

BHM&CT

3rd – Semester

BHM&CT 301 ADVANCE NUTRITION AND PRINCIPLES OF FOOD SCIENCES - II

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

Role & function of water

Fiber: soluble & insoluble, food sources & role of fiber in health & disease
Nutritional assessment: dietary, anthropometric, clinical, bio chemical (in brief).

UNIT-II

Nutrition for growth & development:

Nutritional and food requirement during infancy,
Nutritional and food requirement during Childhood (pre school & school going children),
nutrition related problems of preschoolers, packed lunch & mid day meals.
Nutritional and food requirement during adolescence: food habits & nutritional problems.

Nutritional and food requirement during adulthood: early middle & later years for men & women

UNIT-III

Food guide pyramid
Food fads & faulty food habits
Energy balance & weight management: obesity & under weight
Nutrition & stress management

UNIT-IV

Diet & Nutrition management in gastro intestinal disorders:

Indigestion
Constipation
Diarrhoea
Fat intolerance
Gluten intolerance

Diet & Nutrition management in diabetes mellitus:

Types, aetiology, symptoms, food selection & nutritional management

UNIT-V

Diet & Nutrition management in cardiovascular systems:

Risk factors, symptoms, dietary management, role of functional foods in coronary heart disease & hypertension.

Food allergy:

Food as allergens, symptoms & dietary management

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.Mosby 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.,
- Manay N.S.,Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi International Publishers.
- B. Srilakshmi (2002), Dietetics new age International Publishers. New delhi

BHM&CT- 302 FRONT OFFICE OPERATION-III

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.

EVALUATION:

The performance of the students will be evaluated on the basis of class participation; house tests; regularity and assignments, carrying 30 percent of the credit and the rest through Terminal examination (3 hours duration)

MODE OF PAPER SETTING:

There will be ten questions in all and each question will carry 14 marks. Candidates will have to attempt any five questions selecting not more than two from each unit.

UNIT-1

Lobby and Bell Desk Operation

Meaning, function & layout
Role of lobby managers
Role of guest relation executive
Guest complaint handling/ problem solving
Common complaint/ problem/ situations handling
Function of bell desk
Layout and equipment used at bell desk
Function of Hospitality desk / Concierge desk
Handling VIPs
Luggage handling procedure
Bell desk forms and formats
Car valet operations.

UNIT-II

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- cash and credit
Transfer of guest account
Unpaid account balances
Express checkout

UNIT-III

Front Office Accounting

Meaning & importance of front office accounting
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.

UNIT-IV

Credit Control

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

UNIT-V

The Night Audit

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

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- 302 FRONT OFFICE OPERATION-III

PRACTICAL

External: 70
Internal: 30
Duration: 3 hours

EVALUATION

- 10 marks to be given for journal prepared during the year.
- 10 marks for the written test based on practical work assigned
- 10 marks for the Viva-vice.
- 40 marks for the result of practical.

Hands on practical of computer application on software, students should be able to:

- Register- in a reservation
- Register an arrival
- Amend a reservation
- Cancel a reservation
- Post a charge
- Make a group reservation
- Make a folio
- Make a room change
- Show a departure/ checkout
- Print a folio
- Print reports such as expected arrivals and departure for the day.

Familiarisation with record books lists & forms such. as :

- Arrival/ departure register
- Departure intimation
- Arrival/ Departure list
- No show/ cancellation report
- VIP List
- Fruits & Flowers requisition
- Left luggage register
- Bell boy movement control sheet
- Scanty Baggage Register
- Arrival & Departure errands cards
- Expected arrival/ departure list

Role play

- Problem handling on different accommodation problems
- Paging
- Role-play of Front Office Assistants
- GRE
- Lobby Manager
- Bell Captain
- Bell Boys- luggage handling
- Concierge and Car Valet

Fidelio training in lab / latest software handling training

Bell desk / concierge functions

- Luggage Handling During Check-In & Check-Out
- Left Luggage Procedures
- Wake-Up Call Procedures,
- Scanty Baggage Procedure,
- Handling Of Group Baggage,
- Maintenance Of Records,
- Errands Made,
- Briefing

**BHM&CT 303 HOUSEKEEPING OPERATION-III
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.

EVALUATION:

The performance of the students will be evaluated on the basis of class participation; house tests; regularity and assignments, carrying 30 percent of the credit and the rest through Terminal examination (3 hours duration)

MODE OF PAPER SETTING:

There will be ten questions in all and each question will carry 14 marks. Candidates will have to attempt any five questions selecting not more than two from each unit.

UNIT-I

Linen room

Meaning & types of linen

Activities in linen and uniform room

Layout of linen and uniform room

Linen and sizes

Linen exchange procedure

Storage of linen

Par stock -Factors affecting par stock, calculation of par stock

Linen control procedures

General selection criteria for fabrics for bed linen, bath linen, table linen

Discarding procedures and their reuse

UNIT-II

Uniforms

Types of uniform

Advantages of providing staff uniforms

Selection and design of uniforms

Establishing par levels for uniforms

Storage of uniforms
Issuing and exchange of uniforms

UNIT-III

Sewing room

Activities of sewing room
Job specification of a seamstress/ tailor
Sewing area and equipment

UNIT-IV

Laundry operations

Types of laundries
Planning and layout of an On Premise Laundry (OPL)
Laundry equipments
Laundry agents- soaps, detergents, bleaches, softeners, starches, sours
Laundry process
Handling guest laundry

UNIT- V

Stain removal

General procedure of stain removal
Classification of stains
Principles of stain removal
Removal of common stains-ballpoint ink, blood, candle wax, chewing gum, chocolate, coca, coffee, tea, curry(turmeric and oil), dye, egg, fruit, ghee, oil, grass, grease, gum, henna, milk, ink-blue& black, lipstick, medicine, mud, nail polish, paint, rust, shoe polish, urine or vomit etc
Spotting
Dry cleaning process

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.
- Stain Removal by Stephanie zia , Bounty Books Ltd
- Practical Guide to First Aid by Dr Pippa Keech, Lorenz Books

BHM&CT 303 HOUSEKEEPING OPERATION-III

Practical

External: 70
Internal: 30
Duration: 3 hours

EVALUATION

- 10 marks to be given for journal prepared during the year.
- 10 marks for the written test based on practical work assigned
- 10 marks for the Viva-vice.
- 40 marks for the result of practical.

1. Meaning of various washing instructions

- Bleaching instructions
- Drying instructions
- Ironing instructions

2. Preparation of hot and cold face towels

3. Removal of common stains from fabrics-

- Ballpoint Ink
- Blood,
- Candle Wax
- Chewing Gum,
- Chocolate,
- Coca,
- Coffee,
- Tea,
- Curry (Turmeric And Oil),
- Dye,
- Egg,
- Fruit,
- Ghee,
- Oil,
- Grass,
- Grease,
- Gum,
- Henna,
- Milk,
- Ink-Blue& Black,
- Lipstick,
- Medicine,
- Mud,

- Nail Polish,
 - Paint,
 - Rust,
 - Shoe Polish,
 - Urine Or Vomit
4. Layout of linen room and uniform room
 5. Laundry equipment handling
 6. Laundry operations
 7. Handling different types of fabrics in manual & mechanical laundry
 8. Basic hand stitches-
 - Temporary Stitches,
 - Permanent Stitches
 9. Team cleaning of various areas

BHM&CT 304- FOOD & BEVERAGE PRODUCTION-III

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with raw material, regional cookery of India, advance cooking method & various law related with food production.

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 I

Understanding Raw Material:

- T ypes of salts.
- Fats &oil- types, sources, smoking point and effect of cooking.
- Raising & leavening agents- types & their role in cookery.
- Thickening & binding agents-types & their role in cookery.

UNIT II

Regional Cookery:

- North
- South
- West
- East

UNIT III

Advanced Methods of Cookery:

- Broiling,
- Grilling,

- Poaching,
- Roasting ,
- Stewing
- Cook chill,
- Cook freeze
- Sous vide - method, advantage /disadvantage.

UNIT IV

- Food Preservatives
- Additives-natural and chemical.
- Flavoring agent
- Emulsifier agents
- Stabilizer
- Pigments & colors

UNIT V

Food laws and Health & Safety laws:

- Prevention of Food Adulteration Act (PFA)
- Bureau of Indian Standards (ISI)
- Agricultural Marketing Act (Agmark)
- Food Product Order (FPO)
- Meat Product Order (MPO)
- Codex Alimentarius
- A Hazard Analysis Critical Control Point (HACCP)
- Occupational Safety Health (OSHA)
- Safety Risk Management (SRM)
- Regulation and legislation
- Need for safety Regulation
- Accidents
- Fire precaution & first aids

REFERENCE:

- Bakery & Confectionery - S.C Dubey, publisher: society of Indian Bakers.
- Management of food and beverage operation (3rd edition) - jack D. Ninemeier
- Managemet and cost control - (Jagmohan Negi)
- Modern cookery (Vol-I) - Philip E.Thangam,publisher- orient longman
- Art of Indian cookery- Rocky Mohan,& Roli Prasad.
- The complete guide to the Art of Modern Cookery - Escoffier
- The professional baking by Wayne Gisslen
- Kitchen planning and management - John Fuller & David Kirk
- Catering management (an integrated aproache,second edition) - Mohini Sethi and Surjeet Malhan
- Theory of cookery - Krishna Arora
- Food (facts & principles), n. Shakuntala Manay & M Shadaksharaswamy, New age International Publisher.

**BHM&CT 304- FOOD & BEVERAGE PRODUCTION – III
PRACTICAL**

**External Marks: 70
Internal Marks: 30
Duration: 3 Hours**

EVALUATION

- 10 marks to be given for journal prepared during the year.
- 10 marks for the written test based on practical work assigned
- 10 marks for the Viva-vice.
- 40 marks for the result of practical.

Plan Breakfast/lunch/dinner menu for each region, mention in theory and cook minimum 7/10.

<u>Meals</u>	<u>Region</u>	<u>States</u>
<u>Breakfast</u>	<u>North</u>	<u>Punjab, Rajasthan, Uttar Pradesh, Jammu & Kashmir</u>
	<u>South</u>	<u>Tamil Nadu, Karnataka, Andhra Pradesh, Kerala</u>
	<u>East</u>	<u>West Bengal, Assam, Orissa</u>
	<u>West & Central</u>	<u>Maharashtra, Gujarat, Madhya Pradesh</u>
<u>Lunch</u>	<u>North</u>	<u>Punjab, Rajasthan, Uttar Pradesh, Jammu & Kashmir</u>
	<u>South</u>	<u>Tamil Nadu, Karnataka, Andhra Pradesh, Kerala</u>
	<u>East</u>	<u>West Bengal, Assam, Orissa</u>
	<u>West</u>	<u>Maharashtra, Gujarat, Madhya Pradesh</u>
<u>Dinner</u>	<u>North</u>	<u>Punjab, Rajasthan, Uttar Pradesh, Jammu & Kashmir</u>
	<u>South</u>	<u>Tamil Nadu, Karnataka, Andhra Pradesh, Kerala</u>
	<u>East</u>	<u>West Bengal, Assam, Orissa</u>
	<u>West</u>	<u>Maharashtra, Gujarat, Madhya Pradesh</u>

Note:

Students should also know at least two snacks from all the above mention states.

BHM&CT 305- FOOD & BEVERAGE SERVICE-III

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of alcoholic beverage 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

Basics of Bar:

Introduction to bar, bar types, Layout of bar area & bar counter, bar stocks maintenance, Equipments Used in bar , bar Licenses, Staffing, job description, job specification, understanding Bar Menus.

UNIT-II

Introduction to Fermented Alcoholic Beverages:

Fermented alcoholic beverages: Introduction, definitions and classification Wines, Classification, Viticulture & Viticulture Methods, Vinification -Still, Sparkling, Aromatized & Fortified Wines, Vine Diseases, Wine regions & famous wine brand -France, Italy, Spain, Portugal, South Africa, Australia, India& California. Food & Wine Harmony, Wine glasses and equipment, Storage and service of wine.

UNIT-III

Others Fermented Alcoholic Beverages:

Beers: Introduction, Ingredients Used, Production, Types and Brands, Indian and International. Service, bottled, canned and drought beers & other fermented beverages: Sake, Cider, Perry.

UNIT-IV

Distilled Alcoholic Beverages:

Distilled alcoholic beverages (Spirits): introduction to whisky, brandy, rum, vodka, gin & tequila; Types, Production process, Indian and International brands & service & brief introduction to other alcoholic beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados Etc.

UNIT-V

Liqueurs & Mixed drinks:

Liqueurs: Types, Production, Brands & Service -Indian and International.

Introduction & history of Cocktails, Types & Preparation, Classic Cocktails recipes. Mocktails, equipment, garnishes, decorative accessories, Terms related to alcoholic beverages, Interaction with guests, suggestive selling. 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.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- 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

BHM&CT 305- FOOD & BEVERAGE SERVICE-III

PRACTICAL

External Marks: 70
Internal Marks: 30
Duration: 3 Hours

PRACTICALS

- 10 marks to be given for journal prepared during the year.
 - 10 marks for the written test based on practical work assigned
 - 10 marks for the Viva-vice.
 - 40 marks for the result of practical.
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- Service of Alcoholic Beverages: Wines, Spirits.
 - Opening & closing of wines corks (Champagne, Red & White wines)
 - Service of Spirits & Liqueurs.
 - Bar setup and operations.
 - Cocktail Mocktail Preparation, presentation and service.
 - Service of Cigars & cigarettes.
 - Conducting Briefing/De-Briefing for F & B outlets.
 - Service of Beer, Sake and Other Fermented & Brewed Beverages.
 - Service of Sparkling, Aromatized, Fortified, Still Wines.
 - Set up a table with Prepared Menu with wines.

BHM&CT 306- ENGINEERING & MAINTENANACE

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

The course will introduce learner to get a comprehensive knowledge and understanding of engineering & maintenance in the hotel and catering industry.

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 Engineering & Maintenance:

Role & importance of engineering & maintenance department in the hotel industry, its relation with other departments, organizational structure of Engineering & Maintenance department, Duties and responsibilities of maintenance department. flow chart of hotel engineering functions / activities.

UNIT-II

Fuels used in Hotel Industry

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

Gas: Heat terms and units, method of transfer LPG and its properties, precaution to be taken while handling gas, low and high pressure burners, corresponding heat output gas bank & location.

UNIT-III

Electricity:

Fundamentals of electricity, insulators, conductors, current, potential difference resistance, AC and DC, single phase and three phase and its importance on equipment specifications
electric circuits, open circuits and close circuits ,symbol of circuit elements, series and parallel connections, short circuit, fuses, MCB, earthing ,reason for placing switches on live wire side electric wires and types of wiring, safety precaution to be observed while using

electric appliances, types of lighting ,different lighting devices ,incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination ,and units of illumination, external lighting, Safety in handling electric equipments.

UNIT-IV

Audio visual equipments

various audio visual equipment used in hotel, care and cleaning of overhead projector, slide projector, LCD and power point presentation units, maintenance of computers, care and cleaning of PC, CPU, modem, UPS, printer, laptops,sensors-various sensors used in different locations of a hotel-type uses and cost effectiveness.

UNIT-V

Contract Maintenance:

Concept & Meaning, Necessity of contract maintenance advantages and disadvantages, essential requirements of a contract, types of contract their Comparative advantages and disadvantages, procedure for inviting and processing tenders, negotiating and finalizing.

REFERENCES:

- Textbook of Hotel Maintenance – N.C.Goyal & K.C.Goyal, Standard Publishers Distributors
- Hotel Management Theory by B.K Chakaravati
- How things work-The Universal Encyclopedia of Machines, Volume 1 & 2.
- The Management of Maintenance and Engineering Systems in the Hospitality Industry, 4th Edition by Frank D. Borsenik, Alan T. Stutts; Wiley International

BHM&CT -307 HOTEL ACCOUNTANCY-I

External: 70
Internal: 30
Duration: 3 hours

COURSE OBJECTIVES:

The enormous changes during the past ten years in ‘Hospitality Industry’ and the technology of information accessing have dramatically affected the environment accounting. Hotel Management, to service in this volatile business environment, needs reliable, timely, complete and understandable accounting formation. This course equips the students with accounting techniques, Methods and tools for preparation, understanding, analysis and interpretation of financial statements of hotel companies.

TEACHING PRACTICES:

Class room lectures, Assignments, Cases, Discussions. Glossary of Terms Students should be familiar with the glossary of terms pertaining to above mentioned topics.

MODE OF PAPER-SETTING

The number of questions to be set will be ten in a manner that there are two questions from each unit. The students will be required to attempt five questions in all, selecting one question from each unit.

INTERNAL EVALUATION:

The performance of the students will be evaluated on the basis of class participation, class test, regularity and assignments carrying 30% of the credit.

UNIT-I

Introduction to accounting, Accounting Cycles.
Nature; Definition; uses; functions and types of accounting.
Accounting principles conventions and concepts.

UNIT-II

Double entry system of accounting
Cardinal rules of debit and credit; preparation of journals and other subsidiary books;
preparation of ledger accounts and trail balance.

UNIT-III

Subsidiary Books - Advantage, Proformas of Subsidiary books, Purchases, Sales, Returns and Special Functions Books used in hotel establishments.

UNIT-IV

Cash Book - Introduction, types and advantages of Cash book, Analytical Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels.

UNIT-V

Final accounts of Small hotels and Restaurants, Need for preparation of Trading account, Profit and Loss account and Balance Sheet

Practical problems on Trading account, Profit and Loss account and Balance Sheet with simple adjustments.

REFERENCES

- Donald F.Sutton, 1986, Financial Management in Hotel and Catering, Heinemann, London
- G. Boni and F.F. Shartes, 1988, Hotel Organisation Management and Accountancy, Sir ISAAR. Pitman, London
- Horwarth and Toth, 1979, Hotel Accounting, Ronald Press, New York
- Horwarth Earnest, 1986, Hotel Accounting, Ronald Press, New York
- Horwarth, E.B.and Toth, 1986, Hotel Accounting, Ronald Press, New York
- Jerry J Weygandt, 2000, Hospitality Financial Accounting By, Publisher Wiley & sons.
- L.S.Porwal, 1993, Accounting Theory, An Introduction, Tata McGraw-Hill Publishing Co., Pvt Ltd., New Delhi
- Leslie Chadwick, 1995 , The Essance of Financial Accounting, Prentice Hall of India Pvt.Ltd.,ND
- R.D.Boardman, 1980, Hotel and Catering Costing and Budgets, Heinemann, London.
- Richard Kotas-Four,1981, Accounting in the Hotel & Catering Industry- - International Textbook Company
- Robert and Anthony, 1995, Management Accounting, Prentice Hall of India Pvt.Ltd., New Delhi
- Uniform System of Accounts, 2000, , EIAH & LA,USA.

BHM&CT

4th – Semester

BHM&CT-401 PRINCIPLES OF MANAGEMENT

External Marks- 70

Internal Marks- 30

Duration- 3hrs

OBJECTIVES:

To make students understand management concepts and their application in the field of hospitality industry.

TEACHING PRACTICES:

Class room teaching, assignments, cases, group discussions and practice sessions under simulated conditions.

MODE OF PAPER-SETTING:

The number of questions to be set will be ten in a manner that there are two questions from each unit. The student will be required to attempt five questions in all, selecting one question from each unit.

INTERNAL EVALUATION:

The performance of the students will be evaluated on the basis of class participation, class test, regularity and assignments carrying 30% of the total marks.

UNIT-I

Introduction to Management, concept, nature, functions, process. Traits of a successful manager, managerial role & managerial skills.

Management and society, social responsibility and ethics of business towards the society.

UNIT-II

Planning: Nature, purpose, types and process of planning.

UNIT-III

Organizing: Concept of organizing and organization. Basics of Organization: line & staff, span of management, delegation, organizational structure & design. Basis of organizational structures. Line form of authorities, span of control.

UNIT-IV

Directing, communication, process and types of communication, Barriers and principles of effective communication.

Motivation: meaning, theories: Maslow, Herzberg.

UNIT-V

Leadership: concept, qualities of successful leader, factors influencing performance of a leader, leadership styles: management grid, continuum leadership.

Controlling: Meaning & need, process, methods, needs and basic techniques.

REFERENCES:

- Weithrich Heinz and Koontz Harold: Management- A Global Perspective, McGraw Hills.
- Stoner Jean: Management, Prentice Hall, New Delhi.
- Druker P.E.: The Practice of Management, Sultan Chand and Sons.
- Banerjee. S.: Principles and Practice of Management, New Delhi Oxford & IBH Publishing Co Pvt Ltd.

BHM & CT 402 HOTEL LAWS

External Marks- 70

Internal Marks- 30

Duration- 3hrs

OBJECTIVE:

Since the laws govern the industry, the paper aims to provide the knowledge of basic laws which are directly or indirectly related to the hotels. The knowledge of legal dimensions in the hotel industry, ranging from the establishment of a hotel till the fully operational stage, becomes essential for a student of the hotel management.

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.

MODE OF PAPER SETTING:

The number of questions to be set will be ten in a manner that there are two questions from each unit. The students shall be required to attempt five questions in all, selecting one question from each unit.

UNIT – I

Role of ethics and law in business with special reference to the hotel industry

Role of professional bodies like FHRAI & Hotel Association of India (HAI) in regulating the affairs of the hotel industry

UNIT – II

Hotel Receipt Tax Act, 1980 – Definitions; charge of tax; Scope of chargeable receipts, computation of chargeable receipts, self-assessment, assessment, Penalties and Appeals

UNIT – III

Prevention of Food Adulteration Act, 1954 – Definitions, Central Committee for Food Standards, Central Food laboratory,, Analysis of food;; Offences and penalties under the Act

Prevention of Food Adulteration Rule, 1955, Definitions and Standards of quality; colouring matter; Packing & labeling of food; Prohibition & Regulations of Sales; Preservatives; Flavouring agents & related substances

UNIT – IV

The Sarai Act, 1861

Catering Establishment Act, 1958

UNIT – V

The Liquor Policy in Haryana & Delhi

REFERENCES

- Negi, Jagmohan, 2001. Hotel and Tourism Laws. Frank Brothers & Co., New Delhi
- The Prevention of Food Adulteration Act, 1954 with Prevention of Food Adulteration Rules, 1955.
- Catering Establishment Act, 1958
- The Hotel Receipt Tax Act, 1980
- The Sarai Act, 1861
- The reports and Periodicals of FHRAI and HOI

BHM&CT- 403 ACCOMMODATION OPERATIONS-1

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.

EVALUATION:

The performance of the students will be evaluated on the basis of class participation; house tests; regularity and assignments, carrying 30 percent of the credit and the rest through Terminal examination (3 hours duration)

MODE OF PAPER SETTING:

There will be ten questions in all and each question will carry 14 marks. Candidates will have to attempt any five questions selecting not more than two from each unit.

UNIT-1

Safety procedures

Concept and importance of safety management programmes

Potential hazards in housekeeping

Safety awareness and accident prevention

Basic guidelines for the prevention of accidents

Procedures to follow in case of an accident

Meaning of Fire prevention and fire warning systems

Fire fighting equipments

Bio security

UNIT-2

First aid procedures

The first- aid box

First aid procedure- ABC of artificial respiration and Holger nielson method of artificial respiration

First aid for common situation- suffocation, asthma, burns and scalds, choking, cuts, dislocation, drowning, diabetes, electric shock, eye injuries, heart attack, indigestion, nose bleeds, poisoning, shock, stroke etc

UNIT- 3

Security functions

Front Office and housekeeping Security Functions

Role of Front Office in Hotel Security- Check in: use of metal detectors, validates, scanty baggage handling

Keys control: ELS (Electronic Cards), use of key cards

Guest & staff movement & access control

Protection of funds, safe deposit boxes

Handling Grand Master / Master key, lost & found & damaged keys

Crime prevention by front office and housekeeping

Dealing with emergencies- Bomb threat, Sickness and death, fire, Guest and employee thefts, planning for an emergency

UNIT- 4

Pest control and waste disposal

Meaning of pest control

Types of pests

Common pests and their control- bed bugs, beetles, carpet beetles, furniture beetles, silverfish, cockroaches, fleas, lice, moths, ants, termites, flies, mosquitoes, rats, fungi

Meaning and importance of waste disposal

UNIT-5

Flower Arrangement

Flower arrangement in hotels

Flower arrangement equipments

Type of flowers and foliage

Care and conditioning of flowers

Elements and principles of flower arrangement

Different style of flower arrangements

General guideline for flower arrangement

**BHM&CT- 403 ACCOMMODATION OPERATIONS-1
PRACTICAL**

**External: 70
Internal: 30
Duration: 3 hours**

- Team cleaning of various areas
- First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
- Flower arrangements
- Role play and problem handling on different accommodation problems and emergencies
- Role play of Front Office Assistants,
- GRE
- Lobby Manager,
- Bell Captain,
- Bell Boys,
- Concierge,
- Car Valet,
- Control Desk Supervisor

BHM&CT 404- FOOD & BEVERAGE PRODUCTION-III

THEORY

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

OBJECTIVE:

This paper will give the basic knowledge of cooking to the beginners. They will get versed with raw material, regional cookery of India, advance cooking method & various laws related with food production.

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- I

Menu Planning:

- Definition
- Types
- Principles of menu panning
- Factor effecting menu planning and construction of menu

UNIT II

Introduction Purchasing and Storing:

- Purchasing
- The purchasing procedure price and quality performance
- The purchasing of food
- Receiving of food
- Storing and issuing food

UNIT III

Introduction to Bakery:

- Pastry/cake and bread making, confectionery
- Cold dishes and Buffet work
- Selection of commodities, preparation and presentation.
- Decoration and garnishes for cold buffet work.

UNIT IV

Kitchen management:

- Departments/section of kitchen
- Duties and responsibilities of staffs

Hygiene and sanitation:

- Causes of food spoilage
- Food borne illnesses
- Personal cleanliness and health
- Sanitary procedure for safe food

UNIT V

Kitchen Spaces:

- Size and types of kitchen
- Developing kitchen plan
- Designing kitchen
- Work centre in kitchen layout
- Maintenance of kitchen
- Sample layout plan

REFERENCE:

- Catering management (an integrated approach, second edition) by Mohini Sethi and Surjeet Malhan
- Management of food and beverage operation 3rd edition by Jack D. Ninemeier
- Management and Cost Control by Jagmohan Negi
- Bakery & Confectionery - S.C Dubey, publisher: society of Indian Bakers.
- Management of food and beverage operation (3rd edition) - Jack D. Ninemeier
- Management and cost control - (Jagmohan Negi)
- Modern cookery (Vol-I) - Philip E. Thangam, publisher- orient longman
- Art of Indian cookery- Rocky Mohan, & Roli Prasad.
- The complete guide to the Art of Modern Cookery - Escoffier
- The professional baking by Wayne Gisslen
- Kitchen planning and management - John Fuller & David Kirk
- Catering management (an integrated approach, second edition) - Mohini Sethi and Surjeet Malhan
- Theory of cookery - Krishna Arora

**BHM&CT 404 FOOD & BEVERAGE PRODUCTION – IV
PRACTICAL**

External Marks: 70

Internal Marks: 30

Duration: 3 Hours

Preparation of Menu:

Menu I

Tomato ka sar

Dum paneer Kalimirchi

Bagara baigan

Aloo gobhi ki tairi

Chapattis

Pumpkin Halwa

Menu II

Paneer sabut dane ke kabab

Dal Khandari

Gucchi Biryani

Sham Savera

Raj Bhog

Menu III

Aloo Bonda

Idli

Masala Uttapam

Sambar

Menu IV

Pushtani Paneer

Dal Moong Palak

Mix Vegetable

Peas Rice/ Roti

Kesari Phirni

Menu V

Fish Malai Curry

Chor Chori

Luchi

Bhindi do Piazza

Doodh Kamal

Menu VI

Cream of Pumpkin Soup

Pao Bhaji

Paneer in Hot Garlic Sauce

Boiled rice

Gajar halwa

Menu VII

Narangi shorba

Bharia Machi

Mushorba Mushroom

Kesri Pulao

Phirni

BHM&CT 405- FOOD & BEVERAGE SERVICE-IV

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 planning & different situation handling 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

Planning restaurant & other food service facilities:

Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors-Concept, Menu, Space& Lighting ,Colors and Market, Restaurant Design team.

UNIT-II

Situation handling in food & beverage outlets:

Restaurant Problems and Guest Situation Handling (related to food, ambience, hygiene etc. (any five))

UNIT-III

Different Catering Operations:

Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away.

UNIT-IV

High tea:

Its introduction, Menu, Cover & Service.

UNIT-V

Buffet management:

Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management.

REFERENCES:

- 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&CT 405- FOOD & BEVERAGE SERVICE-IV
PRACTICAL**

External Marks: 70

Internal Marks: 30

Duration: 3

Hours

- Restaurant Set-ups of different types
- Service of Afternoon & High teas
- Buffet Lay -up, theme Buffets set up
- Cocktail party planning
- Role Plays & Situation handling in Restaurants

BHM&CT -406 HOTEL ACCOUNTANCY-II

External: 70

Internal: 30

Duration: 3 hours

COURSE OBJECTIVES:

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

TEACHING PRACTICES:

Class room lectures, Assignments, Cases, Discussions, Glossary of Terms Students should be familiar with the glossary of terms pertaining to above mentioned topics.

MODE OF PAPER-SETTING:

The number of questions to be set will be ten in a manner that there are two questions from each unit. The students will be required to attempt five questions in all, selecting one question from each unit.

INTERNAL EVALUATION:

The performance of the students will be evaluated on the basis of class participation, class test, regularity and assignments carrying 30% of the credit.

UNIT-I

Hotel Accounting-meaning, functions and significance. Growth and development of hotel accounting over the years. Accounting standards

UNIT-II

Front Office Accounting -, Hotel Ledgers- Visitors Tabular Ledger: meaning & purpose and preparation (3 to 5 star hotels). Credit Monitoring and Charge Privileges, Cash sheet, Calculation of various Statistical data using Formulas & exercises on: (ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count)

UNIT -III

Uniform System of Accounting- concept, meaning, conditions and advantages & disadvantages. Preparations of financial statements under uniform systems in hotels. Schedules showing Departmental incomes -Rooms, Food & Beverage, Telephone Gift shop, Garage and Parking, Laundry and Marketing etc.

UNIT -IV

Hotel Company Final accounts- meaning and importance and Preparation of Business Income Statement and Balance sheet with simple adjustment.

UNIT -V

Contemporary Accounting their concept, meaning and importance in hotel industry-
Management accounting, Human Resource Accounting, Social Responsible accounting.

REFERENCES:

- Donald F.Sutton, 1986, Financial Management in Hotel and Catering, Heinemann, London
- G. Boni and F.F. Shartes, 1988, Hotel Organisation Management and Accountancy, Sir ISAAR. Pitman, London
- G.S.Rawat & JMS Negi ,1994 ,Elements of Hotel Accountancy-,Aman Publications, Daryaganj, New Delhi
- Horwarth and Toth, 1979, Hotel Accounting, Ronald Press, New York
- Horwarth Earnest, 1986, Hotel Accounting, Ronald Press, New York
- Horwarth, E.B.and Toth, 1986, Hotel Accounting, Ronald Press, New York
- Jerry J Weygandt, 2000, Hospitality Financial Accounting By, Publisher Wiley & sons.
- L.S.Porwal, 1993, Accounting Theory, An Introduction, Tata McGraw-Hill Publishing Co., Pvt Ltd., New Delhi
- Leslie Chadwick, 1995 , The Essance of Financial Accounting, Prentice Hall of India Pvt.Ltd.,ND
- Ozi D’Cunha Gleson Ozi D’Cunha, 2002,Hotel Accounting & Financial Control ,Dickey Enterprises , Kandivali (W) Mumbai.
- R.D.Boardman, 1980, Hotel and Catering Costing and Budgets, Heinemann, London.
- Richard Kotas, 1981Accountancy in the Hotel & catering Industry ,International Textbook Company.
- Richard Kotas-Four, 1981, Accounting in the Hotel & Catering Industry- - International Textbook Company.
- Robert and Anthony, 1995, Management Accounting, Prentice Hall of India Pvt.Ltd., New Delhi
- S.P Jain & K.L Narang, 1999, Hotel Accountancy & Finance, Kalyani Publishers.
- Uniform System of Accounts, 2000, EIAH & LA, USA.

BHM & CT 407 TOURISM BUSINESS

External Marks- 70

Internal Marks- 30

Duration- 3hrs

OBJECTIVES:

The aim of the paper is to provide a basic understanding about the tourism concept, trends and factors responsible for the growth of tourism. Tourism forms a vital component of the hospitality industry so the knowledge of basics of tourism becomes essential. The paper shall act as a foundation for the further knowledge of tourism and allied fields.

MODE OF PAPER SETTING:

The number of questions to be set will be ten in a manner that there are two questions from each unit. The students shall be required to attempt five questions in all, selecting one question from each unit.

UNIT – I

Tourism: Meaning, nature and scope

Economic, social and cultural significance of tourism

Key Tourism Concepts – Tourism, Tourist, Excursionist, tourism Product, destination, pleasure & relaxation

UNIT – II

Factors contributing and affecting the growth of tourism

Trends and Patterns in International Tourism

UNIT – III

Motivations in tourism

Types and forms of tourism

UNIT – IV

Transportation: Types & relevance in tourism

Accommodation: Types and relevance in tourism

UNIT – V

Tourism system

Tourism Chain – Horizontal and Vertical Integration in tourism chain

REFERENCES:

- Anand, M.M., **Tourism and hotel Industry in India**, Prentice Hall, New Delhi, 1976
- Bhatia, A. K., **International Tourism**, Sterling Publishers, New Delhi
- Bhatia, A. K., **Tourism development: Principles, Practices and Philosophies**, Sterling Publishers, New Delhi
- Burkart A. & Medlik S., **Tourism: Past, Present and Future**, Heinemann Professional Publishing
- Goeldner, Charles & Brent Ritchie, J.R., 2006 **Tourism: Principles, Practices, Philosophies**, Wiley India
- McIntosh, Robert, W. Goldner, Charles, **Tourism: Principles, Practices and Philosophies**, John Wiley and Sons Inc. New York, 1990 (6th edition)
- Mill, Robert Christie and Alastair M. Morrison, **The Tourism System**, Englewood Cliffs, N.J., Prentice Hall, 1985
- Negi, J.M.S., **Tourism and Travel- Concepts and principles**, Gitanjali Publishing house, New Delhi, 1990

- Robinson, H.A., **Geography of Tourism**, Mc Donald and Evans, London, 1976
- Seviam, M., **Tourism Industry in India**, Himalaya Publishing House, Bombay, 1989
- Kaul, R.N., **Dynamics of Tourism: A Trilogy**, Sterling Publishers, New Delhi
- Peters, M., **International Tourism**, Hutchinson, London