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BE BOUNDLESS

BENGALURU CITY UNIVERSITY

CHOICE BASED CREDIT SYSTEM

**(Semester Scheme with Multiple Entry and Exit Options for
Under Graduate Course)**

**Syllabus for BHM
II Semester**

2021-22 onwards

BHM - BACHELOR OF HOTEL MANAGEMENT
SEMESTER – II
(Only for 2021-2022 Batch)

Sl. No.	Course Code	Title of the Course	Category of Course	Teaching Hours per Week (L+T+P)	SEE	CIE	Total Marks	Credits
10	Lang.2.1	Language -I	AECC	3+1+0	60	40	100	3
11	Lang.2.2	Language – II	AECC	3+1+0	60	40	100	3
12	BHM.2.1	F & B Production Foundation – II	DSC-4	3+0+2	60	40*	100	4
13	BHM.2.2	F & B Service Foundation –II	DSC-5	3+0+2	60	40*	100	4
14	BHM.2.3	House Keeping – II	DSC-6	3+0+2	60	40*	100	4
15	BHM.2.4	Hotel Communication	OEC-2	3+0+0	60	40	100	3
16	BHM.2.5	Environmental Studies	AECC	2+1+0	30	20	50	2
17	BHM.2.6	Sports	SEC- VB	0+0+2	-	25	25	1
18	BHM.2.7	NCC/NSS/R&R(S&G)/ Cultural	SEC- VB	0+0+2	-	25	25	1
SUB TOTAL (B)					390	310	700	25

* = *Practical Component of the paper in lieu of CIE*
Exit option with certificate in Hotel Management

Name of the Program: BHM

Course Code: BHM 2.1

Name of the Course: FOOD AND BEVERAGE PRODUCTION FOUNDATION-II

Course Outcomes:

1. To be able to understand the aims and objectives of cooking.
2. To acquire skills to deal with different types of Stocks, Sauces and Soups
3. To be able to under the Indian Cuisine their characteristics and regional cuisines.
4. To acquaint the Skills required for Cookery.

UNIT 1: Aims & Objectives of Cooking Food

- 1.1 Effects of action of heat on food – Cereals, Pulses, Starchy, Vegetables, Green leafy, Sweetening agent ,Egg, Dairy Products, Vegetable oil & Fats, Nuts & Oil seeds.

UNIT 2: Stocks, Sauces & Soups

- 2.1 Types of Stocks , Bouquet garni & its Uses
- 2.2 Basic Mother Sauces , Derivatives , Thickening Agents used in Sauces
- 2.3 Classification of Soups, Principle of soups, Garnishing of Soups & Accompaniments
- 2.4 Popular International Soups

UNIT 3: Indian Cuisine

- 3.1 Introduction to Indian Cuisine
- 3.2 Characteristics of Indian Cuisine
- 3.3 Regional Cuisines
- 3.4 Glossary terms of Indian Cuisine
- 3.5 Popular dishes of Indian Cuisine

UNIT 4: Skills in Cookery

- 4.1 Styles of Cookery - Oriental, Asian, Pan, American, Continental, European.
- 4.2 History & Development of Modern Cuisine
 - Simple Cuisine
 - Haute Cuisine
 - Novelle Cuisine

2.1-FOOD AND BEVERAGE PRODUCTION FOUNDATION-II
(PRACTICALS)

<p align="center"><u>MENU 1: BENGALI</u> ALOO CHOP MACHER JHOL BOILED WHITE RICE SANDESH</p>	<p align="center"><u>MENU 2: AWADHI</u> TAMATER KA SHORBA AWADHI MURGH KORMA LACCHA PARATHA ANANAS KA MUZAFFAR</p>
<p align="center"><u>MENU 3 : PUNJABI</u> ALOO PANEER TIKKI MURGH MAKHANI JEERA PULAO GULAB JAMOOON</p>	<p align="center"><u>MENU 4: MUGHLAI</u> HARA BHARA KABAB MURGH AKBARI MATTAR PULAO AAM KI PHIRNEE</p>
<p align="center"><u>MENU 5 HYDERBADI</u> DUM KE BHUTTE HYDERBADI CHICKEN BIRYANI MIRCHI KA SALAN DOUBLE KA MEETHA</p>	<p align="center"><u>MENU 6: CHETTINAD</u> KEERAI VADA KOZHI VARTHA CURRY COCONUT RICE SABUDANA VERMICILLI PAYASAM</p>
<p align="center"><u>MENU 7: KERALA</u> KARIMEEN POLICHATTHU AVIAL BOILED RED RICE ADA PRADHAMAN</p>	<p align="center"><u>MENU 8 :GOAN</u> GOAN TOMATO & LENTIL SOUP GOAN PRAWN CURRY BOILED RICE DODOL</p>
<p align="center"><u>MENU 9 : KARNATAKA</u> KOSAMBARI KORI SARU RAGI ROTI KARJIKAI</p>	<p align="center"><u>MENU 10 MANGALOREAN</u> GOLI BHAJJI MANGALURU KORI SARU AKKI ROTI SHEERA</p>

Name of the Program: BHM

Course Code: BHM 2.2

Name of the Course: FOOD AND BEVERAGE SERVICE FOUNDATION – II

Course Outcomes:

1. To understand the concept of Menus and Planning of Menu.
2. To know various non-alcoholic beverages used in Hotels.
3. To understand in room dining service.
4. To understand the concept of function catering and buffet and its applications.

UNIT 1 : Menu Knowledge and Planning & Breakfast

- 1.1 Origin, Types of menus
- 1.2 Rules to be observed while planning menus
- 1.3 Classical French Menu - 13 courses
- 1.4 Menu Terms, Food and its accompaniments with cover
- 1.5 Basics of Menu Design, Types – Continental, English, Buffet, Indian
- 1.6 Cover set up and service of various menus like Continental, English, Buffet, Indian.

UNIT 2: Non Alcoholic Beverages

- 2.2 Classification of Non-Alcoholic Beverages
- 2.3 Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
- 2.4 Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service

UNIT 3: In-Rooms Dining

- 3.1 Layout and design and Cycle of service
- 3.2 Forms and formats- RSOT control sheet, Waiter's card, Breakfast Door Knob, Amenity Voucher

UNIT 4 : Function catering and Buffet

- 4.1 Types of functions
- 4.2 Banquet menu
- 4.3 Table and seating plans
- 4.4 Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day,
- 4.5 Banquet seating arrangements and calculation
- 4.6 Introduction to Buffet
- 4.7 Types of Buffet services– Finger, Fork, sit down
- 4.8 Themes of Buffet service
- 4.9 Equipment's used for Banquet and Buffet Service

2.2-FOOD AND BEVERAGE SERVICE FOUNDATION – II
PRACTICALS

Sl.No.	WEEK	Title	No. of Hours
1	Week - I	Break Fast Tray Set UP – Continental, American	04 Hours
2	Week - II	Break Fast Tray Set Up – English, Indian	04 Hours
3	Week - III	Cover Set up, Service sequence.	04 Hours
4	Week - IV	Cover Set up, Service sequence.	04 Hours
5	Week - V	Cover Set up, Service sequence.	04 Hours
6	Week -V I	Silver service, Pre plated service	04 Hours
7	Week – VII, VIII, & IX	Silver service, Pre plated service	04 Hours
8	Week – X	BFP Filling	04 Hours
9	Week -XI	Service of non-alcoholic beverages	04 Hours
10	Week - XII	Service of non-alcoholic beverages	04 Hours

Name of the Program: BHM
Course Code: BHM 2.3
Name of the Course: HOUSEKEEPING-II

Course Outcomes:

1. To understand about the concept of Housekeeping department in a hotel.
2. To know about various personnel's involved in the Housekeeping department.
3. To understand various types of Guestrooms and their functions
4. To know the working style of HK under Desk Control Room
5. To understand the concept of Ecotel and their certification process.

UNIT 1: Introduction and Organizational framework of H/K department

- 1.1 Concept and importance of Housekeeping.
- 1.2 Hierarchy Structure of the Housekeeping Department (small, medium and large)
- 1.3 Job description of Executive Housekeeper, Floor Supervisor, Room Attendants and
- 1.4 Control Desk Supervisor.
- 1.4 Brief knowledge on job description and job specification.
- 1.5 Subsections of the Housekeeping Department.
- 1.6 Qualities of Housekeeping Staffs.

UNIT 2: Overview of Hotel Guest rooms

- 2.1 Types of Hotel guest rooms.
- 2.2 Soft furnishing in guest rooms.
- 2.3 Amenities, supplies and accessories placed in guest rooms.
- 2.4 Layout of single, double, twin and suite rooms.
- 2.5 Concept of floor pantry.

UNIT 3: Housekeeping Control Desk

- 3.1 Brief summary on Housekeeping Control Desk. Importance of Control Desk and different records and registers maintained in the Control Desk. Lost and found procedure
- 3.2 Electronic key/key cards and knowledge of gate pass with format (returnable and non-returnable gate pass) Latest software and technology for update of information

UNIT 4: Ecotel Housekeeping

- 4.1 Concept of Ecotel and some brand names of Hotels under Ecotel.
- 4.2 Criteria for Ecotel certification.
- 4.3 Eco friendly products used in Housekeeping.
- 4.4 Energy and water conservation.
- 4.5 Waste disposal in Housekeeping.

2.3-HOUSEKEEPING – PRACTICALS 10 Weeks

- a) WEEK-1 Brassoing
- b) WEEK-2, 3, 4 & 5 Bed making procedure
- c) WEEK-6 Form and formats-occupancy slip
- d) WEEK-7 job order
- e) WEEK-8 lost and found register
- f) WEEK-9 Key register
- g) WEEK-10. Glossary Terms

Name of the Program: BHM
Course Code: BHM 2.4
Name of the Course: HOTEL COMMUNICATION

Course Outcomes:

1. To know basics of communication in Hotel Industry.
2. To know about channels of communication and body languages.
3. To learn about oral etiquettes used in communication.
4. To know about basics of written communication in Hotel Industry

UNIT 1: Introduction and Basics Of Hospitality Communication

- 1.1. Importance of Communication in Hospitality industry and its effects on performance Customer Satisfaction
- 1.2 Communication Channels in the Hierarchy of an organization-Formal / informal
- 1.3 Process of Communication and various factors/components of communication
- 1.4 Significance of feedback
- 1.5 Forms of Communication -Formal / Informal, Verbal/ Non Verbal Communication

UNIT 2: Communication Channels, Modes and Language Styles

- 2.1. Verbal Communication - Oral and Written-Advantages and Disadvantages
- 2.2. Non-Verbal Communication-Ambience/Signs/Symbols/ Voice / Body language
- 2.3. Grooming/Power Dressing/Proxemics
- 2.4. Oral Communication - Barriers of Oral Communication Skills: Factors involved
- 2.5. Non Violent Communication
- 2.6. Cross Cultural Communication and overcoming these barriers.

UNIT 3: Paralanguage Skills - Clarity in Oral Speech and Etiquette

- 3.1. Listening Skills and listening Comprehension Passages of Telephone Conversations and Speeches used as material.
- 3.2. Introductions-Self and others - Instructions - Asking for and Giving Directions
- 3.3. Telephone Speaking - Etiquette and other factors,
- 3.4. Extempore and Prepared Speeches
- 3.5. Building positive attitude and Emotional Management

UNIT 4: Basics of Written Communication

- 4.1. Written Communication-factors involved
- 4.2. Writing Telephone messages, Drafting Telegrams,
- 4.3. Email and Formal Net Communication Etiquette
- 4.4. Letter writing - Leave letters and Requests for Permission /Issue of Documents
- 4.5. Creative Writing - Creating Wall Magazines, Making Collages

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