



BENGALURU CITY UNIVERSITY

CHOICE BASED CREDIT SYSTEM

(as per SEP 2024)

Syllabus for I & II Semester BHM

2024-25

PROCEEDINGS OF BOS MEETING

Proceedings of BOS Meeting

Proceedings of the meeting of the BOS-BHM Course as per the SEP structure for the academic year 2024-25 held on 2nd July 2024 at the Department of Commerce, PK Block, Bengaluru City University, Bengaluru 560009.

The board has reviewed and approved the course matrix and syllabus for first and second semesters of the above mentioned courses. The board authorized the chairman to make the necessary changes.

MEMBERS PRESENT:

1.	Dr.Jalaja .K.R	Dean and Chairperson , Department of Commerce,BCU	Chairperson
2.	Dr.Padmaja.P.V	Principal , MLA Academy Of Higher Education, Bengaluru	Member
3.	Dr.Rajkumar	HOD , Department Of Business Studies,Mount Carmel College.	Member
4.	Dr.Parvathi	Principal Vet First Grade College, Bengaluru	Member
5.	Dr. Thomas Mathew	Army Institute of Hotel Management , Bengaluru	Member
6.	Dr.Devendra M	Principal, Maharishi Institute of Management.	Co-Opted Member
7.	Mr.Amalan E	Co-Ordinator, KLE Sciety's S. Nijalingappa College, Rajajinagar	Co-Opted Member
8.	Mr.Gopi Anand R	Assistant Professor, KLE Society's Nijalingappa College, Rajajinargar ,	Co-Opted Member
9.	Mr.Karthikeyan K	Assistant Professor, Program Manager, School of Hospitality and Tourism, AIMS, Bangalore	Co-Opted Member
10.	Mr.Keith Shirlvin Nigil K	Assistant Professor, Welcome Group School of Hotel Administration	Co-Opted Member
11.	Mr.Vishnu S Jingade	Assistant Professor, School of Hospitality and Tourism, AIMS, Bangalore	Co-Opted Member


Dr. JALAJA. K R, M.COM., MBA., Ph.D
Dean & Chairperson
Department of Commerce
Bengaluru City University

BCU STATE EDUCATION POLICY
REGULATIONS PERTAINING TO BHM DEGREE (4 YEARS)
SEP SCHEME – 2024 ONWARDS

INTRODUCTION

As per the Government Order No. ED 166 UNE 2023, Bangalore dated 08.05.2024, all Universities under the Karnataka State Higher Education department are required to implement the State Education Policy from the academic year 2024-25. Therefore, all students seeking admission for BHM from the academic year 2024-25 will be following the State Education Policy 2024.

According to the government order, it has been ordered to revise and implement the duration and syllabus of degree programs in accordance with the curriculum structure and guidelines for the students who will be admitted to the first semester studies from the academic year 2024-25 in Bengaluru City University, constituent colleges and affiliated colleges. In furtherance of the said Government order, the Program Structure of the courses prepared by the BOS will be applicable to BHM course.

The BOS resolved to provide the framework for under graduate courses with Four compulsory courses and Four Practical Component (Skill Based) for BHM degree as resolved in the meeting of the BOS chairpersons of the University and the Govt. of Karnataka order, No. Ed. 166/UNE 2023 Bengaluru, dated 08.05.2024. Along with the framework for general Undergraduate degree programs, the framework for standalone/specialized degree programs of the University: B.H.M. Syllabus were prepared for the first two semesters.

1. AIMS AND OBJECTIVES OF UG PROGRAMS IN B.H.M.

(HOTEL MANAGEMENT)

- To distinguish the graduates from others as innovative managers and leaders in hospitality sector, making use of a high quality and rigorous hospitality management education that is enriched by a flexible curriculum
- To enable graduates to excel in diverse career paths in the hospitality sector including that of an academician, entrepreneur and consultant
- To develop ready to be employed skilled professionals in the Hotel Management Sector.
- To enhance professional qualities in students to enable them to perform successfully as senior managers
- To enable students to be leaders and develop inter personal skills to perform effectively in diverse teams of the hospitality sector
- To develop creative and innovative abilities to meet the challenges of the constantly evolving hospitality industry and to identify entrepreneurial opportunities.
- To facilitate students to develop proficiency in Hospitality Communication in English and Foreign Languages and business etiquette to be globally competent.
- To develop abilities in students to analyse hospitality issues and plan strategies to handle crisis situations.
- To provide students with knowledge of technical and management concepts to enhance competencies in Food Production, Food & Beverage Service, Front Office and Housekeeping operations
- To educate on professional ethics, economics, social sciences and interpersonal skills relevant to professional practice.
- To provide a general perspective on lifelong learning and opportunities for a career in Hotel Industry, business and commerce.

SCOPE OR OPPORTUNITIES OR CAREER OPTIONS FOR BHM GRADUATES

1. **Hotel Manager:** Hotel managers are responsible for the overall operations of a hotel or resort. They oversee staff, manage budgets, ensure guest satisfaction, and make strategic decisions to enhance the property's profitability.
2. **Restaurant Manager:** Restaurant managers are in charge of the daily operations of dining establishments. They oversee staff, manage inventory, ensure quality service, and optimize restaurant efficiency.
3. **Event Planner:** Event planners coordinate and execute various events, including weddings, conferences, and corporate meetings. They work with clients to plan every detail, from venue selection to catering.
4. **Food and Beverage Manager:** These professionals manage all aspects of a restaurant or catering service's food and beverage offerings. They ensure quality, cost-effectiveness, and customer satisfaction.
5. **Front Office Manager:** Front office managers supervise the reception, reservations, and guest services departments in hotels. They ensure smooth check-ins, handle guest requests, and manage reservations.
6. **Travel Agent:** Travel agents help clients plan and book trips, including flights, accommodations, and activities. They provide valuable insights and recommendations to enhance travelers' experiences.
7. **Cruise Ship Supervisor:** Cruise ship Supervisor oversees various onboard departments, ensuring guest satisfaction and smooth operations on the ship. Positions may include hotel manager, food and beverage manager, or entertainment manager.
8. **Resort Manager:** Resort managers are responsible for the overall operations of a resort, including accommodations, recreational facilities, and guest services. They aim to create memorable experiences for guests.
9. **Hospitality Consultant:** Hospitality consultants provide expertise to hotels, restaurants, and other hospitality businesses to improve their operations, enhance guest experiences, and increase profitability.
10. **Catering Manager:** Catering managers handle the planning and execution of catered events, such as weddings, corporate functions, and private parties. They coordinate logistics, menus, and staff.
11. **Airline Cabin Crew:** Some BHM graduates choose to work as flight attendants, ensuring the safety and comfort of airline passengers during flights.
12. **Entrepreneurship:** Graduates with an entrepreneurial spirit often start their own hospitality businesses, such as restaurants, cafes, bed and breakfasts, or event planning companies.
13. **Sales and Marketing:** The hospitality industry relies heavily on effective sales and marketing strategies. BHM graduates can pursue careers in sales, marketing, or public relations for hotels, resorts, or hospitality brands.
14. **Revenue Manager:** Revenue managers focus on optimizing hotel room rates and occupancy levels to maximize revenue. They analyze market trends and competitor pricing to make pricing decisions.
15. **Human Resources Manager:** HR managers in the hospitality industry oversee recruitment, training, and employee relations. They ensure that staff is well trained and motivated to deliver excellent service.
16. **Casino Manager:** In areas with a thriving casino industry, BHM graduates may find opportunities in casino management, overseeing gaming operations and guest services.
17. **Customer Service Specialist:** Customer service specialists play a crucial role in ensuring guest satisfaction by addressing concerns and resolving issues promptly.

The hospitality industry offers not only a diverse range of career options but also opportunities for career advancement. With experience and expertise, BHM graduates can climb the ladder to senior management positions, such as general manager, director of operations, or regional manager. Additionally, many multinational hotel chains and hospitality groups offer international career opportunities, allowing professionals to explore different cultures and markets.

Bachelor of Hotel Management degree prepares graduates for a dynamic and rewarding career in the hospitality industry. Whether you're passionate about providing exceptional guest experiences, managing operations, or planning events, the diverse job opportunities within this field offer room for growth and a chance to make a lasting impact in the world of hospitality.

PROGRAM OUTCOMES

1. Ability to apply knowledge of fundamental operational and financial concepts of hotel management to operate a hospitality establishment efficiently and effectively
2. Ability to collect data, interpret data and arrive at meaningful solutions for solving problems in hospitality sector
3. Ability to design a hospitality system like a restaurant, hotel, a tourist destination etc., considering public health and safety, and the cultural, societal, and environmental considerations
4. Ability to understand and address customer issues in hospitality sector by analysing feedback obtained through interaction with the customers
5. Ability to apply appropriate tools and techniques and understand utilization of resources appropriately to complex hospitality activities
6. Ability to understand the effect of new and innovative solutions in hospitality on legal, cultural, social and public health and safety aspects
7. Ability to develop sustainable solutions and understand their effect on society and environment
8. Ability to apply ethical principles to hospitality practices and professional responsibilities
9. Ability to work as a member of a team, to plan and to integrate knowledge of various hospitality services to provide satisfactory solutions to customers
10. Ability to make effective oral presentations and communicate technical ideas to a broad audience using written and oral means
11. Ability to lead and manage multidisciplinary teams by applying management principles.
12. Ability to adapt to the changes and advancements in technology and engage in independent and lifelong learning

2. ELIGIBILITY FOR ADMISSION:

Candidates who have completed Two year Pre - University course of Karnataka State or its equivalent are eligible for admission into this program.

3. DURATION OF THE COURSE:

The course of study is four (04) years of Eight Semesters. A candidate shall complete his/her degree within eight (08) academic years from the date of his/her admission to the first semester. Students successfully completing Four (04) years of the course will be awarded Bachelor's Degree in Hotel Management (B.H.M.).

4. MEDIUM OF INSTRUCTION

The medium of instruction shall be ENGLISH Only.

5. CLASS ROOM STRENGTH OF STUDENTS

There shall be Maximum of students in each section as defined by the University.

6. ATTENDANCE:

- a. For the purpose of calculating attendance, each semester shall be taken as a Unit.
- b. A student shall be considered to have satisfied the requirement of attendance for the semester, if he / she has attended not less than 75% in aggregate of the number of working periods in each of the subjects compulsorily. A student who fails to complete the course in the manner stated above shall not be permitted to take the University examination.

7. COURSE MATRIX

Refer to ANNEXURE – 1

8. TEACHING AND EVALUATION:

8.1 BHM/BHMCT/B.Sc Hotel Management with M.Sc Hotel Management/ MHM/MBA Hotel Management/ Hospitality Management is only eligible to teach and evaluate the Hotel Management and Hospitality related subjects.

8.2 MTM/ MTA/MTTM/MBA Tourism /MBA Tourism & Travel Management is only eligible to teach and evaluate the Tourism and Travel Management Subjects.

8.3 M.Com/M.B.A/M.Com(F&A)/M.Com(I.B)/MBS/MMS Graduates with B.Com/BBM/ BBA/BBS as basic degree from a recognized university are only eligible to teach and evaluate the Commerce and Management Subjects (except languages, compulsory additional subjects) mentioned in this regulations.

8.4 Foreign Languages like French and Spanish with Minimum Qualification Any Post Graduation Degree with Diploma in Relevant Languages from recognized university or Any Post Graduation Degree with B1 of CEFR is only eligible to teach relevant languages

8.5 English & Indian Languages shall be taught by the Post Graduates or faculty with higher qualification as recognized by the respective Board of Studies.

9. SKILL DEVELOPMENT/RECORD MAINTENANCE AND SUBMISSION:

- a. Every college is required to establish a dedicated lab in all the areas of the Hotel Management like Food Production, Restaurant, Bakery & Confectionery, Front Office, House Keeping for the purpose of conducting practical.
- b. In every semester, the student should maintain a Record Book in which a minimum of 10 practicals per subject are to be recorded. This Record has to be submitted to the Faculty for evaluation at least 15 days before the end of each semester.

10. SCHEME OF EXAMINATION:

- a. There shall be a university examination at the end of each semester. The maximum marks for the university examination in each paper shall be 80.

b. Of the 20 marks of Internal Assessment, 10 marks shall be based on Two tests. Each test shall be of at least 01 hour duration to be held during the semester. The average of two tests shall be taken as the internal assessment marks. The remaining 10 marks of the Internal Assessment shall be based on Attendance and Skill Development Record of 05 marks each.

c. The marks based on attendance shall be awarded as given below:

75% to 80% = 02 marks

81% to 85% = 03 marks

86% to 90% = 04 marks.

91% to 100% = 05 marks.

d. Marks for Practical shall be awarded by the faculty concerned based on Participation in Laboratory Work provided in the syllabus of each paper.

e. The student is required to write the practical's in the Record Book and maintained the same and shall submit it the faculty concerned at least 15 days before the last date of the semester for Examination Purpose. However the practical's can be adjudged the faculty concerned on weekly basis as soon as practical work is over for that week.

11. APPEARANCE FOR THE EXAMINATION:

a) A candidate shall apply for all the parts in each examination when he/she appears for the first time. A candidate shall be considered to have appeared for the examination only if he/she has submitted the prescribed application for the examination along with the required fees to the university.

b) A candidate who has passed any language under Part-1 shall be eligible to claim exemption from the study of the language if he/she has studied and passed the language at the corresponding level.

c) Further, candidates shall also be eligible to claim exemption from studying and passing in those Hotel Management subjects which he/she has studied and passed at the corresponding level, subject to the conditions stipulated by the university.

d) A candidate who is permitted to seek admission to this degree course on transfer from any other University shall have to study and pass the subjects which are prescribed by the University. Such candidates shall not however, be eligible for the award of ranks.

12. MINIMUM FOR A PASS:

Candidates who have obtained a minimum of 35% marks in university examination (i.e. 28 marks out of 80 marks of theory examination and 14 Marks out of 40 Marks Theory Examinations) and 40% in aggregate (i.e., total of university examination and internal assessment marks) in each subject shall be eligible for a pass or exemption in that subject.

Candidate who have obtained a minimum of 40% marks in the University Practical Examinations shall declared pass in the Practical Examination.

13. CLASSIFICATION OF SUCCESSFUL CANDIDATES:

1. The results of the First to Eight semester degree examination shall be declared and classified separately as follows:

a. First Class with Distinction : Those who obtain 75% and above of the total marks of parts I, II and III.

b. First Class: Those who obtain 60% and above of the total marks of parts I, II and III.

c. Second Class: Those who obtain 50% and above but less than 60% of total marks of parts I, II and III.

d. Pass Class: Rest of the successful candidates who secure 40% and above but less than 50% of marks in part I, II and III.

2. Class shall be declared on the basis of the aggregate marks obtained by the candidates in this degree

course (excluding languages (part 1) and non-core subjects (Part III)) as a whole. However, only those candidates who have passes each semester university examination in the first attempt only shall be eligible for award of ranks. The first Ten ranks only shall be notified.

14. MEDALS AND PRIZES:

No candidates passing an external examination shall be eligible for any scholarship, fellowship, medal, prize or any other award.

15. TERMS AND CONDITIONS:

- a) A candidate is allowed to carry all the previous un-cleared papers to the subsequent semester/semesters.
- b) Such of those candidates who have failed/remained absent for one or more papers henceforth called as repeaters, shall appear for exam in such paper/s during the three immediately succeeding examinations. There shall be no repetition for internal assessment test.
- c) The candidate shall take the examination as per the syllabus and the scheme of examination in force during the subsequent appearances.

16.PATTERN OF QUESTION PAPER:

15. a Each theory question paper shall carry 80 marks and the duration of examination is 3 hours. The Question paper shall ordinarily consist of four sections, to develop testing of conceptual skills, understanding skills, comprehension skills, articulation and application of skills. The question paper setter shall be asked to prepare THREE sets of papers with a maximum of 15% repetition. The Question Paper will be as per the following Model: (Hotel Management Core Papers /DSC Papers /HME Papers only)

Section – A any 10 out of 12 Sub Questions 1. a,b,c,d,e,f,g,h,i,j,k,l	10 x 2 = 20 Marks
Section – B Any 4 out of 6 Questions 2,3,4,5,6,7	4 x 5 = 20 Marks
Section – C Any 3 out of 5 Questions 8,9,10,11,12	3 x 10 = 30 Marks
Section – D Compulsory Question 13	1 x 10 = 10 Marks
TOTAL	80 Marks

OR

Section – A any 5 out of 7 Sub Questions 1. a,b,c,d,e,f	5 x 2 = 10 Marks
Section – B Any 4 out of 6 Questions 2,3,4,5,6,7	4 x 5 = 20 Marks
Section – C Compulsory Skill or Practical based Question 8	1 x 10 = 10 Marks
TOTAL	40 Marks

15. b. For L1 and L2 Question paper pattern as approved by respective BOS.

15. c. Hotel French – I & II (Application and Skill based question related to Hotel Industry).

Answer any 8 questions out of 10 Questions. (8x10=80).

17. PROVISION FOR IMPROVEMENT OF RESULTS:

The candidate shall be permitted to improve the results of the whole examination or of any Semester or a subject within the prescribed time by the university after the publication of the results. This provision shall be exercised only once during the course and the provision once exercised shall not be revoked. The application for improvement of results shall be submitted to the Registrar (Evaluation) along with the prescribed fee.

18. REMOVAL OF DIFFICULTY AT THE COMMENCEMENT OF THESE REGULATIONS:

If any difficulty arises while giving effect to the provision of these Regulations, the Vice Chancellor may in extraordinary circumstances, pass such orders as he may deem fit.

ANNEXURE – 1

BHM
BACHELOR OF HOTEL MANAGEMENT DEGREE
 SEP SCHEME - 2024-25

COURSE MATRIX

I SEMESTER BHM

	Subjects	Paper/Co urse Code	Instruc -tion hrs/week	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 Languages	Language I Kannada/Sanskrit/Urdu/Tamil/ Telugu/Malayalam/Additional English/Marathi/Hindi	L1.1.	04	03	20	80	100	3
	Language II English	L1.2	04	03	20	80	100	3
Part 2 DSC	Theory							
	Food Production – I	HM101	03	03	20	80	100	3
	Food & Beverage Service – I	HM102	03	03	20	80	100	3
	Front Office – I	HM103	03	03	20	80	100	3
	Housekeeping – I	HM104	03	03	20	80	100	3
	Practical							
	Food Production Practical – I	HM101P	04	04	10	40	50	2
	Food & Beverage Service Practical – I	HM102P	04	04	10	40	50	2
	Front Office Practical – I	HM103P	02	03	10	40	50	1
	Housekeeping Practical – I	HM104P	02	03	10	40	50	1
Part 3 CC	Constitutional Values – I	CV1	02	02	10	40	50	2
Total					170	680	850	26

BHM
BACHELOR OF HOTEL MANAGEMENT DEGREE

SEP SCHEME - 2024-25

COURSE MATRIX
II SEMESTER BHM

	Subjects	Paper	Instruc- -tion hrs/week	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 Languages	Language I Kannada/Sanskrit/Urdu/Tamil/ Telugu/Malayalam/Additional English/Marathi/Hindi	L2.1	04	03	20	80	100	3
	Language II English	L2.2	04	03	20	80	100	3
Part 2 DSC	Theory							
	Food Production – II	HM201	03	03	20	80	100	3
	Food & Beverage Service – II	HM202	03	03	20	80	100	3
	Front Office – II	HM203	03	03	20	80	100	3
	Housekeeping – II	HM204	03	03	20	80	100	3
	Practical							
	Food Production Practical – II	HM201P	04	04	10	40	50	2
	Food & Beverage Service Practical – II	HM202P	04	04	10	40	50	2
	Front Office Practical – II	HM203P	02	03	10	40	50	1
	Housekeeping Practical – II	HM204P	02	03	10	40	50	1
Part 3 CC	Constitutional Values-II	CV2	02	02	10	40	50	2
Total					170	680	850	26

BHM
BACHELOR OF HOTEL MANAGEMENT DEGREE
 SEP SCHEME - 2024-25
COURSE MATRIX
III SEMESTER BHM

	Subjects	Paper	Instruc- -tion hrs/week	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 Languages	Language I Kannada/Sanskrit/Urdu/Tamil/ Telugu/Malayalam/Additional English/Marathi/Hindi	L3.1	04	03	20	80	100	3
	Language II English	L3.2	04	03	20	80	100	3
Part 2 DSC	Theory							
	Food Production – III	HM301	03	03	20	80	100	3
	Food & Beverage Service – III	HM302	03	03	20	80	100	3
	Front Office – III	HM303	03	03	20	80	100	3
	Housekeeping – III	HM304	03	03	20	80	100	3
	Practical							
	Food Production Practical-III	HM301P	04	04	10	40	50	2
	Food & Beverage Service Practical – III	HM302P	04	04	10	40	50	2
	Front Office Practical – III	HM303P	02	03	10	40	50	1
	Housekeeping Practical-III	HM304P	02	03	10	40	50	1
Part 3	Elective – I	HME1	02	02	10	40	50	2
Total					170	680	850	26

BHM
BACHELOR OF HOTEL MANAGEMENT DEGREE

SEP SCHEME - 2024-25

COURSE MATRIX

IV SEMESTER BHM

	Subjects	Paper/Co urse Code	Instruc -tion hrs/week	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 Languages	Language I Kannada/Sanskrit/Urdu/Tamil/ Telugu/Malayalam/Additional English/Marathi/Hindi	L4.1	04	03	20	80	100	3
	Language II English	L4.2	04	03	20	80	100	3
	Theory							
Part 2 DSC	Food Production – IV	HM401	03	03	20	80	100	3
	Food & Beverage Service – IV	HM402	03	03	20	80	100	3
	Front Office – IV	HM403	03	03	20	80	100	3
	Housekeeping – IV	HM404	04	03	20	80	100	3
	Practical							
	Food Production Practical-IV	HM401P	04	04	10	40	50	2
	Food & Beverage Service Practical – IV	HM402P	04	04	10	40	50	2
	Front Office Practical - IV	HM403P	02	03	10	40	50	1
Housekeeping Practical-IV	HM404P	02	03	10	40	50	1	
Part 3	Elective – II	HME2	02	02	10	40	50	2
	Total				170	680	850	26

ELECTIVE'S: (Student can choose any one Group from the below given)

Semester	Group A	Group B	Group C	Group D
III	Food & Nutrition	Food & Wine Arts	Fast Food Chain Management	Hotel Engineering
IV	Food Safety & HACCP	Food Service Entrepreneurship	Food Business Management	Hospitality Economics

BHM
BACHELOR OF HOTEL MANAGEMENT DEGREE
SEP SCHEME - 2024-25

COURSE MATRIX

V SEMESTER BHM

	Subjects	Paper/ Course Code	Duration of IET	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 DSC	Industry Exposure Training Report & Viva-Voce	HM501	16 weeks	-	50	450	500	20

Note:

Sl. No	Particulars	Marks
1	IET Report	200
2	Log Book	100
3	Viva-Voce & Presentation	150
4	CIA	50
Total		500

BHM
BACHELOR OF HOTEL MANAGEMENT DEGREE

SEP SCHEME - 2024-25

COURSE MATRIX

VI SEMESTER BHM

	Subjects	Paper/Co urse Code	Instruction Hrs./week	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 DSC	Hotel French – I	HM601	03	03	20	80	100	3
	Management Accounting in Hotels	HM602	03	03	20	80	100	3
	Facility Management	HM603	03	03	20	80	100	3
	Tourism Management	HM604	03	03	20	80	100	3
	Hotel Sustainable Practices-I	HM605	03	03	20	80	100	3
	Specialization Theory – I	HMS6T	02	02	10	40	50	2
	Specialization Practical – I	HMS6P	04	04	20	80	100	4
	Total				130	520	650	21

BHM
BACHELOR OF HOTEL MANAGEMENT DEGREE
 SEP SCHEME - 2024-25

COURSE MATRIX

VII SEMESTER BHM

	Subjects	Paper/ Course Code	Instruction Hrs./week	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 DSC	Hotel French – II	HM701	03	03	20	80	100	3
	Entrepreneurship	HM702	03	03	20	80	100	3
	Hotel Marketing	HM703	03	03	20	80	100	3
	Event Management	HM704	03	03	20	80	100	3
	Hotel Sustainable Practice-II	HM705	03	03	20	80	100	3
	Specialization Theory – II	HMS7T	02	02	10	40	50	2
	Specialization Practical – II	HMS7P	04	04	20	80	100	4
	Total				130	520	650	21

BHM

BACHELOR OF HOTEL MANAGEMENT DEGREE

SEP SCHEME - 2024-25

COURSE MATRIX

VIII SEMESTER BHM

	Subjects	Paper/ Course Code	Duration of IET	Duration of Exam (hrs.)	Marks			Credits
					CIA	SEE	Total	
Part 1 DSC	On-the-Job Training Report & Viva-Voce	HM801	16 weeks	-	50	450	500	20

Note:

Sl. No	Particulars	Marks
1	OJT Report	200
2	Log Book	100
3	Viva-Voce & Presentation	150
4	CIA	50
Total		500

I SEMESTER BHM

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM 101

Semester: **I**

Name of the Course: **FOOD PRODUCTION – I**
[Theory of Cookery - Theory]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	45 Hrs.

Course Objectives: The course helps students learn the history of cooking and its modern advancements. It also enhances their understanding of the professional requirements for kitchen staff and the importance of maintaining hygiene.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Develop understanding of basics of Food Production

CO2: Gain understanding on Kitchen Organisation structure and Food Production.

CO3: Develop ability to compare and illustrate various methods of cooking

CO4: Able to apply the hands on learning to prepare various dishes

Syllabus:	Hours
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Unit 1: Introduction to Cookery

05

Introduction – Origin and History – Definition and its Importance – Development of Culinary Art from Middle Ages – Culinary Terminology – Recent Trends in Culinary – Origin of Modern Cookery

Unit 2: Standard of Professionalism

10

Kitchen Organization – Kitchen Brigade and Workflow – Kitchen Layout – Duties and Responsibilities of various Chefs in Kitchen – Inter Departmental Relationship – Attributes of a Chef – Attitude and Professionalism in Kitchen – Safety, Health, and Grooming – Personal Hygiene and Kitchen Hygiene - Safety Procedure in handling Equipment (Equipment Knowledge and Development)

Unit 3: Basic Cooking Principles

10

Aim and Objective of Cooking Food (Basic Cooking Principle) – Texture (Meaning & Type) – Consistency (Meaning & Type) - Effect of heat on Cooking – Characteristics of Raw Material - Preparation of Ingredients – Methods of Mixing Foods – Methods of Cooking with Advantages & Disadvantages – Different Fuel used in Commercial Kitchen

Unit 4: Principles of Food Production-I

10

Vegetable & Fruit Cookery

Introduction & Classification of Vegetables (Varieties, Characteristics, Pre-preparation) – Effects of heat on Vegetables – Cuts of Vegetables – Classification of Fruits – Salads (Texture, Definition, Type) – Composition of Salad (Simple & Compound) – Salad Dressing (Vinaigrette & Types) – International Salad Names – Marination & Marinades

Stocks, Sauces & Soups

Roux & its types – Stocks – Classification, usage & preparation

Soup – Definition – Classification of Soup – Consommé (types) – International Soup (Hot & Cold) – Garnishes

Mother Sauces – Meaning & Types – Recipes for 1 Liter of Foundation Sauces - Derivatives of Each Foundation Sauces

Unit 5: Principles of Food Production-II

10

Eggs – Structure of an Egg – Preparations of Eggs – Boiled Eggs, Sunny side-up, Scrambled, etc

Fish – Classification of Fish (Flatfish, Round Fish, Shellfish, Cephalopods) – Cuts of Fish – Preparation of Fish

Meat – Cuts of Chicken (Continental) – Cuts of Mutton – Cuts of Pork – Cuts of Beef

BOOK REFERENCES:

1. Bali, Parvinder (2014). Food Production Operations. Oxford University Press.
2. Theory of Cookery By K Arora, Publisher: Frank Brothers.
3. Philip E. Thangam, Heinemann (2010) Modern Cookery. Orient Longman.
4. The Professional Chef (4th Edition) By Le Rol A. Polsom

Note: Latest edition of textbooks and reference books may be used

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM101P

Semester: **I**

Name of the Course: **FOOD PRODUCTION – I**

[Basics of Culinary Arts - Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	48 Hrs.

Practical:

Week 1: Kitchen Hygiene & Kitchen Etiquettes – Practices & Knife Handling – Safety and Security in Kitchen – Understanding Kitchen Layouts / Fuels (Usage & Precautions) – Kitchen First Aid – Understanding of Kitchen Equipment's, Uses & Handling – Identification of commonly used ingredients in Kitchen

Week 2: Vegetables: Classification; Cuts - Julienne, Jardinière, Macedoines, Brunoise, Payssane, Mignonnete, Dices, Cubes, Shred, Mirepoix

Week 3: Basic Cooking Methods and Pre-preparations: Blanching of Tomatoes and Capsicum – Preparation of concasse – Boiling (Potatoes, Beans, Cauliflower, etc) – Frying (Deep Frying, Shallow Frying, Sautéing) Aubergines, Potatoes, etc. – Braising – Onions, Leeks, Cabbage – Starch cooking (Rice, Pasta, Potatoes)

Week 4: Stock Preparation (White, Brown, Fish Stock and Emergency Stock) – Roux Preparation & its types

Week 5: Demonstration & Preparation of Basic Mothers Sauces – Béchamel, Espagnole, Veloute, Hollandaise, Mayonnaise, Tomato

Week 6: Egg Cookery: Preparation of variety of Egg Dishes: Boiled (Soft & Hard) - Fried (Sunny Side Up, Single Fried, Bull's Eye, Double fried) – Poaches – Scrambled – Omelette (Plain, Stuffed, Spanish) – En Cocotte (Eggs Benedict)

Week 7: Demonstration on Cuts of Chicken & Cuts of Fish

Week 8: Simple Salads Preparation: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad

Simple Egg preparations: Scotch egg, Assorted Omelettes, Oeuf Florentine, Oeuf Benedict, Oeuf Farci, Oeuf Portuguese, Oeuf Deur Mayonnaise

Soups Preparations: Cream Soups, Puree Soups, Consommé

Week 9-12: Demonstration & Preparation of simple Four Course Continental Menu (Starter, Salad, Main Course, Sweet) using stocks & sauces

Evaluation:

CIA : 10 Marks (To be provided by the College to University)

External Examinations : 40 Marks

- Journal & Grooming – 5marks
- Identification of Ingredients/Equipment's – 5marks
- Cuts of Vegetables & Preparation of Soups – 10 marks
- Preparation of Mother Sauces – 5marks
- Four Course Menu – 10 marks
- Viva-Voce – 5marks

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM102

Semester: **I**

Name of the Course: **FOOD & BEVERAGE SERVICE – I**
[Theory]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	45 Hrs.

Course Objectives: The course provides students with a comprehensive understanding of the food and beverage service industry. It focuses on the various types of operations in F&B outlets and their unique characteristics.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Familiarize the food service Industry in India and worldwide

CO2: Course inculcates knowledge about various food outlets and their characteristics.

CO3: Develop the ability to understand the intricacies in preparation of Restaurant operations

CO4: Able to classify and illustrate on food service principles and procedures.

Syllabus:	Hours
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Unit 1: Introduction to F&B Service Industry

10

Introduction – Evolution & Growth of Hotel Industry – Types of Catering Operations – Commercial, Welfare, Transport, Others – Role of Catering establishment in Travel & Tourism.

Unit 2: Food Service Areas & Outlets

10

Restaurant – Coffee Shop – Room Service – Bar – Banquets – Pubs – Discotheque – Vending Machine – Brew Coffee Machine

Unit 3: Ancillary Departments

05

Introduction – Pantry – Food pick-up area – Store – Linen Room – Kitchen stewarding

Unit 4: Departmental Organization & Staffing

10

Organization of the F&B Service Department (Large, Medium & Small Hotels) – Principal staff of various types of F&B operations – Job Specification & Description of Directeur de Restaurant (Restaurant Manager), Maitre d’hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d’etage (Floor Waiter), Trencher, Butler, Chef de salle & Cellar Man – Attributes of F&B Personnel – Inter and Intra Departmental Coordination

Unit 5: F & B Service Equipment’s

10

Familiarization & Selection factors Linen, Crockery, Silverware, Glassware, Disposables – Other equipment’s uses in F&B Service – Furniture, Special Equipment (Trolleys, Electrical equipment etc) – French Terms related to equipment’s

BOOK REFERENCES:

1. Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico Publishing House
2. Food & Beverage Service- R. Singaravelavan, Oxford University Press, New Delhi.
3. Dennis R. Lillicrap & John A. Cousine (2006). Food and Beverage Service. ELBS..
4. Andrews, Sudhir (2013). Food & Beverage Service Training Manual. Tata McGraw Hill

Note: Latest edition of textbooks and reference books may be used

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM102P

Semester: **I**

Name of the Course: **FOOD & BEVERAGE SERVICE – I**

[Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	48 Hrs.

Practical:

Week 1: Understanding Personal Hygiene & Food Service Hygiene – Grooming Standards Required for a F&B Professional (Male/ Female) – Food & Beverage Service Kit

Week 2-3: Familiarization & Identification of Equipment's (Cutlery, Crockery & Hollowware)

Week 4-5: Familiarization & Identification of Equipment's (Glassware & Silverware)

Week 6: Holding Service Spoon & Fork – Carrying a Tray / Salver

Week 7: Laying & Relaying of Table Cloth

Week 8: Placing Meal Plates & Clearing Soiled Plates – Using Service Plate & Crumbing Down

Week 9: Preparation for Service – Organizing Mise-en-scene, Mise-en-place, Opening, Operation & Closing Duties

Week 10: Napkin folding (Breakfast, Lunch & Dinner) atleast 5types under each category

Week 11: Stocking Sideboard – Service of Water

Week 12: Report on Fine Dining Restaurants (Photos to be annexed in the record)

(students should visit any Fine Dining Restaurants to study the cycle of operations)

Evaluation:

CIA : 10 Marks (To be provided by the College to University)

External Examinations : 40 marks

- Identification of Equipment's – 10 Marks
- Napkin Folding (1 breakfast, 1 lunch, 1 dinner) – 5 Marks
- Laying & Relaying of Table Cloth – 5 Marks
- Service of Water – 10 Marks
- Journal & Grooming – 5 Marks
- Viva-Voce – 5 Marks

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM103

Semester: **I**

Name of the Course: **FRONT OFFICE – I**
[Theory]

Course Credits

No. of Hours per Week

Total No. of Teaching Hours

3 Credits

3 Hrs.

45 Hrs.

Course Objectives: The student will gain knowledge about the tourism, hospitality, and hotel industries, as well as the basic foundations of the front office department.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Develop understanding the outline of hospitality industry and its importance

CO2: Understand the work ethics towards customer care and satisfaction and its basic skills & knowledge of front office

CO3: Familiarize themselves with the organizational structure of front office department.

CO4: Endorse classification of hotels & describe the most distinctive feature of each

Syllabus:

Hours

Unit 1: Introduction to Hospitality Industry

10

Origin of Hospitality Industry – Tourism & Hotel Industry, its Importance – Evolution & Growth of Tourism & Hotels – Chain & Group of Hotels – Development & Growth of Hotels in India (Taj Group, ITC & The Oberoi Group) – Leading Hotel operations & their brands – National & International Chain of Hotels in India – Concept of “Athithi Devo Bhava” – Linkage between Travel, Tourism & Hotel – Great Personalities of the Hotel industry

Unit 2: Classification of Hotels

10

Need for Classification – Types & Classification of Hotel on the basis of Location, Size, Clientele, Duration of Stay, Ownership, Level of Service – Other types of Accommodation – Star Classification of Hotels – Government’s Classification Committee – Star ratings and Heritage Classifications adopted in India – Emerging Trends in Hotels

Unit 3: Front Office Organization

07

Introduction to Front Office & its Importance in Hotels – Function areas in Front Office department and their functions – Layout of Front Office Department – Coordination with other departments in a hotel

Unit 4: Front Office Personnel

08

Organizational Chart of Front Office Department – Large, Medium and Small Hotels – Duties and Responsibilities of Front Office staff – Personality Traits, Qualities & Attributes of Front office staff

Unit 5: Front Office Product

10

Types of Rooms in hotels – Types of Meal Plan – Room Tariff & its types – Basis of charging – Factors affecting tariff structure – Room Tariff Fixation (Cost based & Market based) – Equipment’s used in Front Office (Manual, Automated & Semi-automated)

BOOK REFERENCES:

1. Bhatnagar,S.K.(2013) Front Office Management. New Delhi: Frank Bros. & Co. (Publisher) Ltd
2. Andrews, Sudhir (2012) Front Office Management & Operations. New Delhi: Tata McGraw-Hill Publishing Company Limited.
3. Hotel Front Office Operations and Management – Jatashankar R.Tewari (2017). New Delhi: Oxford University Press
4. Ghosh, Suvradeep(2005).Hotel Front Training Manual. New Delhi: Jindal Book Services

Note: Latest edition of textbooks and reference books may be used

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM103P

Semester: **I**

Name of the Course: **FRONT OFFICE – I**

[Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	3 Hrs.	48 Hrs.

Practical:

Week 1: Grooming and Hospitality Etiquettes

Week 2: Welcoming/ Greeting the guests

Week 3: Understanding Front Office Layout & Hierarchy of Five Star hotel

Week 4-5: Countries, Capitals, Currencies and official Airlines of the world

Week 6: Familiarization with Equipment's & Tools in Front Office

Week 7: Hotel Terminologies & Glossary Terms

Week 8-9: Classification of Hotels & Star Categorization

Week 10-11: Role Play – Reservation, Arrivals, Luggage Handling, Paging & Mail Handling

Week 12: Visit to Hotel & Resort (Images should be attached in the Journal)

Evaluation:

CIA: 10 Marks (To be provided by the College to University)

External Examinations: 40 Marks

- Journal & Grooming – 5 Marks
- Role Play – 10 Marks
- Countries, Capital, Currencies – 5 Marks
- Official Airlines of world – 10 Marks
- Hotel/Resort Visit Report – 5 Marks (to be written in the record with photos)
- Viva-Voce – 5 Marks

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM104

Semester: **I**

Name of the Course: **HOUSE KEEPING – I**
[Theory]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	45 Hrs.

Course Objectives: The student will learn the basics of housekeeping and the various equipment used in the housekeeping department within the hotel industry.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Acquire knowledge and learn about the significance of accommodation operation and its scope

CO2: Enhance their professional skills, etiquette and learn to work in a team

CO3: Develop the handling of various cleaning equipment's and cleaning agents in a scientific and efficient manner.

CO4: Able to practically perform various housekeeping operational functions

Syllabus:	Hours
Unit 1: Introduction	08
Introduction to Housekeeping Department – Meaning, Definition & Importance of Housekeeping Department – Role of Housekeeping in hospitality industry – Functional Areas of Housekeeping Department in hotel – Layout of the Housekeeping Department – Coordination with other Departments – Housekeeping in Other Institutions	
Unit 2: Housekeeping Personnel	10
Organizational Structure of Housekeeping department (Small, Medium & Large hotel) - Role of key personnel in Housekeeping department – Job description & Job specification of Housekeeping staff (Executive Housekeeper, Deputy housekeeper, Floor supervisor, Public area supervisor, Night supervisor, Room attendant, House man, Head gardener) – Personality Traits of Housekeeping staff	
Unit 3: Hotel Guest Room	10
Types of Guest Rooms – Standard Layout out of Guest Rooms (single, double, twin & suite) – Difference between Smoking & Non-Smoking Room – Furniture, Fixture, Guest Supplies, Amenities in a Guest Room – Types of Bed, Mattresses and Bedding – Soft Furnishing – Guest Room Accessories – Placement of Guest Supplies – Layout of Floor Pantry	
Unit 4: Cleaning Science & Equipment's	07
Cleaning Principles – Cleaning Agent with their application - Types of Cleaning Agents – Cleaning Products (Hotel Specific) – Characteristics of a Good Cleaning Agent (includes eco-friendly chemicals) – Types of Cleaning Equipment's – Operating Principles of Equipment's – Characteristics of Good Equipment (Mechanical & Manual) – Storage, Upkeep, Maintenance of Equipment.	
Unit 5: Cleaning Procedures	10
Room Cleaning Procedures – Daily Cleaning of Occupied, Departure, Vacant, Under Repair, VIP Rooms – Weekly Cleaning - Spring Cleaning - Evening Service – Second Service - Systems and Procedures involved – Cleaning Process – Cleaning and Upkeep of Public Areas (Lobby, Cloak Room, Restaurants, Bar, Banquet Halls, Admin Offices, Lifts and Elevators, Staircases, Back Areas, Front Area, Corridors)	
BOOK REFERENCES:	
1. Raghubalan,G. (2017).Hotel Housekeeping Operations & Management. New Delhi: Oxford University Press	
2. Professional Management of Housekeeping Operations (II Edn.) by Robert	
3. Branson, Joan& Lennox, Margaret (2013).Hotel, Hostel & Hospital Housekeeping. Britain: The Bath Press	
4. Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox	
Note: Latest edition of textbooks and reference books may be used	

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM104P

Semester: **I**

Name of the Course: **HOUSE KEEPING – I**

[Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	3 Hrs.	48 Hrs.

Practical:

Week 1: Personal hygiene in Housekeeping & Housekeeping Etiquette

Week 2: Maid's Trolley – Setting up a Trolley

Week 3-4: Bed making

Week 5: Guest Room Supplies and Position

Week 6: Cleaning Equipment Identification

Week 7-8: Cleaning procedures – Daily Cleaning of Guestrooms & Bathrooms

Week 9-11: Cleaning Procedures – Public Area Cleaning (Sweeping, Scrubbing and Mopping, Wet and Dry dusting, High ceiling cleaning – cobwebs), Glass Cleaning

Week 12: Forms & Formats used in Housekeeping

Evaluation:

CIA : 10 Marks (To be provided by the College to University)

External Examinations : 40 Marks

- Bed Making – 10 Marks
- Cleaning Procedures – 10 Marks
- Forms and Formats – 5 Marks
- Setting up of Maid's Trolley – 5 Marks
- Journal & Grooming – 5 Marks
- Viva-Voce – 5 Marks

II SEMESTER BHM

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM201

Semester: **II**

Name of the Course: **FOOD PRODUCTION – II**
[Regional Cuisines of India]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	45 Hrs.

Course Objectives: The course provides students with knowledge of the history, geographical perspectives, brief historical background, characteristics, key ingredients, popular foods, and special equipment of various cuisines. It also equips students with standard recipes for menus from different cuisines.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Understand the culinary history and Indian cuisine

CO2: Understand the salient features of different Indian Regional Cuisines

CO3: Learners will be able to understand the usages of different spices, condiments & commodities used in Indian Cuisine

CO4: Prepare various dishes from different cuisines following the standard recipe

Syllabus:

Hours

Unit 1: Introduction to Indian Cuisine

10

Introduction – Culinary History & Heritage of Indian Cuisine – Features of Indian Cuisine – Factors affecting Eating Habits regionally in India (geography, availability, history, staple diet, religion) – Equipment's and Methods of Cooking in India – Indian Cuisine Culinary terms – Spices, Cereals, Pulses, Grains, Herbs used in Indian Cuisine – Blending of Spices and their uses – Masalas and Pastes used in Indian Cuisine – Commodities used in Indian Cuisine & its uses

Unit 2: Cuisines of North & West India

08

Introduction – Characteristics & Salient Features of Cuisine – Key Ingredients – Popular Foods – Seasonal Foods – Specialties during Festivals and Other occasions – Kashmir, Punjab, Rajasthan, Awadhi, Mughlai, Gujarat and Maharashtra

Unit 3: Cuisines of East & North-East

08

Introduction – Characteristics & Salient Features of Cuisine – Key Ingredients – Popular Foods – Seasonal Foods – Specialties during Festivals and Other occasions – Bengal, Bihar, North-Eastern (Sikkim, Assam, Arunachal Pradesh, Manipur, Tripura, Mizoram, Meghalaya)

Unit 4: Cuisines of South India

08

Introduction - Characteristics & Salient Features of Cuisine – Key Ingredients – Popular Foods – Seasonal Foods – Specialties during Festivals and Other occasions – Karnataka, Tamil Nadu, Kerala, Hyderabad, Goa

Unit 5: Introduction of Dum Cooking & Tandoor Cooking

11

Introduction - Origin of Dum Cooking – Special Equipment and their use – Classical Dishes – Origin and History of Tandoor – Types of Tandoor and their uses – Installing a New Tandoor – Marinating and making techniques for Kebab – Basic Indian breads made in Tandoor

BOOK REFERENCES:

1. Bali, Parvinder (2014). Food Production Operations. Oxford University Press.
2. Arora, K. (2008). Theory of Cookery. Frank Brothers
3. A Taste Of India, Madur Jaffery, Great Britain Pavilion Books Ltd
4. Prashad Cooking With Indian Masters, J. Inder Singh Kalra

Note: Latest edition of textbooks and reference books may be used

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM201P

Semester: **II**

Name of the Course: **FOOD PRODUCTION – II**

[Indian Cuisine - Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	48 Hrs.

Practical:

Week 1: Four Course Menu Preparation of Karnataka Cuisine

Week 2: Four Course Menu Preparation of Tamil Nadu Cuisine

Week 3: Four Course Menu Preparation of Kerala Cuisine

Week 4: Four Course Menu Preparation of Maharashtra Cuisine

Week 5: Four Course Menu Preparation of Goan Cuisine

Week 6: Four Course Menu Preparation of Hyderabad Cuisine

Week 7: Four Course Menu Preparation of Kashmiri Cuisine

Week 8: Four Course Menu Preparation of Awadhi Cuisine

Week 9: Four Course Menu Preparation of Gujarati Cuisine

Week 10: Four Course Menu Preparation of Rajasthani Cuisine

Week 11: Four Course Menu Preparation of Mughlai Cuisine

Week 12: Four Course Menu Preparation of North-Eastern Cuisine

Note:

- Visit to Spice Garden & understand the process of various spices & herbs
- All the basic Gravies should be covered (photos to be pasted in the record)

Evaluation:

CIA: 10marks (To be provided by the College to University)

External Examinations : 40 marks

- Journal & Grooming – 5 marks
- First Course – 5 marks
- Second Course – 5 marks
- Third Course – 5 marks
- Fourth Course – 5 marks
- Report on Spice Garden – 10 marks
- Viva – 5 marks

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM202

Semester: **II**

Name of the Course: **FOOD AND BEVERAGE SERVICE – II**
[Theory]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	45 Hrs.

Course Objectives: The course will help students gain a basic understanding of meals and menu planning. It focuses on various types of F&B service operations in a five-star hotel and imparts knowledge of food service procedures, order taking, and billing procedures.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Enhance knowledge by learning about various types of food service techniques

CO2: Gain expertise about the basics of Menu Planning

CO3: Able to undergo the process of In Room Dining.

CO4: Knowledge about the use and objective of Tobacco in Restaurant sector

Syllabus:	Hours
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Unit 1: Menu & Menu Planning	10
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Menu – Definition – Origin & Different types Menu in Hospitality industry – Points to be observed while compiling a menu in a Hospitality sector (Terms & Conditions) – French Classical Menu – 17 Courses (sequence, name of the dishes, examples & accompaniments) – Basics of Menu Designing and Presenting of Menus (Food & Beverage) – Meal Plan of the day (Breakfast, Brunch, Lunch, Dinner & Supper)

Unit 2: Types of Service	10
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Table Service – French, Russian, English, American and Silver Service – Assisted Service – Carvery – Self-service – Cafeteria & Food Court – Specialized Service – Gueridon, Automated, tray, trolley & etc. – Single Point Service

Unit 3: In Room Dining & Breakfast Service	10
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Layout and Design – Cycle of Service - Forms and Formats – RSOT Control Sheet – Waiter’s Card – Breakfast Door Knob – Amenity Voucher – Types of Breakfast – Continental, English, American, Buffet & Indian – Cover set up and Service Procedure of Breakfast

Unit 4: Banquet and its Operations	08
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Types of Functions – Banquet Menu – Table and Seating Plans – Booking procedure with Forms and Formats - BFC, Booking Diary, Function of the Day – Banquet Seating Calculation – Introduction to Buffet – Types of Buffet services – Finger, Fork, Sit Down – Types of Buffet – Themes & Equipment’s

Unit 5: Non-Alcoholic Beverage	07
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Introduction – Classification of Non Alcoholic Beverages – Hot Beverages – Tea, Coffee, Cocoa – Production, Types, Brand Names and Service – Cold Beverages – Waters, Juices, Milk based, Syrups, Squashes, Aerated – Types, Brands and Service

BOOK REFERENCES:

1. Singaravelavan,R(2016).Food and Beverage Service. New Delhi: Oxford University Press.
2. Dennis R.Lillicrap. & John A. Cousine(2006). Food and Beverage Service.ELBS
3. Food & Beverage Service- Bobby George &Sandeep Chatterjee, Jaico Publishing House
4. The Waiter Handbook By Grahm Brown, Publisher: Global Books &Subscription Services New Delhi

Note: Latest edition of textbooks and reference books may be used

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM202P

Semester: **II**

Name of the Course: **FOOD & BEVERAGE SERVICE – II**

[Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	48 Hrs.

Practical:

Week 1-2: Setting of Breakfast Cover (Tray & Trolley)

Week 3-4: Service of Tea & Coffee

Week 5: Service of Non Alcoholic beverages

Week 6-7: Setting of A la Carte Cover & Serve the dish (Silver / Pre-plated)

Week 8-9: Compilation of Three Course Menu (FCM)

Week 10: Setting of Table d Hote Menu with Cover (Silver / Pre plated)

Week 11: Room Service Telephone Etiquettes

Week 12: Room Service Tray and Trolley setup (Food, Beverage & Amenities)

Evaluation:

CIA : 10 marks (To be provided by the College to University)

External Examinations : 40 marks

- Journal & Grooming – 5marks
- Menu Compilation – 10 marks
- Room Service Tray Setup – 10 marks
- Service of Non Alcoholic Beverages – 10 marks
- Viva – 5marks

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM203

Semester: **II**

Name of the Course: **FRONT OFFICE – II**

[Theory]

Course Credits

No. of Hours per Week

Total No. of Teaching Hours

3 Credits

3 Hrs.

45 Hrs.

Course Objectives: Students will learn about front office terminology, key sub-departments, and important front and back areas of the hotels.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Develop knowledge of registration process and execute guest handling

CO2: Knowledge the process of guest cycle and reservation procedure & systems

CO3: Acquire knowhow on various tasks in front desk function

CO4: Understand important Terminology of the Front Office

Syllabus:

Hours

Unit 1: Front Office Terminologies & Report

10

Check-in – Check-Out – In-House – Walk-in – Arrival and Departure Register – Arrival – Expected Arrival – Departure – Expected Departure – Out of Service - Out Of Order – Wake up Call – Do not Disturb – Self check-in – Web Check-in – C Form – No-Show Single / Double Occupancy – Local / Foreign Guest In-House – Reports of Front Office Department: Occupancy - Month to Date – Year to Date – VIP – Pick-up and Drop – Long Staying – Honeymooners – Arrival and Departure – No-Show – Allowance – Night Audit – Market Share – Market Segment, etc.

Unit 2: Guest Cycle & Reservations

12

Introduction to Guest Cycle – Pre arrival, Arrival, During guest stay – Departure and after Departure – Reservation and its importance – Basic tools of Reservation – Room Status Board – ALC & DCC with formats – Handling reservation and Reservation form with formats – Modes of Payment while Reservation – Sources of Reservation – Systems of Reservation – Types of Reservations – Cancellations and Amendments – Reservation Reports and Statistics – Overbooking – Upselling – No Show – Walk-in Guest – Scanty Baggage – Stay Over - Over Stay - Under Stay – Early Arrival – Turn Away - Time Limit, etc.

Unit 3: Registration

12

Registration and its importance – Types of Registration Records – Bound Book Register – Loose Leaf Register and Guest Registration Card (GRC) and their formats – Guest Handling – Pre-registration activities – Procedure of Guest Handling – Pre arrival – On Arrival and Post Arrival procedures – Handling Reserved Guests – Procedure for Handling Free Individual Traveller (FIT) – Chance Guests – VIP – Group arrival – Foreigner Guest (C-forms, Foreign currency exchange) – Single Lady Guest – Corporate Guest – Layover Passenger – Check-in for Guest Holding Discount Voucher – Turn-away guest

Unit 4: Front Desk Functions

11

Procedure for Room Assignment – Room Not Clear – Wash and Change Room – Complimentary Stay – Suite Check-in – Upgrading a Guest – Downgrading a Guest – Handling Request for Late Check-out – Precautions for Scanty Baggage Guest – Guest Stationery – Handling request for Rental Equipment – Up selling – Material Requisition – Shift Briefing – Morning and Afternoon Shift Handover – Night Shift Handover – Guest Relations – Courtesy Calls – Room amenities for Corporate/VVIP/CIP Guest - Handling Problematic Guests – Room Change Procedure – Handling Mails – Message and Paging – Key Control Procedures

BOOK REFERENCES:

1. Andrews, Sudhir (2012). Front Office Management & Operations. New Delhi: Tata McGraw-Hill Publishing Company Limited .
2. Bhatnagar,S.K(2013).Front Office Management. New Delhi: Frank Bros. & Co. (Publisher) Ltd
3. Professional Hotel Front Office Management– Anutosh Bhakta
4. Managing Front Office Operations – Micheal Kasavana and brooks

Note: Latest edition of textbooks and reference books may be used

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM203P

Semester: **II**

Name of the Course: **FRONT OFFICE – II**

[Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	3 Hrs.	48 Hrs.

Practical:

Week 1: Welcoming/Greeting of guest Providing Information to the Guest Telephone Handling - How to handle enquiries Suggestive selling

Week 2-3: Registration Forms & Formats

Week 4-5: Registrations: FIT, VIP, Corporate, Groups/Crew Security Deposit Box Handling Credit Card Handling Procedure Foreign Currency Exchange Procedure

Week 6-7: Situation Handling: Fire, Death, Natural Disasters – Floods, earthquake, epidemics etc, Accident, Lost & Found, Damage to Hotel property, Vandalism, Drunk Guest, Scanty Baggage, Theft, Sick Guests, Bomb and Terrorism Threats

Week 8-9: PMS Activities: Feeding a Reservation – Amendment, Cancellation and Reinstating a Reservation – Feeding messages - Check-in Guest - Room and Rate Assignment – Room Change

Week 10-11: Handling Mails/ Paging/ Key Control Procedures

Week 12: Calculating Room Availability

Evaluation:

CIA : 10marks (To be provided by the College to University)

External Examinations: 40marks

- Journal & Grooming – 5marks
- Registration Forms & Formats – 5 marks
- Registration Procedure – 5marks
- Situation Handling – 10 marks
- PMS Activities – 10 marks
- Viva – 5marks

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM204

Semester: **II**

Name of the Course: **HOUSE KEEPING – II**

[Theory]

Course Credits

No. of Hours per Week

Total No. of Teaching Hours

3 Credits

3 Hrs.

45 Hrs.

Course Objectives: Students will gain knowledge about daily tasks, guestroom and public area cleaning, standard amenities in guestrooms, and supervision of the housekeeping department's control desk.

Course Outcomes: On successful completion of the course, the students will be able to

CO1: Understand the Housekeeping Control Desk Operations

CO2: Understand the salient features of Guest Areas and Public Areas

CO3: Learners will be able to understand the role of Linen Room, Uniform Room and Tailor Room and their functions in daily operations.

CO4: Learners will be able to understand Laundry Operations both OPL and Contract Services

Syllabus:

Hours

Unit 1: Housekeeping Control Desk

08

Importance – Role – Co-ordination – Checklist - Forms, Formats & Registers used in the Desk Reports – Telephone Handling – Lost & Found – Key Control – Gate Pass – Indenting from stores

Unit 2: Floor Supervision & Operations

10

Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry) – Supervisors Check list – Guest Complaints & Guest Complaint Handling – VIP Room Checking – Leave Handling Procedures – Rules on the Guest Floor: Key Handling Procedure – Types of Keys (Grand Master, Floor Master, Sub Master or Section or Pass Key, Emergency Key, Room Keys, Offices and Store Keys) - Computerized Key Cards – Key Control Register (Issuing, Return, Changing of Lock, Key Belts) – Unusual Occurrences – Cleaning of Different Types of Floor Surfaces – Special Services – Baby Sitting – Second Service – Freshen up Service – Valet service

Unit 3: Linen Room

10

Activities of the Linen Room – Layout and equipment in the Linen Room – Selection Criteria for various Linen items & fabrics suitable for this purpose – Purchase of Linen – Calculation of Linen requirements – Linen control: Procedures and records – Stock taking: Procedures and records – Recycling of discarded linen – Linen Hire

Unit 4: Uniform & Tailor Room

07

Advantages of Providing Uniforms to Staff – Issuing and Exchange of Uniforms – Type of Uniforms – Selection and Designing of Uniforms – Layout of the Uniform room – Functions of Tailor Room

Unit 5: Laundry Operations & Contract Services

10

Types of Laundry, Advantages, Disadvantages – Layout of OPL – Laundry Flow Process – Laundry Equipment – Laundry Chemicals – Stain Removal – Guest Laundry/Valet service – Types and Pricing of Contract Services - Guidelines for Hiring Contract Services – Advantages & Disadvantages of Contract Services

BOOK REFERENCES:

1. Housekeeping for Hotels, Hostels and Hospitals – Grace Brigham
2. Hotel, Hostel and Hospital Housekeeping – by Joan C Bransom & Margaret Lennox, ELBS with Hodder & Stoughten Ltd
3. Hotel House Keeping A Training Manual by Sudhir Andrews, Tata Mc
4. Professional Management of Housekeeping Operations II Edi. By Robert J. Martin & Thomas J. A. Jones, Wiley Publications

Note: Latest edition of textbooks and reference books may be used

Name of the Program: **BACHELOR OF HOTEL MANAGEMENT (BHM)**

Course Code: HM204P

Semester: **II**

Name of the Course: **HOUSE KEEPING – II**

[Practical]

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	3 Hrs.	48 Hrs.

Practical:

Week 1: Supervision using Checklist

Week 2-4: Bed making with Turn Down Service

Week 5-6: Forms & Formats – Desk Register, Ready Room, Departure Room Register, Linen Stock Register, Accident Report Form, Leave Form, Laundry Register

Week 7-8: Sewing Tasks – Hemming 1 side of a 4 in 2 cloth sample and stitching a 4 holed button

Week 9-10: Stain Removal Procedure and Methods in detail.

Week 11: Identification of Laundry Equipment's

Week 12: Visit to Laundry to understand the operational aspects

Evaluation:

CIA : 10 marks (To be provided by the College to University)

External Examinations: 40 marks

- Bed making with Turn Down Service – 10 marks
- Forms & Formats of Housekeeping – 5 marks
- Stain Removal Procedure – 10 marks (2 methods carries 5 marks each)
- Identification of Laundry Equipment's – 5 Marks
- Sewing & Hemming Tasks – 5marks
- Journal, Grooming & Viva – 5marks