

**COURSE STRUCTURE
&
SCHEME OF EXAMINATION**

of

**BACHELOR'S DEGREE COURSE
IN HOTEL MANAGEMENT**

**&
CATERING
TECHNOLOGY
(FOUR YEARS)**

(BHM&CT – 4 Years)

KURKUSHETRA UNIVERSITY, KURUKSHETRA

**BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY -1st SEMESTER**

(BHM&CT-1st Semester)

Subject Code	Subject	Hours Per Week		Practical Marks		Theory Marks		M. Marks
		Th.	Pr.	Int.	Ext.	Int.	Ext.	
BHM&CT-101	Introduction to Hospitality Industry	5	-	-	-	30	70	100
BHM&CT-102	Front Office Operation –I	2	3	30	70	30	70	200
BHM&CT-103	Housekeeping Operation -I	2	3	30	70	30	70	200
BHM&CT-104	Food & Beverage (Production) -I	2	6	30	70	30	70	200
BHM&CT-105	Food & Beverage (Service) -I	2	5	30	70	30	70	200
BHM&CT-106	Hygiene and Sanitation	3				30	70	100
BHM&CT-107	Personality Development	2	1					100
TOTAL		17	18					
GRAND TOTAL								1100

**BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY – 2ND SEMESTER**

(BHM&CT-2nd Semester)

Subject Code	Subject	Hours per week		Practical Marks		Theory Marks		M. Marks
		Th.	Pr.	Int.	Ext.	Int.	Ext.	
BHM&CT-201	Communication Skills	3	-	-	-	30	70	100
BHM&CT-202	Front Office Operation – II	2	3	30	70	30	70	200
BHM&CT-203	Housekeeping Operation –II	2	3	30	70	30	70	200
BHM&CT-204	Food & Beverage (Production) –II	2	5	30	70	30	70	200
BHM&CT-205	Food & Beverage (Service) -II	2	5	30	70	30	70	200
BHM&CT-206	Nutrition & Principles of Food Science	2				30	70	100
BHM&CT-207	Basics of Computers	3	2	30	70	30	70	200
TOTAL		16	18					
GRAND TOTAL								1200

**BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY -3RD SEMESTER**

(BHM&CT-3rd Semester)

Subject Code	Subject	Hours per week		Practical Marks		Theory Marks		M. Marks
		Th.	Pr.	Int.	Ext.	Int.	Ext.	
BHM&CT-301	Advance Nutrition & Principles of Food Science	2	-	-	-	30	70	100
BHM&CT-302	Front Office Operation-III	2	3	30	70	30	70	200
BHM&CT-303	Housekeeping Operation-III	2	3	30	70	30	70	200
BHM&CT-304	Food & Beverage (Production)-III	2	5	30	70	30	70	200
BHM&CT-305	Food & Beverage (Service)-III	2	5	30	70	30	70	200
BHM&CT-306	Engineering and Maintenance	2	2			30	70	100
BHM&CT-307	Hotel Accountancy-I	3				30	70	100
TOTAL		15	18					
GRAND TOTAL								1100

**BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY -4TH SEMESTER**

(BHM&CT-4th Semester)

Subject Code	Subject	Hours	Per	Practical		Theory		M. Marks
		Week		Marks	Marks	Marks	Marks	
		Th.	Pr.	Int.	Ext.	Int.	Ext.	
BHM&CT-401	Principles of Management	5	-	-	-	30	70	100
BHM&CT-402	Hotel Laws	2	-	-	-	30	70	100
BHM&CT-403	Accommodation Operations-I	2	3	30	70	30	70	200
BHM&CT-404	Food & Beverage Production-IV	2	6	30	70	30	70	200
BHM&CT-405	Food & Beverage Service -IV	2	5	30	70	30	70	200
BHM&CT-406	Hotel Accountancy-II	2	-	-	-	30	70	100
BHM&CT-407	Tourism Business	2	-	-	-	30	70	100
TOTAL		16	18					
GRAND TOTAL								1000

**BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY -5TH SEMESTER**

(BHM&CT-5th Semester)

BHM&CT-501	INDUSTRIAL TRAINING (FROM JUNE 01 – NOV 15), TRAINING REPORT & VIVA VOCE	400 marks
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**BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY -6TH SEMESTER**

(BHM&CT-6th Semester)

Subject Code	Subject	Hours Per Week		Practical Marks		Theory Marks		M. Marks
		Th.	Pr.	Int.	Ext.	Int.	Ext.	
BHM&CT-601	Human Resource Management in Hotels	5	-	-	-	30	70	100
BHM&CT-602	Hotel Facility Planning	2	-	-	-	30	70	100
BHM&CT-603	Accommodation Operations-II	2	3	30	70	30	70	200
BHM&CT-604	Food & Beverage Production-V	2	6	30	70	30	70	200
BHM&CT-605	Food & Beverage Service -V	2	5	30	70	30	70	200
BHM&CT-606	Financial Management	2	-	-	-	30	70	100
BHM&CT-607	Elementary French	2	4	30	70	30	70	200
TOTAL		17	18					
GRAND TOTAL								1100

BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING

TECHNOLOGY -7TH SEMESTER

(BHM&CT-7th Semester)

Subject Code	Subject	Hours	Per	Practical		Theory		M. Marks
		Week	Pr.	Int.	Ext.	Int.	Ext.	
BHM&CT-701	Research Methodology	5	-	-	-	30	70	100
BHM&CT-702	Hotel Marketing	2	-	-	-	30	70	100
BHM&CT-703	Accommodation Operations-III	2	3	30	70	30	70	200
BHM&CT-704	Food & Beverage Production -VI	2	6	30	70	30	70	200
BHM&CT-705	Food & Beverage Service -VI	2	5	30	70	30	70	200
BHM&CT-706	Hotel Economics	2	-	-	-	30	70	100
BHM&CT-707	Advance French	2	4	30	70	30	70	200
TOTAL		17	18					
GRAND TOTAL								1100

**BACHELOR DEGREE COURSE IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY - 8TH SEMESTER**

(BHM&CT-8th Semester)

BHM&CT-801	INTERNSHIP CUM PROJECT REPORT (JAN 01 – MAY 31),	400 marks
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BHM&CT

1st – Semester

BHM&CT-101 INTRODUCTION TO HOSPITALITY INDUSTRY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course familiarises students with different sectors of hospitality industry. The students will get to know about different international hotel chains, ownership and organisation structure of hotels.

APPROACHES:

Lectures, Group Discussion, Presentations, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course of the semester; Books and literature Surveys, Long essays and assignments; seminar, presentations etc.

UNIT-I

Hospitality Industry- An introduction

Concept, origin and growth overtime, scope, current and future trends and developments in Industry, Hospitality industry & linkages with other industries, role in global and Indian economy. External environment and hospitality industry, Major hotel chains of India.

UNIT-II

Hospitality Sectors

Accommodation: concept and types; Food & Beverage; Tourism- concept, types; Transportation: air, water & land; Attraction, Recreation, Events and others.

UNIT-III

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.

UNIT-IV

Ownership structure of hotels

Types- Sole proprietorship, Partnership, Management Contract, Joint Venture, Franchisee, Public Sector, Private Sector, Referral Groups/Consortium-Concept, Features, Advantages and Disadvantages.

UNIT-V

Hotel Organization

Organization structure & Departmentation in hotels,

Front office, Housekeeping, Food and Beverage (service & production), Engineering & Maintenance, Security, Human Resource dept., Sales & Marketing, Purchase & Stores, Accounts.

REFERENCES:

- Introduction to Hospitality-John R.Walker University of South Florida Publisher: Prentice Hall
- Hotel Management-educational & environmental aspects-Yogender K. Sharma
- Housekeeping Training Manual– Sudhir Andrews (Tata McGraw Hill).
- Front Office Training Manual– Sudhir Andrews (Tata McGraw Hill).
- Food & Beverage Training Manual– Sudhir Andrews (Tata McGraw Hill).
- Managing Front Office Operations – Kasavana & Brooks
- Hotel, Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox
- Managing Hospitality Operations – Mohinder Chand, Anmol Publications New Delhi.
- Introduction to Tourism & Hospitality Industry – Sudhir Andrews – TATA McGraw – Hill
- Hospitality World!: An Introduction- Harold E. Lane, Denise Dupré ; Wiley International
- Introduction to the Hospitality Industry, Study Guide, 7th Edition - Clayton W. Barrows, Tom Powers ; Wiley International

BHM&CT- 102, FRONT OFFICE OPERATION-I

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course is aimed at familiarising the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

Front Office- Introduction

Front office, introduction its importance in hotels

Layout of the front office

Different section of the Front Office and their importance - Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier

UNIT-II

Classification of Hotels

Hotels and their classifications

Star classification; Classification based on size, clientele, Location, Ownership,

Independent, Management Contract, Chains & Franchise/ Affiliated, Time Share.

UNIT-III

Front Office Staff

Front Office Department Hierarchy chart: Small, Medium and Large Hotels

Job Description, Job Specification & Duties and Responsibilities of different front office personnel including, Attributes of front office employee

UNIT- IV

Guest Cycle

The Guest cycle - Pre-Arrival, Arrival, Occupancy, Departure

Front Office Systems: Non-Automated, Semi-Automated and Fully Automated

UNIT-V

Front Office Equipments

Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments

REFERENCES:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out- Jerome Vallen
- [Hotel Front Office Management, 4th Edition](#) by James Socrates Bardi; Wiley International

BHM&CT-102, FRONT OFFICE PRACTICAL-I

PRACTICAL

External: 70

Internal: 30

1. Communication skills - verbal, non verbal
2. Preparation and study of countries, capitals, currencies, airports and IATA airport codes, Various airlines and flags chart of top 30 countries in terms of tourist arrivals.
3. GMT, International Date Line, World Time Zones,
4. Identification of Front Office equipment and furniture
5. Role-play –
 - Check-in Procedure
 - Receiving at the porch
 - Bell Desk functions
 - Concierge
 - Reception

BHM&CT-103, HOUSEKEEPING OPERATION-I

THEORY

External: 70
Internal: 30
Duration: 3 hours

COURSE OBJECTIVES:

The course familiarise students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

Introduction- Housekeeping Department

Meaning, definition and importance of Housekeeping department

Layout of Housekeeping Depaetment

Organisational structure of Housekeeping department (Large/medium/small Hotel)

Functions/ responsibilities of Housekeeping department

Interdepartmental coordination

UNIT-II

Staffing

Attributes and qualities of Housekeeping staff

Job description and job specification of Housekeeping staff

Staffing of housekeeping staff

Contract housekeeping

Importance of housekeeping department in hospitals, hostels and other industries.

UNIT-III

Introduction of cleaning areas

Types of guest rooms

Features of typical guest room

Bathroom

Public areas- meaning and introduction of all public areas of hotel

Guest amenities/ supplies of guest room and bathroom.

UNIT- IV

Routine system and records

Briefing

Housekeeping control desk- importance, role
types of registers and files maintained
Types of keys and key control
Lost and found procedure and formats
Handling guest queries, problem and requests
Routine task of housekeeper
Housekeeping supply store

UNIT-V

Introduction of cleaning and cleaning equipments

The maid's cart- introduction, design of maid's cart
Types of cleaning equipments, selection, and storage
Common cleaning agents, selection, general principles
Polishes, use, care, storage, distribution and control
Principles of cleaning, hygiene, safety factors in cleaning
Types of cleaning- daily, weekly, spring and deep cleaning

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
- Professional Management of Housekeeping Operations by Thomas J. A. Jones
publisher- John Wiley & Sons inc.
- Managing Housekeeping Operations by Margart M. Kappa, CHHE, American Hotel & Lodging Associations.

BHM&CT-103, HOUSEKEEPING OPERATION-I

PRACTICAL

External: 70

Internal: 30

1. Room layout and standard supplies
2. Identification of cleaning equipment both manual and mechanical use of brushes, brooms, mops
3. Identification of cleaning agents
4. Knowledge of all files registers and formats maintained at control desk.
 - Register for guest messages
 - Baby sitting services
 - Room checklist file
 - Carpet shampoo register
 - Room occupancy reports file
 - Duty roster file
 - Log book
 - Memo book
 - Lost and found slip and register
 - Maintenance register and slip
 - Work order slip
 - Guest loan register
 - Guest supplies consumption register
 - Room report format
5. Maid's cart set-up, stocking and usage
6. General procedure cleaning

BHM&CT 104, FOOD AND BEVERAGE PRODUCTION-I

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables and meats.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT- I

Introduction to Cookery

Culinary History, Origin Of Modern Cookery,
Various cuisines; Indian, Chinese, French
General Layout of the kitchen in various Organizations
Layouts of Receiving Areas, Layout of Service and Wash Up

UNIT-II

Kitchen Brigade

Modern Staffing In Various Category Hotels, Attitude and behaviour in the Kitchen
Duties And Responsibilities of kitchen brigade
Co-Operation With Other Departments
Personal Hygiene, Uniform & Protective Clothing
Safety Procedure In Handling Equipment

UNIT-III

Fuels and Equipment

Various Fuels used, Advantages and Disadvantages of each
Different Equipments used in Food Production manual and mechanical

UNIT-IV

Cooking

Aims And Objectives Of Cooking
Various Textures, Various Consistencies
Techniques Used In Pre-Preparation
Techniques Used In Preparation

UNIT-V

Introduction to Commodities

Commodities: introduction, role, uses, types

- Flour
- Shortenings (Fats &Oils)
- Raising Agents
- Sugar

Basic Commodities

- Milk
- Cream
- Cheese
- Butter

REFRENCES:

- Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef (4th Edition) By Le Rol A.Polsom
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann

- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell

BHM&CT 104, FOOD AND BEVERAGE PRODUCTION-I

PRACTICAL

External: 70

Internal: 30

1. Vegetables Varieties, Classifications
2. Cuts Of Vegetables
 - Julienna
 - Jardiniere
 - Mognonette
 - Dices
 - Cubes
 - Macedoine
 - Paysanne
 - Shred
 - Concasse
 - Mirepoix
3. Blanching Of Tomatoes & Capsicum
4. Methods Of Cooking Vegetables
 - Boiling (Potatoes,Beans,Cauliflower)
 - Frying (Aubergine,Potatoes)
 - Steaming (Cabbage)
 - Baking (Potatoes,Turnip)
 - Braising (Onion,Leaks,Cabbage)
5. Stocks, Demonstration & Preparation of
 - White Stock
 - Brown Stock
 - Fish Stock
6. Sauces, Demonstration &Preparation Of Basic Mother Sauces And 2-3 Derivatives Of Each
 - Bechamel(+Cheese Sauce,Mornay,Mustard Sauce,Parsley Sauce)
 - Espagnole(+Lynnaise Madeira,Charcutiere)
 - Tomato (+Creole,Italienne,Piquante)
 - Veloute(+Supreme,Allemande,Normande)
 - Hollandaise(+Paloise,Bearnaise)
 - Mayonnaise(Tartare,Cocktail)
7. Soups, Classification Of Soups, Preparation Of Basic Soups
 - Consommé (Royal, Carmen, Clermont, Ambassadrice, Julienne)
 - Cream (Tomato, Spinach, Vegetables)
 - Puree (Lentil,Peas,Carrot)
 - Cut Vegetables (Scotch Broth,Minestrone)
 - Veloute (Crème De Volaille Princess, Veloute Dame)
 - Blanche/Marie-Louise)
 - National Soup (Mulligatawny,French Onion,Oxtail)
 - Bisque (Prawn,Shrimp)
8. Culinary Terms

BHM&CT 105- FOOD & BEVERAGE SERVICE -I

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT-1

Introduction to Food and Beverage:

Introduction to the Food & Beverage Industry, Types of Catering Establishments, Introduction to Food & Beverage Operations, Role of catering establishment in the hospitality industry

UNIT-II

F & B Service areas in a Hotel:

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, Executive lounges, Business Centres & Night Clubs.

UNIT-II

F & B Service Equipments:

Usage of Equipment, criteria for selection, requirements, quantity and types, Furniture, Linen, Chinaware, Silverware & Glassware, Disposable, Special Equipment & Other Equipment, Care and maintenance.

UNIT-IV

Food & Beverage Service Department and its organization:

Food & Beverage Service Organization, Job Descriptions & Job Specifications of F& B Service Staff, French terms related to Food & Beverage staff, Attitude & Attributes of a

Food & Beverage personnel, competencies, Basic Etiquettes for Catering staff, Inter and Intra departmental relationship.

UNIT-V

Food & Beverage Service Methods:

Table Service-Silver/English, Family, American, Butler/French, Russian, Self Service- Buffet & Cafeteria, Tray, Lounge, Room, etc., Single Point Service-Take Away, Vending, Food & Beverage Terminology (related to the inputs of the semester).

REFERENCES

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill.
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi
- S.N Bagchi and Anita Sharma, Food and Beverage Service, Aman Publication, New Delhi.
- Sudhir Andrew, Food and Beverage Manual, Tata Mc. Hills, New Delhi.
- Brain Vergese, Professional Food and Beverage Service Management, Macmillan Pub. New Delhi.
- Vijay Dhawan , Food And Beverage Service, Frank Brothers And Company, New Delhi.

BHM&CT 105- FOOD & BEVERAGE SERVICE -I

PRACTICAL

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

1. Familiarisation

- Cutlery, Crockery, Glassware, Flatware, Holloware.
- French terms related to the above.

2. Mise-en- scene & Mise-en-place :

Dusting, vacuuming, arranging tables and chairs, linen replenishment, accompaniments, condiments, side board, silver cleaning laying of tables according to the covers.

3. Technical Skills:

Holding and using service gear, carrying plates using salver and tray, using service plate, carrying glasses, Care and maintenance of EPNS items.

PRACTICALS - TO DO

- a) English/ Silver Service.
- b) Pre-plated service
- c) Taking the order
- d) Taking restaurant reservations/ Bookings
- e) Receiving & Seating guests.
- f) Setting Room Service tray for different meals
- g) Laying the table covers.
- h) Napkin folding (10 folds)

BHM&CT-106, HYGIENE AND SANITATION

Maximum: 70

Internal: 30

Duration: 3 Hours

COURSE OBJECTIVE:

The course is aimed at familiarizing the students regarding contaminated food, causes of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property.

APPROACHES:

Lectures, Group discussion, Presentation, case studies.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

Introduction to Hygiene and Sanitation:

Hygiene, Sanitation, meaning, uses in hotel industry. Importance of hygiene and sanitation in catering industry. Personal hygiene for staff members in the production areas in preparing food or coming in touch with food and beverages. Personal hygiene for staff coming in touch with guests.

UNIT-II

Food Poisoning

Food Poisoning, meaning in context of water and food
Water and food borne diseases- roots of contamination
Moulds, Yeasts, Bacteria,
HACCP-Brief Introduction

UNIT-III

Proper care and food sanitation

Food handling for kitchen and service staff.
High-risk Foods
Preventing Contamination
Temperature Control
Storage of various food materials
Food hygiene regulation.

UNIT-IV

Premises and Equipment care

Design of premises

Various equipment used in kitchen, their cleaning and disinfections.

Protective clothing, selection, efficiency, comfort, care and maintenance

UNIT-V

Cleaning Methods

Cleaning Agents, Water Detergents, Abrasives, Disinfectants

Cleaning Schedules, Pest control,

Indoors environment, air, water, waste disposal

REFERENCES:

- Hotel Management-Educational and Environmental Aspects-Yogendra K. Sharma
- Food Science and Nutrition - Sunetra Roday
- Food Hygiene- Kavita Ed Marwaha
- Food and Hygiene- William Tibbles
- Elements of Hygiene and sanitation- Theodore Hough
- The Essentials of Food Safety and Sanitation- David McSwane, Nancy R. Rue
- Handbook of Hygiene and Public Health- Bedi Y.P.
- The Foods We Eat- Warren, C.C.

BHM&CT-107 PERSONALITY DEVELOPMENT

Internal Marks: 100

Duration: 3 Hours

OBJECTIVE:

This course aims at enriching the understanding of students on specific skills related to hospitality industry. The course focuses on various aspects of Personality development.

APPROACHES:

Lectures, Group Discussion, Presentations, Role-playing.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT- I

Personality & Personal Grooming – A Brief Introduction

Personality and self-concept, Element of Personality, Determinants of Personality, Causes of deranged Personality, Personality Analysis
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good Conversation, Art of Intelligent Listening.

UNIT- II

Interpersonal Skills & Role playing

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

Role playing of hotels department situations i.e. Front office- reception, F & B Service-restaurant.

UNIT- III

Group Discussion

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

UNIT- IV

Understanding the Recruitment & Selection Process and Interviews Preparation

Intent and purpose, selection procedure, types of interviews, Self planning, writing winning resume, knowledge of company profiles, academics and professional knowledge review, update on current affairs and possible questions.

UNIT- V

Facing an Interview Panel & Presentation Skills

Time – keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self – introduction, panel addressing, mental frame – work during interviews

Presentation skills & seminar skills

REFERENCES

- Personal management and Human Resources, by C.S. Venkata Ratanam and B.K. Srivastava, Published by Tata McGraw Hill Publishing Ltd. New Delhi
- Human Behaviour at Work, by: Keith Davis, Tata McGraw Hill Pub. Ltd. N. Delhi
- Im OK, You re OK, by : Thomas A. Harris, Publsihed By : Pan Books, London and Sydney
- Pleasure of your Company, by : Ranjana Salgaocar, Published By : Pyramid Publishers, Goa
- How to get the job you want, by : Arun Agarwal, Published By : Vision Books, New Delhi
- Get That Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins

BHM&CT

2nd - Semester

BHM&CT-201 COMMUNICATION SKILLS

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to the role and importance of effective communication at work. It presents theories and principles of communication responsible for good interpersonal interaction. Students will be prepared to communicate effectively in variety of contexts and different mediums. The Units are structured around the communication tasks of the managers.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course of the semester; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT- I

Communication – Meaning, Types and Process:

Meaning, Significance and Scope of Communication; Communication Process, Communication-types- upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Flow of information in Hotel organizations and role of effective communication in improving it, Barriers of communication.

UNIT- II

Written communication

Business Writing Principles for Clear Business Writing; Adoption, Word Selection, Sentence Construction., Drafting effective letters- formats, styles of writing; writing Memos and Reports, Curriculum Vitae, Email, Report Writing –Organization and Make-up of Different Types of Reports.

UNIT- III

Oral communication:

Dictation, Telephone conversation, Public speaking and oral reporting, Demonstration. Meeting –Process and Organization of Meetings.

UNIT- IV

Nonverbal Communication:

Body Language, Importance of Gestures in Communication. Reading Body Language, Body Language in Business Communication.

UNIT- V

Cross- Cultural Communication:

Concept of Cultures, Function of Culture, Impact of Culture on Communication, Important expressions in Cross Cultural Communication.

REFERENCES:

- Snell Shelagh and Carpenter Jeff, “**Communication in Travel and Tourism**” Hodder and Stoughton ltd. Kent by Page Bros. (Norwich) Ltd. 1990.
- Leisikar V Raymond and Petit D John. “**Business Communication**” Richard D Irwin. 1992.
- Desmand Morris, People Watching.
- Rk Madhukar, Business Communication, Vikas Publishing House, New Delhi.
- Bhaskar, W.W.S., AND Prabhu, NS., “ English Through Reading”, Publisher: MacMillan, 1978
- Business Correspondence and Report Writing” -Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Publisher: Hospitality Press
- Business Communication- K.K.Sinha
- Essentials of Business Communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills
- Body Language By Allan Pease, Publisher Sheldon Press
- Business Correspondence and Report Writing”, Sharma, RC. and Mohan, K., Tata McGraw Hill, 1994 "Model Business Letters", Gartside, L., Pitman, 1992
- Communications in Tourism & Hospitality, Lynn Van Oer Wagen, Hospitality Press

BHM&CT- 202, FRONT OFFICE OPERATION-II

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course is aimed at familiarising the students with various functions of front office in hotels and to develop work ethics towards guest care and satisfaction.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT- I

Types of Rooms and Tariff

Different types of rooms;

Numbering of rooms and floor plan;

Basis of charging a guest: Tariff, Tariff Card, Rates, Discounts, Allowance and Policy

Facilities available in Hotels

UNIT-II

Front Office Communication

Communicating with various sections: verbal, written & verbal, Interdepartmental Coordination with other departments: Housekeeping, Engineering and Maintenance, Revenue Centers, Marketing and Public Relations

Communications: Log Book, Information Directory, Mail and Package Handling, Telephone etiquettes

UNIT-III

Front Office Responsibilities

Guest services, Guest relations

Dealing with emergencies: Medical, death, theft, robbery, fire, bomb threats etc.

UNIT-IV

Reservations:

Reservation modes, types of reservation, sources of reservation Reservation inquiring, Group reservation, The Reservations record, Reservation confirmation, Reservation maintenance, Reservation reports

UNIT-V

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.

REFERENCES:

- Front Office Training manual – Sudhir Andrews. Publisher: TatA Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out- Jerome Vallen
- [Hotel Front Office Management, 4th Edition](#) by James Socrates Bardi; Wiley Internatioanl

BHM&CT- 202, FRONT OFFICE PRACTICAL-II

PRACTICAL

External: 70

Internal: 30

ROLE PLAY:

- Reservation Procedure
- Pre registration and registration procedure
- Luggage handling- Individual and group
- Message and mail handling
- Paging

Forms and formats

- Guest registration form
- New Reservation
- Amended Reservation
- Cancelled Reservation
- Crew/Group
- A&D Register
- Bell desk registers
- C-Form

BHM&CT-203, HOUSEKEEPING OPERATION-I

THEORY

External: 70
Internal: 30
Duration: 3 hours

COURSE OBJECTIVES:

The course familiarise students with the meaning and functions of housekeeping in hotels and other service industries. The course is blend of theory and practical to develop a professional attitude in students.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical, Business games

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

(Guest room cleaning procedure)

Rules on guest floor

Procedure for entering the room

Cleaning of guest room (daily cleaning of occupied/ departure/ vacant/ VIP room)

Evening service in guest rooms

Making bed

Bathroom cleaning

UNIT-II

(Public area cleaning)

Cleaning of public area (lobby, corridors, elevators, staircase, f & B outlets, back offices etc.

Cleaning of high traffic areas

Frequencies of cleaning daily, periodic, special in public areas

UNIT-III

(Pest control)

Types of pesticide, introduction

Pest control programmes/ procedures

UNIT- IV

(Care and cleaning of different surfaces)

Metals
Glass
Plastics
Wood
Wall finishes
Floor finishes
Ceramic tiles
Windows
Tabletops
Picture frame
Under bed
Carpets

UNIT-V

(Housekeeping supervision)

Importance of inspection
Check- list for inspection
Typical areas usually neglected where special attention is required

REFERENCES:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Mannual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer
Publisher: Traveler’s Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
- Professional Management of Housekeeping Operations by Thomas J. A. Jones
publisher- John Wiley & Sons inc.
- Managing Housekeeping Operations by Margart M. Kappa, CHHE, American Hotel & Lodging Associations.

**BHM&CT-203, HOUSEKEEPING OPERATION-I
PRACTICAL**

**External: 70
Internal: 30**

1. Cleaning guest rooms
 - Vacant
 - Occupied
 - Departure
2. Placing guest supplies and soiled linen
3. Cleaning of bath room
4. Cleaning of different surface
 - Metals
 - Glass
 - Plastics
 - Wood
 - Wall finishes
 - Floor finishes
 - Ceramic tiles
 - Windows
 - Tabletops
 - Picture frame
 - Under bed
 - Carpets
5. Bed making
6. Cleaning of public areas of hotel

BHM&CT 204, FOOD AND BEVERAGE PRODUCTION-II

THEORY

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organisation structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various stocks, sauces and soups, various cuts of vegetables and meats.

APPROACHES:

Lectures, Group discussion, Presentation, case studies, Practical,

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT- I

Vegetables and Fruit Cookery

Introduction –Classification Of Vegetables, Cuts of vegetables
Pigments and colour changes, Effects of heat on vegetables
Classification of fruits, Uses of fruit in cookery
Salads and salad dressings

UNIT-II

Stocks, Soups, Sauces

Stocks, Uses of Stocks, Types of Stock
Preparation of Stock, Recipes
Storage of Stocks, Care and Precautions
Soups, Classification with examples,
Basic Recipes, Consommés, Garnishes and Accompaniments
Sauces, Classification of Sauces, Recipes For Mother Sauces, their derivatives

UNIT-III

Introduction to Meat/Egg Cookery,

Cuts Of /Veal, Lamb/Mutton/Pork
Variety of meats/offals
Egg Cookery, Introduction, Uses Of Egg In Cookery
Structure Of An Egg, Selection Of Egg
Methods Of Cooking Egg

UNIT-IV

Fish, Rice, Cereals &Pulses Cookery,

Introduction, and Classification with examples

Cuts Of Fish, Selection Of Fish And Shell Fish

Cooking Of Fish (Effects Of Heat)

Rice, Cereals &Pulses, Classification And Identification

Cooking Of Rice, Cereals & Pulses

UNIT-V

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

REFERENCES:

- 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
- The Complete Guide to the Art of Modern Cookery, Escoffier
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman

BHM&CT 204, FOOD AND BEVERAGE PRODUCTION-II

PRACTICAL

External: 70

Internal: 30

1. Egg Cookery: Preparation Of Varieties Of Egg Dishes
 - Boiled (Soft &Hard)
 - Fried (Sunny Side Up, Double Fried)
 - Poaches
 - Scrambled
 - Omlette (Plain, Stuffed)
 - En Cocotte (Eggs Benedict)
2. Fish cookery: Identification &Classification Of Fish
 - Fish (Pomfret, Black Pomfret And Sole)
 - Round Fish (Surmal, Rawas Mackerel)
 - Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters)
 - Cephalopods (Squid, Cuttle, Fish)

Cuts Of Fish

 - Fillet
 - Darne
 - Troncon
 - Pauprette
 - Goujons

Preparation Of Simple Fish Dishes such as

 - Saumon Grille
 - Pomfret Meuniere
 - Sole Mornay
 - Fish Orly
 - Fish Colbert
 - Fish A L'anglarse
3. Poultry, Cuts Of Poultry, Preparation And Jointing Of Chicken
 - Preparation of dishes such as
 - Poulet Roti A L'anglaise
 - Poulet Grille Diable
 - Poulet Saute Chasseur
 - Poulet Saute Maryland
4. Meat, Identification Of Various Cuts, Preparation Of Basic Cuts Such As
 - Lamb & Pork Chops
 - Tornado
 - Fillet,Steak And Escalope
 - Roast Leg Of Lamb
 - Stew
5. RICE & PULSES COOKING: Identification of types of rice varieties & pulses.

Simple preparation of

- Boiled rice (Draining & absorption method).
- Fried rice.
- Simple dal preparation

Wheat, products like making

- Chapattis
- Parathas
- Phulkas
- Kulchas
- Puris.

6. Culinary Terms

BHM&CT 205- FOOD & BEVERAGE SERVICE -II

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry. It also aims to enable the student to acquire professional competence at basic levels and to acquire the requisite technical skills in the principles of food service and its related activities.

APPROACHES:

Lectures, Group Discussion, Presentations, Practical, Case studies, Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentations etc.

UNIT-1

Meals during the Day:

Breakfast-Introduction, Types, Service Methods, à la carte and table d'hôte set ups, Brunch, Lunch, Hi-Tea, Dinner, Supper, Eleveses and others.

UNIT-II

Menu Planning:

Origin of menu, Types- A la Carte & Table d'hoté, Menu Planning, considerations and constraints, French names of dishes and other menu terms, Menu Design, Classical French Menu, Classical Foods & its Accompaniments with Cover, Indian regional dishes, accompaniments and service.

UNIT-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

UNIT-IV

Non-Alcoholic Beverages, Cheese and Tobacco:

Classification, Hot Beverages-Types, Production, Service, Cold Beverages-Types, Production and Service.

Table Cheeses: Introduction, Types, Production, Brands & Service, Storage, tobacco – history, processing for cigarettes, pipe tobacco & cigars-its shapes /sizes/colours, storage of cigarettes & cigars

UNIT-V

Control Methods:

Billing Methods-Duplicate & Triplicate System, KOTs & BOT's, Computerised KOT's, Necessity and functions of a control system, F&B Control cycle & monitoring.

REFERENCES

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Introduction F& B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management -Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi
- S.N Bagchi and Anita Sharma, Food and Beverage Service, Aman Publication, New Delhi.
- Sudhir Andrew, Food and Beverage Manual, Tata Mc. Hills, New Delhi.
- Brain Vergese, Professional Food and Beverage Service Management, Macmillan Pub. New Delhi.
- Vijay Dhawan , Food And Beverage Service, Frank Brothers And Company, New Delhi.

BHM&CT 205- FOOD & BEVERAGE SERVICE -II

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

PRACTICAL

Methods of Services and Clearance

- Table laying for different meals & Re laying
- Set up & Service of water, juices, soft, drinks squashes, syrups.
- Table d' hôte cover and A la carte cover.
- Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets, Cheese.
- Service of Tea & Coffee, including accompaniments.
- Services of cigars & cigarettes
- Changing of dirty Ash tray.

Breakfast Services Practical

- Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
- Laying a room service tray for bed tea and breakfast (Continental & English)

Room Service

- Trolley Tray Breakfast set up and service for rooms. Room Service Amenities Set-up in Rooms.

Service of Cheese

BHM&CT 206, NUTRITION AND PRINCIPLES OF FOOD SCIENCES -I

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

The course is aimed at preparing student to fully understand importance of healthy diet in commercial catering and procedures used therein.

APPROACHES:

Lectures, Group discussion, Presentation, case studies.

REQUIREMENTS:

Regular attendance and active participation during the course; Books and literature Surveys, Long essays and assignments; seminar presentation, etc.

UNIT-I

Food and Nutrition

Nutrition – Definition of nutrition, optimum and malnutrition; Health, relationship between health and nutrition

Food – Definition, classification and functions

UNIT-II

Introduction to Nutrients

Nutrients – classification and functions, recommended daily allowances, deficiency and excess digestion and absorption (in brief) of: Carbohydrates, lipid, proteins, vitamins and minerals.

UNIT-III

Food Composition and Nutritional Contribution

Cereals and Millets; Pulses and legumes; Fruits and vegetables; Milk and milk products; Nuts and oil seeds; Meat, fish, poultry and egg; fats and oils; condiments and spices; sugar; tea, coffee, cocoa and chocolate.

UNIT-IV

Improving Nutritional Quality

Methods of cooking, their advantages, disadvantages, effect on nutritive value and principles to conserve losses during cooking, Improving nutritional quality of food by germination, fermentation, supplementation, fortification and enrichment.

UNIT-V

Balance and Therapeutic Diets

Balance diet, therapeutic diets – Principles, planning of low and high calorie; low salt; low carbohydrates; low and high proteins; low fat diets.

REFERENCES:

- Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.
- Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.
- Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.
- Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mos by Co.
- Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.
- Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,
- Mahay N.S.,Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers.

**BHM&CT-207 BASICS OF COMPUTERS
THEORY**

External

Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to the role and importance of computers and related technologies at the work. Students will be prepared to use the computer as a tool effectively as per the need of Industry. The units are structured around computers related tasks of the managers.

APPROACHES:

Lectures, Group Discussions, Presentations, Practical, Case Studies and Business Games.

REQUIREMENTS:

Regular attendance and active participation during the course of the semester, Books and literature surveys, Long Essays and assignments, Seminar presentations etc.

UNIT – I: INTRODUCTION TO COMPUTERS

Introduction to computers, Characteristics and components of computers, various types of storage devices, Different units of computers, Applications and utilization of computers in Hotel Business and Scope & Perspectives of Computers in Hospitality Industry.

UNIT – II: INTERNET

Concept of Internet, use of Internet, Internet Domain, Internet Server, Establishing connectivity on the Internet, types of Internet providers, Procedure of opening E-Mail account on the Internet, Searching information through Internet, World Wide Web, Search engines and Web Browsers.

UNIT – III: MANAGEMENT INFORMATION SYSTEM (MIS)

Definition, Perspectives, Scope, Classifications of Information Systems, Resources and Activities in Information Systems, Need integrated Functions and Business Processes, types of Business Processes, Strategic Level, Management Level, Knowledge Level and Operational Level of Information Systems

UNIT – IV: E – COMMERCE

Meaning, Definition, Concept, Features, Functions of E-Commerce, and Traditional Commerce practices v/s E-Commerce practices, Limitations of E-Commerce, Precautions for secure E-Commerce, types of E-Commerce: Business to Business (B2B), Business to Consumer (B2C) and Consumer to Consumer (C2C).

UNIT – V: ICT AND EMERGING TECHNOLOGIES

Introduction to Information and Communication Technologies (ICT), Definition, Meaning, ICT in Hospitality Sector, Utilization of ICT in Accommodation establishments, Strategic role of ICT for Hotels, Concept of E-Hospitality and Issues related with the future of E-Hospitality in India.

REFERENCES:

- V. Ragaraman, Fundamental of computers, PHI, New Delhi
- P.K. Sinha, Fundamentals of Computers

- D.Buhalis, E-Tourism: Information Technology for strategic Tourism Management, Pearson Education Ltd, Essex, UK
- S. Bansundra, Computer Today
- V. Raja Raman, Introduction to Computer Science
- C.S.V. Murthy, E-Commerce concepts, Models and Strategies, Himalaya Publications
- Mathew Rergonlds, E-Commerce, Wrox Publication
- K. Bajaj and D. Nagm, E-Commerce: The Cutting Edge of the Business, Tata McGraw Hill
- Leon Alexis and Mathews Leon, Fundamentals of Information Technology, Vikas Publishing House Pvt. Ltd, New Delhi
- Leon Alexis and Mathews Leon, Internet for everyone, Vikas Publishing House Pvt. Ltd, New Delhi
- V.P. Jaggi and Sushma Jain, Computers for Everyone, Academic India Publishers, New Delhi
- S. Saxena, MS Office 2000 for everyone, Vikas Publishing House Pvt. Ltd, New Delhi
- S. Shajahan and R. Priyadharshini, Management Information Systems, New Age International Publishers, New Delhi
- S.C. Bhatnagar and K.V. Ramani, Computers and Information Management: A premier for Practicing Managers, PHI, New Delhi
- Curtin, Foley, Sen, Morin: Information Technology- The Breaking Wave
- Jerome Kanter: Managing with Information
- Davis and Olso: Management Information Systems
- Internet Site and other material supplied during lectures

**BHM&CT-207 BASICS OF COMPUTERS
PRACTICAL**

External

Marks: 70

Internal Marks: 30

BASIC OF WINDOWS:

⇒ Creating Folders and Working with Files in windows.

⇒ Basic Windows Functions and Shortcuts

MS - OFFICE:

Learning Shortcuts for quick and efficient working

⇒ Word

- Working with Documents
- Inserting Pictures and Objects
- Mail Merge Function

⇒ Excel

- Making Charts and Graphs
- Creating multiple Sheets

⇒ PowerPoint

- Developing Effective presentations
- Adding animation and Design in the Slides

INTERNET:

⇒ Searching Information through Internet

⇒ Opening of E-Mail account on the Internet