Profit Variance

BREAKEVEN ANALYSIS

- Breakeven Chart
- P V Ratio
- Contribution
- Marginal Cost
- Graphs

MENU MERCHANDISING

- Menu Control
- Menu Structure
- Planning
- Pricing of Menus
- Types of Menus
- Menu as Marketing Tool
- Layout
- Constraints of Menu Planning

MENU ENGINEERING

- Definition and Objectives
- Methods
- Advantages

MIS

- Reports
- Calculation of actual cost
- Daily Food Cost
- Monthly Food Cost
- Statistical Revenue Reports
- Cumulative and non-cumulative

SWOT Analysis

BHM 40. INTRODUCTION TO TOURISM & HOSPITALITY (ITH)

HOSPITALITY INDUSTRY – A PROFILE

Meaning & definition, Historical evolution & development, Hospitality as an industry, Complimentary role with other industries, Contribution to Indian and global economy.

HOSPITALITY PRODUCTS & SERVICES

Hospitality accommodation, Food & Beverage facilities, Ancillary services, Support services, Hospitality Organisations.

HOSPITALITY DISTRIBUTION CHANNELS

Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels – Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.

CURRENT SCENARIO

Major players in the industry – India and worldwide, present trends in industry, emerging markets, role of support services and infrastructure, impact of international and national events, present scenario and future projections of HR issues and technology in industry.

Suggested Text Books & References

1. Hotels for Tourism Development, Dr. J.M.S. Negi
Metropolitan Book Co. (P) Ltd., New Delhi.
2. Dynamics of Tourism, R.N. Kaul
Sterling Publishing Pvt. Ltd., New Delhi.
3. International Tourism, A.K. Bhatia
Sterling Publishing Pvt. Ltd., New Delhi
4. Hotel Front Office Management, James A. Bardi
Van Nostrand Reinholdn New York.
5. Marketing Management, Philip Kotler
Prentice-Hall of India, New Delhi.
6. Marketing Leadership in Hospitality
Robert Lewis & Richard Chambers, VNR.

BHM 41. MANAGERIAL ECONIOMICS

Introduction

- Definition and scope
- Managerial Economics - Scarcity and Choice
- Objectives and, Constraints
- Decision Process

- Basic Principles
- Production Possibility Curve
- Choice of Techniques

Demand Curve Analysis

- Meaning of Demand
- Types of Demand
- Determinants of Demand
- Demand Functions, law of Demand
- Demand Elasticity
- Methods of measuring Elasticity of Demand
- Demand Forecasting, with special reference to hotel industry
- Mathematical Application

Indifference Curve Analysis

- Properties of indifference curve - Budget line
- Consumer Equilibrium with the help of indifference curves
- Price effect, income effect, substitution effect, MRSXY

Supply Analysis

- Law of Supply, Types of Elasticity of supply and measurement
- Practical Problems, Equilibrium of Supply and Demand

Cost Analysis

- Cost Concepts, Economic Cost, Explicit and Implicit Cost, Opportunity Cost, Historical and Replacement Cost, incremental and Sunk Cost, Fixed and Variable Cost, Separable and Common Cost, Private and Social Cost. Total, Average and Marginal Cost, long Run and Short Run Cost.
- Economics of Scale
- Diseconomies of Scale

Revenue Analysis

- Law of Returns
- Law of variable proportions
- Marginal revenue, average revenue, equilibrium output and price

Market and Market Forms

- Definition and classification of market
- Perfect and imperfect Markets
- Market Forms
- Pure Competition

- Perfect Competition
- Imperfect Competition - monopolistic competition – oligopoly & duopoly

Pricing in Practice

- Pricing Objectives
- Determinants of Price
- Pricing Methods
 - Cost based
 - Competition Based
 - Demand Based
 - Strategy Based

Inflation

Causes of inflation - measures to control inflation Fiscal and monetary policies

Reference Books

- 1) D. Gopalakrishna - A Study in Managerial Economics Himalaya Publishing House, Mumbai, Delhi, Nagpur
- 2) S. Gupta _ Managerial Economics - Tata McGraw-Hill Publishing Company Ltd., New Oeihi.
- 3) V. L Mote, Samuel Paul, G. S. Gupta - rllanagerial Economies Concepts and Cases _ Tata McGraw - Hill Publishing Company Ltd., New Delhi.
- 4) K. K Deweti. J. D. Varma - Elementary Economic Theory - S. Chand Company Pvt Ltd., Ram Nagar, New Delhi.

BHM-42. FAST FOOD CHAIN MANAGEMENT

Module 1

Introduction to fast food chain

- History
- Globalization
- Concept & formulation
- Cost factor
- F&B merchandising

Module 2

World of Fast food chain

- Cuisine Variants
- Street vendors
- Jobs & labour issues
- Health issues

Module 3

Service Process

- Food & Beverage service operation
- Human resource strategy

- Menu concept, pricing strategy & recipe standardisation
- Service & production equipment
- Convenience food usages
- Hygiene & sanitisation standards
- Central purchasing process

Module 4

Outlet management

- Outlet design & décor
- Children play area
- Event management

BHM 43. OPEN ELECTIVE

Group 1

- A. CONVERSATIONAL GERMAN
- B. ADVANCED FRENCH

A. CONVERSATIONAL GERMAN

<u>Theme</u>	<u>Grammar</u>
1. Name, Country, Residence	Personal pronouns, word order, position
2. Studies and profession	Possessive pronouns, verb "sein (to be)"
3. Family, Siblings, Age	Verb "haben (to have)", indefinite article, Negation: "nicht (not)" and "kein (no)"
4. Time, Appointment	Time, definite articles, strong verbs
5. Invitation	Separable verbs, Imperative
6. Job search, Job selection	Model verbs
7. Shopping	Accusative case
8. GIFTS, At the post office	Dative case
9. Information	Two way preposition / Place and Direction

Other than the syllabus mentioned above, the following things will also be included with the course:

1. German culture
2. German songs and nursery rhymes
3. German audios and videos
4. Role plays etc

The textbooks and Audio that would be used for the successful completion of the course would be:

1. Lernziel Oeutsch-I (Max Hueber Verlag)
2. Lernziel Deutsch-I (Audio Cassette)
3. Oeutsche Sprachlehre fur Auslander by Schulz Griesbach (Hueber Verlag) Herzlich Willkommen By Cohenl Osterloh (Langenscheidt

B. ADVANCED FRENCH

BHM 43. PROFESSIONAL ELECTIVE - I

Group 1

- A. TIME SHARE AND CONDOMINIUM MANAGEMENT**
- B. HEALTH AND NUTRITION**
- C. ORGANISATION BEHAVIOUR**

A. TIME SHARE AND CONDOMINIUM MANAGEMENT

Timeshare Management- Part-A

MODULE 1

Introduction, History, Industry-Scope of the industry, Legislation, Methods of use-Exchanging timeshares, Varieties-Deeded versus right to use, Fixed week ownership, Floating, Rotating, Vacation clubs, Points programs

MODULE 2

Types and sizes of accommodations, Critique of timeshare concept, Secondary market- Timeshare resales, Timeshare rentals

Condominium Management- Part-B

MODULE 3

Introduction, Definition, Non-residential condominiums

MODULE 4

Condominium concept in different countries - United States, Canada, Denmark, India, Singapore, Anstralia

MODULE 5

Apartment, Car condo, Common hold, Condo conversion, Dockominium, Housing cooperative. Condop Difference between time share & condominium management
Example of Time share & Condominium hotels in India & International

Reference Books

1. Law of condominium operation - by Poliakoff
2. Condominium development guide- by Warren, Gorham & Lamont
3. Managing front office operations - by Kasavana & Books

B. HEALTH AND NUTRITION

Module 1

Health and Disease: Concept of health - Dimensions and indicators of health. Concept of disease - cause and control of disease. Communicable and non-communicable diseases.

Module 2

Nutrition and National Development: Origin and progress of the Science of nutrition in India. Relation of Health and Nutrition to National Development. *Economic Development. Industrial Development. Agricultural Development.*

Module 3

Assessment of Nutritional Status: Dietary Assessment. Bio-chemical Assessment, Anthropometric Assessment, Clinical Assessment.

Module 4

Food Toxins: Naturally occurring Toxicants in food.

Module 5

Dietary Modifications: For infants, pre-school children. school going children
adolescence, adults, expectant and nursing mothers, geriatrics.

Module 6

Diet Therapy: Liquid diet, soft diet, Bland diet, Diet during (1) Peptic Ulcer (2) Tuberculosis (3) Typhoid (4) PEM (5) Anemia (6) Diabetes Mellitus (7) Hepatitis (8) Nephritis (9) Atherosclerosis (10) Hypertension (11) Allergy (12) Obesity

Module 7

Alcohol and Drug Dependence: Consequences to vital organs caused by alcohol, tobacco and other dependence producing drugs. Symptoms of drug addiction, treatment and rehabilitation.

Module 8

Basic First Aid: First aid kit. First aid given during drowning, electric shock, animal / insect bite, injuries, heat stroke, sprains and fractures.

Module 9

National and International Agencies Concerned with Health and Nutrition: WHO, UNICEF, FAG, UNRRA, ICMR, NIN. CFTRI, CSWB. SSWB.

References:

1. Park's Textbook of Preventive and Social Medicine, Banarsidas Bhanot Publishers Jabalpur.
2. Chave S.P.V, Oxford Textbook of Public Health, Oxford University Press.
3. Anderson and Langton, Health Principles and Practices, C. V. Mosby.

4. B. Srilakshmi, Dietetics. New Age International (P) Ltd .. New Delhi.
5. Banji S, Textbook of Human Nutrition, Oxford & JBH Publishing Co. Pvt Ltd., New Delhi.
6. Anna K. Joshna, Microbiology, Popular Book Depot, Madras.
7. McLaren, Nutrition in the Community
8. Paul Metal, Core Concepts in Health, Mayfield Publishing Co., California.
9. Robinson C. H., Normal and Therapeutic Nutrition, MacMillan Publishing Co, New York.
10. NHO Technical Report Series.
11. Antia F P Clinical Dietetics and Nutrition ~ Oxford University Press, Murnbar.

C. Organizational Behaviour (OB)

O.B. – Definition, relevance and scope

FOUNDATIONS OF INDIVIDUAL BEHAVIOUR

Environment, personal, organizational and psychological factors, Personality, perception, attitudes, learning

MOTIVATION

Nature, important theories-Maslow, Herzberg, equity and expectancy

FOUNDATION OF GROUP BEHAVIOUR

Group dynamics, group formation, group tasks, group decision making

CONFLICT

Reasons and ways of overcoming conflict

ORGANIZATIONAL CHANGE

Resistance to change and ways of overcoming the resistance

ORGANIZATIONAL CULTURE

How created and sustained

REFERENCE BOOKS:

Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall of India

New Strom and Davis; Organisational Behaviour – Human Behaviour work, New York McGraw Hill

Fred Lechans; Organisation Behaviour, New York, McGraw Hill

Aswathappa K; Organisational Behaviour, Mumbai, Himalaya Publishing House

B. P. Singh; Organisational Behaviour, Dhanpat Rai & Sons

Umasharan; Organisational Behaviour, New Delhi, Tata McGraw Hill Publishing House

Arun Monappa; Personnel Management, New Delhi, Tata McGraw Hill Publishing company

BHM 45. PROFESSIONAL ELECTIVE – II

A .PROFESSIONAL INDUSTRIAL TRAINING

B. INDIAN CLASSICAL CUISINE

C. PROFESSIONAL INDUSTRIAL TRAINING

One Month training to hotels in the department of specialisation.

The students are supposed to submit a report of the training done.

B. INDIAN CLASSICAL CUISINE

Module 1

Introduction to Indian cuisine

- History of Indian cuisine
- Religion & foreign influence in Indian cuisines
- Geographical influence in regional food habits

Module 2

Classical cuisines India

- North India (Awadi, Mughali, Sindhi)
- South India (Udupi, Nampoothiri, Mapplia, Syrian Christian, Chettinad)
- East India (Oriya, Bhojpuri)
- North East India (Naga, Tripuri, Sikkim)
- West India (Malvani, Konkani, Parsi, Kutchi)
- History, influences, ingredients used, method of cooking, courses of menu, etiquettes, special utensils and equipment used.

Module 3

Influence of Indian classical cuisines to the world community

Books Recommended

Front office operations & management, Ahmed Ismail

Hotel convention sales, services & operations, Pat Golden-Romero

Event management: For tourism, cultural, business & sporting events, Lynn Van Der Wagen

Resorts management & operations, Robert Christie Mill, Ph.D

Club management in Australia: Administration, operations & gaming, Nerilee Hing, Helen Breen, Paul Weeks

Catering sales & convention service, Ahmed Ismail

Hospitality & catering: A closer look, Ursual Jones & Shirley Newton

The Theory of Catering, David Foskett, Victor Ceserani & Ronald Kinton

Modern cookery – Thangam E. Philip
Incredible Indian Cuisine – Pushpesh Pant
Royal Indian cookery – Manju Shivrasi Singh
A taste of India – Madhur Jaffrey
The Indian Kitchen – Monisha Bharadwaj

4TH SEMESTER - INDUSTRIAL EXPOSURE TRAINING SCHEME

Industrial Training is an integral part of the curriculum. Student has to undergo industrial training minimum 20 weeks at a single stretch. They will be awarded altogether 750 marks for the industrial training. 200 marks for project. 400 marks for industrial training and 150 marks for viva.

- 1) For award of 400 marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.
- 2) Responsibilities of institute, hotel the student/trainee with aims & objectives have been prescribed for adherence.
- 3) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

Objective of industrial Exposure Training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial Training is also expected to provide the students the basis to identify their key operational area of interest.

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn to learn and maintain high standards and quality of work
5. Should interact positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should adhere to the prescribed training schedule.
12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

1. Should give proper briefing to students prior to the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate regularly with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about me appraisals, attendance, marks, logbook and training report.
9. Should ensure that change of IT hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
10. Should ensure that change of I. T Batch is not permitted.
11. Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry. Since the chances of building successful careers in the industry VJIII decline the trainees will leave in hope of finding other opportunities. If on' the other hand, First managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

Hotels:

1. Should give proper briefing session! Orientation / induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme
6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log boom, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training "Dos and Don'ts" for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training

SEMESTER 7

Hospitality Research Project

The student will have to undertake a research project on any topics from Hotel Management & Catering Technology and related branches in the curriculum. The research project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry.

Type Of Research Project

The project may be one of the following type:

- a. Comprehensive case study
- b. Inter-Organizational study
- c. Field study/ Survey (Empirical study)

Research Project Supervision

Each project shall be guided by a supervisor duly appointed by the department/coordinator. Research Guides will be a faculty from the college. Guides' certificate and Declaration by the student should form the first two pages of the dissertation.

Research Project Proposal (Synopsis)

Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

Contents of the Research Project

Cover page, Certificate, Declaration, Acknowledgement, List Of Contents, List Of Tables, List Of Figures, List Of Appendices-

- Chapter I - Introduction 3-5 pages
- Chapter II - Review of literature- (minimum of (50 references and 10 related references of similar studies) 40-50 pages
- Chapter III- Methodology (clear and feasible) 5-8 pages
- Chapter IV- Result and Discussion- 60-70 pages
- Chapter V- Summary and conclusion 5-8 pages

Bibliography, Appendices- Annexure and Exhibits

Research Project Report Writing

The length of the report may be 150 double spaced pages (excused appendices, bibliography and annexure) 10% variation on either side is permitted

1. Same similar font to be used through out the thesis
 - ✓ Main Headings- times new roman-font -16 bold capital letters, centralised
 - ✓ Subheadings- times new roman font-14 italics bold- title case, left aligned
 - ✓ Minor headings- times new roman font 12 italics bold-title case, left aligned
 - ✓ Body of the thesis- times new roman font 12 double space, justified
2. Numbers to be given to every heading of each chapter as shown-
(for Chapter- 4; subheadings- 4.1 and minor heading- 4.1.1 etc)
3. Numbers for each table should be in an order as shown-
(4.1; 4.2; 4.3....., figure 4.1; 4.2; 4.3..... Photographs also in the same way)
4. Page numbers must be correct and continuous starting from the introductory chapter-I till Chapter V. Roman way of numbering may be used for preface and appendix afresh if necessary
5. Format of writing bibliography must same to all as shown below-

Karkos, P. D, S. C. Leong, C. D. Karkos, N. Sivaji and D. A. Assimakopoulos.,(2008) *Recent Trends In Hospitality Industry*; Published by Oxford University Press. eCAM Advance Access published online on September 14, 2008

Anitha L and K. Chandralekha; (2010) *Use Of Indegeneous Equipments In Hotel Industy, And The Concept Of Eco-friendly Hotels.*, *Asian J.Hosp.Indus.*, Vol 1 (1) 2010:36-46
6. Avoid typographical errors-Spelling mistakes and grammatical mistakes.

EXTERNAL EVALUATION- 200 MARKS (viva voce)

Maximum marks should be for mode of presentation, style of establishing the facts with proper citation of references in the research report; and also for the Power point presentation (optional) of less than five minutes duration during viva voce. Formal power point presentation and evaluation of the project is done before the internal and external panel constituted by the department/coordinator together with selected target audience

- **60 marks for Chap 4- RESULT AND DISCUSSION- Primary Data** (marks for **reliability of data** and presentation of results, for explaining and establishing the findings with citation of apt references and related studies, graphs, pictures, tables, correct statistical analysis and its detailed citation in **appendix**)
- **60 marks for Chap 2- REVIEW OF LITERATURE- Secondary Data** (except for historical researches maximum marks are allotted for **latest references**, apt and correct **format** of writing bibliography)
- **20 marks for Chap 3- METHODOLOGY** (correct use of tools and techniques **as per the principles/theories** of Research Methodology)

- **20 marks for Chap 5- SUMMARY AND CONCLUSION** (**gist** of findings, suggestions and recommendations)
- **10 marks for Chap 1- INTRODUCTION** (introduction should be from from general to specific with explanation of new terms, concepts, **need and significance of the study; objectives and Hypothesis**)
- **8 marks for Chap 4- RESULT AND DISCUSSION**
- **10 marks for Chap 2- REVIEW OF LITERATURE**
- **5 marks for Chap 3- METHODOLOGY**
- **5 marks for Chap 5- SUMMARY AND CONCLUSION**
- **2 mark for Chap 1- INTRODUCTION**

Submission of the Report

Three copies of the Report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and personal copy should be duly signed by the faculty guide and principal or HOD/research coordinator. The student should carry the personal copy to the Viva Voce.

The Student should also carry the following for the viva voce:

- Duly signed personal copy of the project
- Examination Hall Ticket
- College Identity Card
- Dress Code should be formal.

**Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)**

Name of Student:	Roll No:	
Institute:	Duration: 5 weeks (30 working days)	
Name of the Hotel:	From:	To:
Department: F&BS / FP / HK / FO		

Appearance

Immaculate appearance, spotless uniform, well groomed hair, cleaned nails & hands	5
Smart appearance, crisp uniform, acceptable hair, cleaned nails & hands	4
Well presented clean uniform, acceptable hair, cleaned nail & hands	3
Untidy hair, creased ill kept uniform, hands not cleaned at times	2
Dirty / dishevelled, long / unkempt hair, dirty hands & long nails	1

Punctuality / attendances (_____ days present out of 30 days)

On time, well prepared, ready to commence task, attendance excellent	5
On time, lacks some preparation, but copes well, attendance very good	4
On time, some disorganised aspects - just copes, attendance regular	3
Occasionally late, disorganised approach, attendance irregular	2
Frequently late, not prepared, frequently absent without excuse	1

Ability to communicate (written / Oral)

Very confident, demonstrate outstanding confidence and ability both spoken / written	5
Confident, delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lack confidence, in spoken / written communication	2
Very inanimate unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / Retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, Considerate & firm, well liked	4
Gets on well with most colleagues, handles customers well	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2

Does not mix, relate well with colleagues & customers	1
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Attitude to Supervision

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

Initiative / Motivation

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

Reliability / Comprehension

Is totally trust worthy in any working situation, understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision, Comprehends only after constant explanation	2
Requires constant supervision. Lack any comprehension of the application	1

Responsibility

Actively seeks responsibility to all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes	3
Inclined to refer matters upwards rather than make own decision	2
Avoids taking responsibility	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided	5
Maintain a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven	2
Inaccurate and slow at work	1

Quantity of Work

Outstanding in output of work	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Total _____ /50

Stipend Paid: Rs. _____ per month

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date: _____

Signature of Student: _____ Date: _____