



CRITERIA 1.1.3

Different UG And PG Programme, Sample of Courses With Highlight On Ethics / Gender / Human Values / Environment And Sustainability Aspects Is Presented.

Programme:

Bachelor of Hotel Management (BHM)

1. ETHICS



2. GENDER



3. HUMAN VALUES



4. ENVIRONMENT AND SUSTAINIBILITY



NETAJI SUBHAS UNIVERSITY

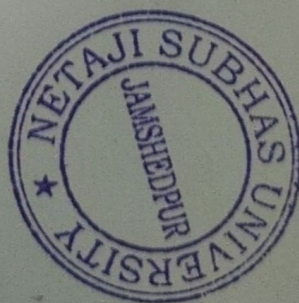
JAMSHEDPUR



BACHELOR OF HOTEL MANAGEMENT
(BHM) (1ST SEMESTER TO 6TH SEMESTER)

Head

Department of Hotel Management
Netaji Subhas University



Dean Academics

Netaji Subhas University
Jamshedpur, Jharkhand

Courses having focused on Ethics/ Gender/ Human Value/ Environmental Sustainability offered in Hotel Management

Subject Code & Name	Ethics	Gender	Human Values	Environmental Sustainability
BHM 101 – Foundation Course in Food Production - I	✓		✓	✓
BHM 102 – Foundation Course in Food & Beverage Service - I	✓	✓	✓	✓
BHM 103 – Foundation Course in Front Office - I	✓	✓	✓	
BHM 104 – Foundation Course in Accommodation Operations - I	✓	✓	✓	✓
BHM 105 – Principles of Food Science & Nutrition			✓	✓
BHM 106 – Communication		✓	✓	
BHM 201 – Foundation Course in Food Production - II	✓		✓	✓
BHM 202 – Foundation Course in Food & Beverage Service - II	✓	✓	✓	✓
BHM 203 – Foundation Course in Front Office - II	✓	✓	✓	
BHM 204 – Foundation Course in Accommodation Operations - II	✓	✓	✓	✓
BHM 205 – Application of Computers	✓		✓	
BHM 206 – Accountancy	✓		✓	
BHM 301 – Food Production Operations	✓		✓	✓
BHM 302 – Food & Beverage Operations	✓	✓	✓	✓
BHM 303 – Front Office Operations	✓	✓	✓	

BHM 304 – Accommodation Operations	✓	✓	✓	✓
BHM 305 – Food & Beverage Controls	✓		✓	✓
BHM 306 – Hotel Accountancy	✓		✓	
BHM 401 – Industrial Training	✓	✓	✓	✓
BHM501 – Advance Food Production Operations - I	✓		✓	✓
BHM502 – Advance Food & Beverage Operations – I	✓	✓	✓	✓
BHM503 – Front Office Management - I	✓	✓	✓	
BHM504 – Accommodation Management - I	✓	✓	✓	✓
BHM505 – Financial Management	✓		✓	
BHM506 – Strategic Management	✓		✓	
BHM606 – Research Project	✓	✓	✓	✓
BHM 601 – Advance Food Production Operations - II	✓		✓	✓
BHM 602 – Advance F&B Operations - II	✓	✓	✓	✓
BHM 603 – Advance Room Division	✓	✓	✓	✓
BHM 604 – Food & Beverage Management	✓	✓	✓	✓
BHM 605 – Facility Planning	✓		✓	✓
BHM 606 – Research Methodology	✓	✓	✓	✓

Highlighting the different topics under Ethics/ Gender/ Human Value/ Environmental Sustainability offered in Hotel Management.

- Ethics - **YELLOW**
- Gender - **GREEN**
- Human Values – **BLUE**
- Environmental Sustainability - **RED**

SEMESTER 1:

BHM101 - FOUNDATION COURSE IN FOOD PRODUCTION – I

S.No.	Topic
01	INTRODUCTION TO COOKERY <ul style="list-style-type: none"> A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment
02	CULINARY HISTORY <ul style="list-style-type: none"> A. Origin of modern cookery
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN <ul style="list-style-type: none"> A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments
04	CULINARY TERMS <ul style="list-style-type: none"> A. List of culinary (common and basic) terms B. Explanation with examples
05	AIMS & OBJECTS OF COOKING FOOD <ul style="list-style-type: none"> A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation

06	BASIC PRINCIPLES OF FOOD PRODUCTION - I i) VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings ii) STOCKS A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions
07	METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling <ul style="list-style-type: none"> Principles of each of the above Care and precautions to be taken Selection of food for each type of cooking
08	SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes
09	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery

10

COMMODITIES:

i) Shortenings (Fats & Oils)

- A. Role of Shortenings
- B. Varieties of Shortenings
- C. Advantages and Disadvantages of using various Shortenings
- D. Fats & Oil – Types, varieties

ii) Raising Agents

- A. Classification of Raising Agents
- B. Role of Raising Agents
- C. Actions and Reactions

iii) Thickening Agents

- A. Classification of thickening agents
- B. Role of Thickening agents

iv) Sugar

- A. Importance of Sugar
- B. Types of Sugar
- C. Cooking of Sugar – various

1. Introduction to Cookery

2. Culinary History

3. Hierarchy Area of Department & Kitchen

4. Culinary Terms

5. Aims & Objectives of Cooking Food

6. Vegetable and Fruit Cookery

7. Stocks

8. Sauces

9. Methods of Cooking Food

10. Soups

11. Egg Cookery

12. Shortenings (Fats & Oils)

13. Raising Agents

14. Thickening Agents

15. Sugar

BHM102 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I

S.No.	Topic
01	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each
02	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)
03	I FOOD SERVICE AREAS (F & B OUTLETS) G. Specialty Restaurants H. Coffee Shop I. Cafeteria J. Fast Food (Quick Service Restaurants) K. Grill Room L. Banquets M. Bar N. Vending Machines O. Discotheque II ANCILLIARY DEPARTMENTS P. Pantry Q. Food pick-up area R. Store S. Linen room T. Kitchen stewarding

04	F & B SERVICE EQUIPMENT Familiarization & Selection factors of: <ul style="list-style-type: none"> - Cutlery - Crockery - Glassware - Flatware - Hollowware - All other equipment used in F&B Service <ul style="list-style-type: none"> • French terms related to the above
05	NON-ALCOHOLIC BEVERAGES Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea <ul style="list-style-type: none"> - Origin & Manufacture - Types & Brands B. Coffee <ul style="list-style-type: none"> - Origin & Manufacture - Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages <ul style="list-style-type: none"> - Origin & Manufacture

1. The Hotel & Catering Industry
2. Departmental Organization & Staffing
3. Food Service Areas (F & B Outlets)
4. F & B Service Equipment
5. Non-Alcoholic Beverages

BHM103 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I

S.No.	Topic
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office
02	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium
03	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits
04	TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size
05	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits
06	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non automated, semi automated and automated)
07	BELL DESK A. Functions B. Procedures and records

08 FRENCH: To be taught by a professional French language teacher.

- A. Understanding and uses of accents, orthographic signs & punctuation
- B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal)
- C. Days, Dates, Time, Months and Seasons

1. Introduction to Tourism, Hospitality & Hotel Industry

2. Classification of Hotels

3. Types of Rooms

4. Time Share & Vacation Ownership

5. Front Office Organization

6. Hotel Entrance, Lobby, and Front Office

7. Bell Desk

8. French Language Basics

BHM104 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I

S.No.	Topic
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business
02	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department
03	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment
04	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping

05	COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes
06	INTER DEPARTMENTAL RELATIONSHIP A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department
07	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT

1. The Role of Housekeeping in Hospitality Operation

2. Organization Chart of the Housekeeping Department

3. Cleaning Organization

4. Cleaning Agents

5. Composition, Care, and Cleaning of Different Surfaces

6. Inter-Departmental Relationship

7. Use of Computers in Housekeeping Department

BHM105 - PRINCIPLES OF FOOD SCIENCE & NUTRITION

01	Definition and scope of food science It's inter-relationship with food chemistry, food microbiology and food processing.
02	A. CARBOHYDRATES A. Introduction B. Effect of cooking (gelatinisation and retrogradation) C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization) D. Uses of carbohydrates in food preparations

03	B. FAT & OILS <ul style="list-style-type: none"> A. Classification (based on the origin and degree of saturation) B. Autoxidation (factors and prevention measures) C. Flavour reversion D. Refining, Hydrogenation & winterisation E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats (with emphasis on shortening value of different fats)
04	C. PROTEINS <ul style="list-style-type: none"> A. Basic structure and properties B. Type of proteins based on their origin (plant/animal) C. Effect of heat on proteins (Denaturation, coagulation) D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity) E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.)
05	MACRO NUTRIENTS <ul style="list-style-type: none"> A. Vitamins <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) B. MINERALS <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine
06	D. FOOD PROCESSING <ul style="list-style-type: none"> A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkali on food constituents
07	E. EVALUATION OF FOOD <ul style="list-style-type: none"> A. Objectives B. Sensory assessment of food quality C. Methods D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food
08	F. EMULSIONS <ul style="list-style-type: none"> A. Theory of emulsification B. Types of emulsions C. Emulsifying agents D. Role of emulsifying agents in food emulsions
09	G. COLLOIDS <ul style="list-style-type: none"> • Definition • Application of colloid systems in food preparation

10	H. FLAVOUR <ul style="list-style-type: none"> • Definition • Description of food flavours (tea, coffee, wine, meat, fish spices)
11	I. BROWNING <ul style="list-style-type: none"> • Types (enzymatic and non-enzymatic) • Role in food preparation • Prevention of undesirable browning
12	BASIC ASPECTS <ul style="list-style-type: none"> A. Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients
13	ENERGY <ul style="list-style-type: none"> A. Definition of Energy and Units of its measurement (Kcal) B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) C. Factors affecting energy requirements D. Concept of BMR, SDA, Thermodynamic action of food E. Dietary sources of energy F. Concept of energy balance and the health hazards associated with Underweight, Overweight
14	WATER <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance)
15	BALANCED DIET <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state
16	A. MASS FOOD PRODUCTION <ul style="list-style-type: none"> • Effect of cooking on nutritive value of food (QFP)
17	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH <ul style="list-style-type: none"> • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation)

1. Definition & Scope of Food Science

2. Carbohydrates

3. Fats & Oils

4. Proteins

5. Macro Nutrients (Vitamins & Minerals)

6. Food Processing
7. Evaluation of Food
8. Emulsions
9. Colloids
10. Flavour
11. Browning
12. Basic Aspects of Health & Nutrition
13. Energy Concepts
14. Water & Its Role in Health
15. Balanced Diet
16. Mass Food Production
17. Newer Trends in Food Service Industry

BHM106 – COMMUNICATION

S.No.	Topic
01	BUSINESS COMMUNICATION <ol style="list-style-type: none"> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
02	LISTENING ON THE JOB <ol style="list-style-type: none"> A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking
03	EFFECTIVE SPEAKING <ol style="list-style-type: none"> A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech

04	NON VERBAL COMMUNICATION <ul style="list-style-type: none"> A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artefacts – furniture, plants, colours, architects etc.
05	SPEECH IMPROVEMENT <ul style="list-style-type: none"> A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds
06	USING THE TELEPHONE <ul style="list-style-type: none"> A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills

1. Business Communication

2. Listening on the Job

3. Effective Speaking

4. Non-Verbal Communication

5. Speech Improvement

6. Using the Telephone

SEMESTER 2:

BHM201 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)

S.No.	Topic
01	SOUPS <ul style="list-style-type: none">A. Basic recipes other than consommé with menu examples<ul style="list-style-type: none">a. Brothsb. Bouillonc. Pureed. Creame. Veloutef. Chowderg. Bisque etcB. Garnishes and accompanimentsC. International soups
02	SAUCES & GRAVIES <ul style="list-style-type: none">A. Difference between sauce and gravyB. Derivatives of mother saucesC. Contemporary & Proprietary
03	MEAT COOKERY <ul style="list-style-type: none">A. Introduction to meat cookeryB. Cuts of beef/vealC. Cuts of lamb/muttonD. Cuts of porkE. Variety meats (offals)F. Poultry (With menu examples of each)
04	FISH COOKERY <ul style="list-style-type: none">A. Introduction to fish cookeryB. Classification of fish with examplesC. Cuts of fish with menu examplesD. Selection of fish and shell fishE. Cooking of fish (effects of heat)
05	RICE, CEREALS & PULSES <ul style="list-style-type: none">A. IntroductionB. Classification and identificationC. Cooking of rice, cereals and pulsesD. Varieties of rice and other cereals

06	<p>i) PASTRY</p> <p>A. Short crust B. Laminated C. Choux D. Hot water/Rough puff</p> <ul style="list-style-type: none"> • Recipes and methods of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry <p>ii) Flour</p> <p>A. Structure of wheat B. Types of Wheat C. Types of Flour D. Processing of Wheat – Flour E. Uses of Flour in Food Production F. Cooking of Flour (Starch)</p> <p>iii) SIMPLE BREADS</p> <p>A. Principles of bread making B. Simple yeast breads C. Role of each ingredient in bread making D. Baking temperature and its importance</p>
07	<p>PASTRY CREAMS</p> <p>A. Basic pastry creams B. Uses in confectionery C. Preparation and care in production</p>
08	<p>BASIC COMMODITIES:</p> <p>i) Milk</p> <p>A. Introduction B. Processing of Milk C. Pasteurisation – Homogenisation D. Types of Milk – Skimmed and Condensed E. Nutritive Value</p> <p>ii) Cream</p> <p>A. Introduction B. Processing of Cream C. Types of Cream</p> <p>iii) Cheese</p> <p>A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese</p> <p>iv) Butter</p> <p>A. Introduction</p>

	<p>B. Processing of Butter</p> <p>D. Types of Butter</p> <p>E.</p>
09	<p>BASIC INDIAN COOKERY</p> <p>i) CONDIMENTS & SPICES</p> <p>A. Introduction to Indian food</p> <p>B. Spices used in Indian cookery</p> <p>C. Role of spices in Indian cookery</p> <p>D. Indian equivalent of spices (names)</p> <p>ii) MASALAS</p> <p>A. Blending of spices</p> <p>B. Different masalas used in Indian cookery</p> <ul style="list-style-type: none"> • Wet masalas • Dry masalas <p>C. Composition of different masalas</p> <p>D. Varieties of masalas available in regional areas</p> <p>E. Special masala blends</p>
10	<p>KITCHEN ORGANIZATION AND LAYOUT</p> <p>A. General layout of the kitchen in various organisations</p> <p>B. Layout of receiving areas</p> <p>C. Layout of service and wash up</p>

1. Soups
2. Sauces & Gravies
3. Meat Cookery
4. Fish Cookery
5. Rice, Cereals & Pulses
6. Pastry, Flour & Simple Breads
7. Pastry Creams
8. Basic Commodities (Milk, Cream, Cheese, Butter)
9. Basic Indian Cookery
10. Kitchen Organization & Layout

BHM202 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II

S.No.	Topic
01	MEALS & MENU PLANNING: A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu <ul style="list-style-type: none">• Sequence• Examples from each course• Cover of each course• Accompaniments E. French Names of dishes F. Types of Meals <ul style="list-style-type: none">• Early Morning Tea• Breakfast (English, American Continental, Indian)• Brunch• Lunch• Afternoon/High Tea• Dinner• Supper
02	I PREPARATION FOR SERVICE A. Organising Mise-en-scene B. Organising Mise en place II TYPES OF FOOD SERVICE A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service
03	SALE CONTROL SYSTEM A. KOT/Bill Control System (Manual) <ul style="list-style-type: none">• Triplicate Checking System• Duplicate Checking System• Single Order Sheet• Quick Service Menu & Customer Bill B. Making bill C. Cash handling equipment D. Record keeping (Restaurant Cashier)

04

TOBACCO

- A. History
- B. Processing for cigarettes, pipe tobacco & cigars
- C. Cigarettes – Types and Brand names
- D. Pipe Tobacco – Types and Brand names
- E. Cigars – shapes, sizes, colours and Brand names
- F. Care and Storage of cigarettes & cigars

1. Meals & Menu Planning**2. Preparation for Service & Types of Food Service****3. Sale Control System****4. Tobacco****BHM203 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II**

S.No.	Topic
01	TARIFF STRUCTURE <ul style="list-style-type: none"> A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents
02	FRONT OFFICE AND GUEST HANDLING <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure
03	RESERVATIONS <ul style="list-style-type: none"> A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking

04	ROOM SELLING TECHNIQUES A. Up selling B. Discounts
05	ARRIVALS A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs
06	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history
07	FRONT OFFICE CO-ORDINATION With other departments of hotel

1. Tariff Structure

2. Front Office and Guest Handling

3. Reservations

4. Room Selling Techniques

5. Arrivals

6. During the Stay Activities

7. Front Office Coordination

BHM204 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II

S.No.	Topic
01	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests

02	AREA CLEANING <ul style="list-style-type: none"> A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT <ul style="list-style-type: none"> A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists
04	TYPES OF BEDS AND MATTRESSES
05	PEST CONTROL <ul style="list-style-type: none"> A. Areas of infestation B. Preventive measures and Control measure
06	KEYS <ul style="list-style-type: none"> A. Types of keys B. Computerized key cards C. Key control

1. Room Layout and Guest Supplies

2. Area Cleaning

3. Routine Systems and Records of Housekeeping

4. Types of Beds and Mattresses

5. Pest Control

6. Keys

BHM205 - APPLICATION OF COMPUTERS – THEORY

S.No.	Topic
01	COMPUTER FUNDAMENTALS - THEORY INFORMATION CONCEPTS AND PROCESSING A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts ELEMENTS OF A COMPUTER SYSTEM A. Definitions B. Characteristics of Computers C. Classification of Computers D. Limitations HARDWARE FEATURES AND USES A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices SOFTWARE CONCEPTS A. System Software B. Application Software C. Language Classification D. D. Compilers and Interpreters
02	OPERATING SYSTEMS/ENVIRONMENTS - THEORY BASICS OF MS-DOS A. Internal commands B. External commands INTRODUCTION TO WINDOWS A. GUI/Features B. What are Windows and Windows 95 and above C. Parts of a Typical Window and their Functions

- A. Network Topology
 - Bus
 - Star
 - Ring
- B. Network Applications
- C. Types of Network
 - LAN
 - MAN
 - WAN
- D. Network Configuration Hardware
 - Server
 - Nodes
- E. Channel
 - Fibre optic
 - Twisted
 - Co-axial
- F. Hubs
- G. Network Interface Card
 - Arcnet
 - Ethernet
- H. Network Software
 - Novel
 - Windows NT

1. Computer Fundamentals – Theory

2. Operating Systems/Environments – Theory

3. Networks – Theory

BHM206 - ACCOUNTANCY

S.No.	Topic
01	INTRODUCTION TO ACCOUNTING <ul style="list-style-type: none">A. Meaning and DefinitionB. Types and ClassificationC. Principles of accountingD. Systems of accountingE. Generally Accepted Accounting Principles (GAAP)
02	PRIMARY BOOKS (JOURNAL) <ul style="list-style-type: none">A. Meaning and DefinitionB. Format of JournalC. Rules of Debit and CreditD. Opening entry, Simple and Compound entriesE. Practicals
03	SECONDARY BOOK (LEDGER) <ul style="list-style-type: none">A. Meaning and UsesB. FormatsC. PostingD. Practicals
04	SUBSIDIARY BOOKS <ul style="list-style-type: none">A. Need and UseB. Classification<ul style="list-style-type: none">• Purchase Book• Sales Book• Purchase Returns• Sales Returns• Journal Proper• Practicals
05	CASH BOOK <ul style="list-style-type: none">A. MeaningB. AdvantagesC. Simple, Double and Three ColumnD. Petty Cash Book with Imprest System (simple and tabular forms)E. Practicals
06	BANK RECONCILIATION STATEMENT <ul style="list-style-type: none">A. MeaningB. Reasons for difference in Pass Book and Cash Book BalancesC. Preparation of Bank Reconciliation StatementD. No Practicals

07	TRIAL BALANCE <ul style="list-style-type: none"> A. Meaning B. Methods C. Advantages D. Limitations E. Practicals
08	FINAL ACCOUNTS <ul style="list-style-type: none"> A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation
09	CAPITAL AND REVENUE EXPENDITURE <ul style="list-style-type: none"> A. Meaning B. Definition of Capital and Revenue Expenditure

1. Introduction to Accounting
2. Primary Books (Journal)
3. Secondary Book (Ledger)
4. Subsidiary Books
5. Cash Book
6. Bank Reconciliation Statement
7. Trial Balance
8. Final Accounts
9. Capital and Revenue Expenditure

SEMESTER 3:

BHM301 - FOOD PRODUCTION OPERATIONS

S.No.	Topic
01	<p>QUANTITY FOOD PRODUCTION EQUIPMENT</p> <ul style="list-style-type: none">A. Equipment required for mass/volume feedingB. Heat and cold generating equipmentC. Care and maintenance of this equipmentD. Modern developments in equipment manufacture <p>MENU PLANNING</p> <ul style="list-style-type: none">A. Basic principles of menu planning – recapitulationB. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering UnitsC. Planning menus for<ul style="list-style-type: none">• School/college students• Industrial workers• Hospitals• Outdoor parties• Theme dinners• Transport facilities, cruise lines, airlines, railwayD. Nutritional factors for the above <p>INDENTING</p> <ul style="list-style-type: none">• Principles of Indenting for volume feeding• Portion sizes of various items for different types of volume feeding• Modifying recipes for indenting for large scale catering• Practical difficulties while indenting for volume feeding <p>PLANNING</p> <p>Principles of planning for quantity food production with regard to</p> <ul style="list-style-type: none">• Space allocation• Equipment selection• Staffing
02	<p>VOLUME FEEDING</p> <ul style="list-style-type: none">A. Institutional and Industrial Catering<ul style="list-style-type: none">• Types of Institutional & Industrial Catering• Problems associated with this type of catering• Scope for development and growthB. Hospital Catering<ul style="list-style-type: none">• Highlights of Hospital Catering for patients, staff, visitors• Diet menus and nutritional requirements

	<p>C. Off Premises Catering</p> <ul style="list-style-type: none"> • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering <p>D. Mobile Catering</p> <ul style="list-style-type: none"> • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering <p>E. Quantity Purchase & Storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage
	<p>REGIONAL INDIAN CUISINE</p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions <p>STATES</p> <p>Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES</p> <p>Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS</p> <p>Indian Breads, Indian Sweets, Indian Snacks</p>

1. Quantity Food Production Equipment

2. Volume Feeding

3. Regional Indian Cuisine

BHM302 - FOOD & BEVERAGE SERVICE OPERATIONS

S.No.	Topic
01	ALCOHOLIC BEVERAGE <ul style="list-style-type: none">A. Introduction and definitionB. Production of Alcohol<ul style="list-style-type: none">• Fermentation process• Distillation processC. Classification with examples
02	DISPENSE BAR <ul style="list-style-type: none">A. Introduction and definitionB. Bar layout – physical layout of barC. Bar stock – alcohol & non alcoholic beveragesD. Bar equipment
03	WINES <ul style="list-style-type: none">A. Definition & HistoryB. Classification with examples<ul style="list-style-type: none">• Table/Still/Natural• Sparkling• Fortified• AromatizedC. Production of each classificationD. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)<ul style="list-style-type: none">• France• Germany• Italy• Spain• PortugalE. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)<ul style="list-style-type: none">• USA• Australia• India• Chile• South Africa• Algeria• New ZealandF. Food & Wine HarmonyG. Storage of winesH. Wine terminology (English & French)
04	BEER <ul style="list-style-type: none">A. Introduction & DefinitionB. Types of BeerC. Production of BeerD. Storage

05	SPIRITS <ul style="list-style-type: none"> A. Introduction & Definition B. Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method C. Production of <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla D. Different Proof Spirits <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale)
06	APERITIFS <ul style="list-style-type: none"> • Introduction and Definition • Types of Aperitifs • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names)
07	LIQUEURS <ul style="list-style-type: none"> • Definition & History • Production of Liqueurs • Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) • Popular Liqueurs (Name, colour, predominant flavour & country of origin)

1. Alcoholic Beverage

2. Dispense Bar

3. Wines

4. Beer

5. Spirits

6. Aperitifs

7. Liqueurs

BHM303 - FRONT OFFICE OPERATIONS

S.No.	Topic
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION <ul style="list-style-type: none"> A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus
02	FRONT OFFICE (ACCOUNTING) <ul style="list-style-type: none"> A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated
03	CHECK OUT PROCEDURES <ul style="list-style-type: none"> • Guest accounts settlement <ul style="list-style-type: none"> - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out
04	CONTROL OF CASH AND CREDIT
05	NIGHT AUDITING <ul style="list-style-type: none"> A. Functions B. Audit procedures (Non automated, semi automated and fully automated)
06	FRONT OFFICE & GUEST SAFETY AND SECURITY <ul style="list-style-type: none"> A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
07	FRENCH <ul style="list-style-type: none"> A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"> • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc.

1. Computer Application in Front Office Operation

2. Front Office (Accounting)

3. Check-Out Procedures

4. Control of Cash and Credit

5. Night Auditing

6. Front Office & Guest Safety and Security

7. French

BHM304 - ACCOMMODATION OPERATIONS

S.No.	Topic
01.	LINEN ROOM <ul style="list-style-type: none">A. Activities of the Linen RoomB. Layout and equipment in the Linen RoomC. Selection criteria for various Linen Items & fabrics suitable for this purposeD. Purchase of LinenE. Calculation of Linen requirementsF. Linen control-procedures and recordsG. Stocktaking-procedures and recordsH. Recycling of discarded linenI. Linen Hire
02.	UNIFORMS <ul style="list-style-type: none">A. Advantages of providing uniforms to staffB. Issuing and exchange of uniforms; type of uniformsC. Selection and designing of uniforms J. D. Layout of the Uniform room
03.	SEWING ROOM <ul style="list-style-type: none">A. Activities and areas to be providedB. Equipment provided
04.	LAUNDRY <ul style="list-style-type: none">A. Commercial and On-site LaundryB. Flow process of Industrial Laundering-OPLC. Stages in the Wash CycleD. Laundry Equipment and MachinesE. Layout of the LaundryF. Laundry AgentsG. Dry CleaningH. Guest Laundry/Valet serviceI. Stain removal
05.	FLOWER ARRANGEMENT <ul style="list-style-type: none">A. Flower arrangement in HotelsB. Equipment and material required for flower arrangementC. Conditioning of plant materialD. Styles of flower arrangementsE. Principles of design as applied to flower arrangement
06.	INDOOR PLANTS Selection and care

1. Linen Room

2. Uniforms

3. Sewing Room

4. Laundry

5. Flower Arrangement

6. Indoor Plants

BHM305 - FOOD & BEVERAGE CONTROLS

S.No.	Topic
01	FOOD COST CONTROL <ul style="list-style-type: none">A. Introduction to Cost ControlB. Define Cost ControlC. The Objectives and Advantages of Cost ControlD. Basic costingE. Food costing
02	FOOD CONTROL CYCLE <ul style="list-style-type: none">A. Purchasing ControlB. Aims of Purchasing PolicyC. Job Description of Purchase Manager/PersonnelD. Types of Food PurchaseE. Quality PurchasingF. Food Quality Factors for different commoditiesG. Definition of YieldH. Tests to arrive at standard yieldI. Definition of Standard Purchase SpecificationJ. Advantages of Standard Yield and Standard Purchase SpecificationK. Purchasing ProcedureL. Different Methods of Food PurchasingM. Sources of SupplyN. Purchasing by ContractO. Periodical PurchasingP. Open Market PurchasingQ. Standing Order PurchasingR. Centralized PurchasingS. Methods of Purchasing in HotelsT. Purchase Order FormsU. Ordering CostV. Carrying CostW. Economic Order QuantityX. Practical Problems

03	RECEIVING CONTROL <ul style="list-style-type: none"> A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure N. Blind Receiving O. Assessing the performance and efficiency of receiving department P. Frauds in the Receiving Department Q. Hygiene and cleanliness of area
04	STORING & ISSUING CONTROL <ul style="list-style-type: none"> A. Storing Control B. Aims of Store Control C. Job Description of Food Store Room Clerk/personnel D. Storing Control E. Conditions of facilities and equipment F. Arrangements of Food G. Location of Storage Facilities H. Security I. Stock Control J. Two types of foods received – direct stores (Perishables/non- perishables) K. Stock Records Maintained Bin Cards (Stock Record Cards/Books) L. Issuing Control M. Requisitions N. Transfer Notes O. Perpetual Inventory Method P. Monthly Inventory/Stock Taking Q. Pricing of Commodities R. Stock taking and comparison of actual physical inventory and Book value S. Stock levels T. Practical Problems U. Hygiene & Cleanliness of area
05	PRODUCTION CONTROL <ul style="list-style-type: none"> A. Aims and Objectives B. Forecasting C. Fixing of Standards <ul style="list-style-type: none"> • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals

06	SALES CONTROL <ul style="list-style-type: none"> A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier's Sales summary sheet
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1. Food Cost Control
2. Food Control Cycle
3. Receiving Control
4. Storing & Issuing Control
5. Production Control
6. Sales Control

BHM306 - HOTEL ACCOUNTANCY

S.No.	Topic
01	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS <ul style="list-style-type: none"> A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems
02	INTERNAL CONTROL <ul style="list-style-type: none"> A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control
03	INTERNAL AUDIT AND STATUTORY AUDIT <ul style="list-style-type: none"> A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit

04

DEPARTMENTAL ACCOUNTING

- A. An introduction to departmental accounting
- B. Allocation and apportionment of expenses
- C. Advantages of allocation
- D. Draw-backs of allocation
- E. Basis of allocation
- F. Practical problems

1. Uniform System of Accounts for Hotels

2. Internal Control

3. Internal Audit and Statutory Audit

4. Departmental Accounting

SEMESTER 4 :

BHM401 – INDUSTRIAL EXPOSURE TRAINING

Industrial Training

SEMESTER 5 :

BHM501 - ADVANCE FOOD PRODUCTION OPERATIONS – I

S.No.	Topic
01	<p>LARDER</p> <p>I. LAYOUT & EQUIPMENT</p> <ul style="list-style-type: none">A. Introduction of Larder WorkB. DefinitionC. Equipment found in the larderD. Layout of a typical larder with equipment and various sections <p>II. TERMS & LARDER CONTROL</p> <ul style="list-style-type: none">A. Common terms used in the Larder and Larder controlB. Essentials of Larder ControlC. Importance of Larder ControlD. Devising Larder Control SystemsE. Leasing with other DepartmentsF. Yield Testing <p>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</p> <ul style="list-style-type: none">A. Functions of the LarderB. Hierarchy of Larder StaffC. Sections of the LarderD. Duties & Responsibilities of larder Chef
02	<p>CHARCUTIERIE</p> <p>I. SAUSAGE</p> <ul style="list-style-type: none">A. Introduction to charcuterieB. Sausage – Types & VarietiesC. Casings – Types & VarietiesD. Fillings – Types & VarietiesE. Additives & Preservatives <p>II. FORCEMEATS</p> <ul style="list-style-type: none">A. Types of forcemeatsB. Preparation of forcemeatsC. Uses of forcemeats <p>III. BRINES, CURES & MARINADES</p> <ul style="list-style-type: none">A. Types of BrinesB. Preparation of BrinesC. Methods of CuringD. Types of MarinadesE. Uses of Marinades

F. Difference between Brines, Cures & Marinades

IV. HAM, BACON & GAMMON

- A. Cuts of Ham, Bacon & Gammon.
- B. Differences between Ham, Bacon & Gammon
- C. Processing of Ham & Bacon
- D. Green Bacon
- E. Uses of different cuts

V. GALANTINES

- A. Making of galantines
- B. Types of Galantine
- C. Ballotines

VI. PATES

- A. Types of Pate
- B. Pate de foie gras
- C. Making of Pate
- D. Commerical pate and Pate Maison
- E. Truffle – sources, Cultivation and uses and Types of truffle.

VII. MOUSE & MOUSSELINE

- A. Types of mousse
- B. Preparation of mousse
- C. Preparation of mousseline
- D. Difference between mousse and mousseline

VIII. CHAUD FROID

- A. Meaning of Chaud froid
- B. Making of chaud froid & Precautions
- C. Types of chaud froid
- D. Uses of chaud froid

IX. ASPIC & GELEE

- A. Definition of Aspic and Gelee
- B. Difference between the two
- C. Making of Aspic and Gelee
- D. Uses of Aspic and Gelee

X. QUENELLES, PARFAITS, ROULADES

Preparation of Quenelles, Parfaits and Roulades

	XI. NON EDIBLE DISPLAYS <ul style="list-style-type: none"> A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work
03	APPETIZERS & GARNISHES <ul style="list-style-type: none"> A. Classification of Appetizers B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes
04	SANDWICHES <ul style="list-style-type: none"> A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches
05	USE OF WINE AND HERBS IN COOKING <ul style="list-style-type: none"> A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking

1. LARDER

2. CHARCUTIERIE

3. APPETIZERS & GARNISHES

4. SANDWICHES

5. USE OF WINE AND HERBS IN COOKING

BHM502 - ADVANCE FOOD & BEVERAGE OPERATIONS – I

S.No.	Topic
01	PLANNING & OPERATING VARIOUS F&B OUTLET A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc.
02	FUNCTION CATERING BANQUETS A. History B. Types C. Organisation of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus BANQUET PROTOCOL <ul style="list-style-type: none">• Space Area requirement• Table plans/arrangement• Misc-en-place• Service• Toast & Toast procedures INFORMAL BANQUET <ul style="list-style-type: none">• Réception• Cocktail parties• Convention• Seminar• Exhibition• Fashion shows• Trade Fair• Wedding• Outdoor catering

03	FUNCTION CATERING BUFFETS <ul style="list-style-type: none"> A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list
04	GUERIDON SERVICE <ul style="list-style-type: none"> A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients
05	KITCHEN STEWARDING <ul style="list-style-type: none"> A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory

1. PLANNING & OPERATING VARIOUS F&B OUTLET
2. FUNCTION CATERING BANQUETS
3. FUNCTION CATERING BUFFETS
4. GUERIDON SERVICE
5. KITCHEN STEWARDING

BHM503 - FRONT OFFICE MANAGEMENT – I

S.No.	Topic
01	PLANNING & EVALUATING FRONT OFFICE OPERATIONS A. Setting Room Rates (Details/Calculations thereof) <ul style="list-style-type: none">- Hubbart Formula, market condition approach & Thumb Rule- Types of discounted rates – corporate, rack etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data <ul style="list-style-type: none">• % of walking• % of overstaying• % of under stay E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations
02	BUDGETING A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of budgeting
03	PROPERTY MANAGEMENT SYSTEM A. Fidelio / IDS / Shawman B. Amadeus

1. PLANNING & EVALUATING FRONT OFFICE OPERATIONS

2. BUDGETING

3. PROPERTY MANAGEMENT SYSTEM

BHM504 - ACCOMMODATION MANAGEMENT – I

S.No.	Topic
01	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control
02	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS
03	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS
05	FIRST AID

1. PLANNING AND ORGANISING THE HOUSEKEEPING DEPARTMENT

2. HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS

3. CONTRACT SERVICES

4. ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS

5. FIRST AID

BHM505 - FINANCIAL MANAGEMENT

S.No.	Topic
01	FINANCIAL MANAGEMENT MEANING & SCOPE A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management
02	FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems
03	RATIO ANALYSIS A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pont Control Chart G. Practical Problems
04	FUNDS FLOW ANALYSIS A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems
05	CASH FLOW ANALYSIS A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems
06	FINANCIAL PLANNING MEANING & SCOPE A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems
07	CAPITAL EXPENDITURE A. Meaning of Capital Structure B. Factors determining capital structure C. Point of indifference D. Practical problems

08	WORKING CAPITAL MANAGEMENT <ul style="list-style-type: none"> A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading
09	BASICS OF CAPITAL BUDGETING <ul style="list-style-type: none"> A. Importance of Capital Budgeting B. Capital Budgeting appraising methods C. Payback period D. Average rate of return E. Net Present Value F. Profitability index G. Internal rate of return H. Practical problems

1. FINANCIAL MANAGEMENT MEANING & SCOPE

2. FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION

3. RATIO ANALYSIS

4. FUNDS FLOW ANALYSIS

5. CASH FLOW ANALYSIS

6. FINANCIAL PLANNING MEANING & SCOPE

7. CAPITAL EXPENDITURE

8. WORKING CAPITAL MANAGEMENT

9. BASICS OF CAPITAL BUDGETING

BHM506 - STRATEGIC MANAGEMENT

S.No.	Topic
01	ORGANISATIONAL STRATEGY <ul style="list-style-type: none"> A. MISSION <ul style="list-style-type: none"> • Mission Statement Elements and its importance B. OBJECTIVES <ul style="list-style-type: none"> • Necessity of formal objectives • Objective Vs Goal C. STRATEGY <ul style="list-style-type: none"> • DEVELOPING STRATEGIES <ul style="list-style-type: none"> - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach

02

ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS

- A. NEED FOR ENVIRONMENTAL ANALYSIS
- B. KEY ENVIRONMENTAL VARIABLE FACTORS
- C. OPPORTUNITIES AND THREATS
 - Internal resource analysis
- D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX
- E. STRENGTHS AND WEAKNESSES
 - Marketing
 - Finance
 - Production
 - Personnel
 - Organisation

03

STRATEGY FORMULATION

- A. STRATEGY (GENERAL) ALTERNATIVES
 - Stability Strategies
 - Expansion Strategies
 - Retrench Strategies
 - Combination Strategies
- B. COMBINATION STRATEGIES
 - Forward integration
 - Backward integration
 - Horizontal integration
 - Market penetration
 - Market development
 - Product development
 - Concentric diversification
 - Conglomerate diversification
 - Horizontal diversification
 - Joint Venture
 - Retrenchment
 - Divestiture
 - Liquidation
 - Combination

04

STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)

- A. FACTORS INFLUENCING CHOICE
 - Strategy formulation
- B. INPUT STAGE
 - Internal factor evaluation matrix
 - External factor evaluation matrix
 - Competitive profile matrix
- C. MATCHING STAGE
 - Threats opportunities – weaknesses – strengths matrix (TOWS)
 - Strategic position and action evaluation matrix (SPACE)
 - Boston consulting group matrix (BCGM)
 - Internal – External matrix
 - Grand Strategy matrix
- D. DECISION STAGE
 - Quantitative Strategic Planning matrix (QSPM)

05	POLICIES IN FUNCTIONAL AREAS <ul style="list-style-type: none"> A. POLICY B. PRODUCT POLICIES C. PERSONNEL POLICIES D. FINANCIAL POLICIES E. MARKETING POLICIES F. PUBLIC RELATION POLICIES
06	STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION <ul style="list-style-type: none"> A. MCKINSEY 7-S FRAMEWORK B. LEADERSHIP AND MANAGEMENT STYLE C. STRATEGY REVIEW AND EVALUATION <ul style="list-style-type: none"> • Review underlying bases of Strategy • Measure Organisational Performance • Take corrective actions

1. ORGANISATIONAL STRATEGY

2. ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS

3. STRATEGY FORMULATION

4. STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)

5. POLICIES IN FUNCTIONAL AREAS

6. STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION

SEMESTER 6:

BHM601 - ADVANCE FOOD PRODUCTION OPERATIONS – II

S.No.	Topic
01	INTERNATIONAL CUISINE A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialities E. Recipes F. Equipment in relation to: <ul style="list-style-type: none">• Great Britain• France• Italy• Spain & Portugal• Scandinavia• Germany• Middle East• Oriental• Mexican• Arabic CHINESE A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensils

02	BAKERY & CONFECTIONERY I. ICINGS & TOPPINGS A. Varieties of icings B. Using of Icings C. Difference between icings & Toppings D. Recipes II. FROZEN DESSERTS A. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture III. MERINGUES A. Making of Meringues B. Factors affecting the stability C. Cooking Meringues D. Types of Meringues E. Uses of Meringues
	F. Making of Meringues G. Factors affecting the stability H. Cooking Meringues I. Types of Meringues J. Uses of Meringues IV. BREAD MAKING A. Role of ingredients in bread Making B. Bread Faults C. Bread Improvers V. CHOCOLATE A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications
03	PRODUCTION MANAGEMENT A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management

04	FRENCH <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettes classique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary <p>Note: Should be taught along with the relevant topics</p>
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1. INTERNATIONAL CUISINE

2. BAKERY & CONFECTIONERY

3. PRODUCTION MANAGEMENT

4. FRENCH

BHM602 - ADVANCE FOOD & BEVERAGE OPERATIONS – II

S.No.	Topic
01	FOOD & BEVERAGE STAFF ORGANISATION <ul style="list-style-type: none"> A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roster
02	MANAGING FOOD & BEVERAGE OUTLET <ul style="list-style-type: none"> A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure
03	BAR OPERATIONS <ul style="list-style-type: none"> A. Types of Bar <ul style="list-style-type: none"> • Cocktail • Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties

04 COCKTAILS & MIXED DRINKS

- A. Definition and History
- B. Classification
- C. Recipe, Preparation and Service of Popular Cocktails

- Martini – Dry & Sweet
- Manhattan – Dry & Sweet
- Dubonnet
- Roy-Roy
- Bronx
- White Lady
- Pink Lady
- Side Car
- Bacardi
- Alexandra
- John Collins
- Tom Collins
- Gin FIZZ
- Pimm's Cup – no. 1,2,3,4,5
- Flips
- Noggs
- Champagne Cocktail

- Between the Sheets
- Daiquiri
- Bloody Mary
- Screw Driver
- Tequilla Sunrise
- Gin-Sling
- Planters Punch
- Singapore Sling
- Pinacolada
- Rusty Nail
- B&B
- Black Russian
- Margarita
- Gimlet – Dry & Sweet
- Cuba Libre
- Whisky Sour
- Blue Lagoon
- Harvey Wall Banger
- Bombay Cocktail

1. FOOD & BEVERAGE STAFF ORGANISATION

2. MANAGING FOOD & BEVERAGE OUTLET

3. BAR OPERATIONS

4. COCKTAILS & MIXED DRINKS

BHM603 – ADVANCE ROOM DIVISION

S.No.	Topic
01	YIELD MANAGEMENT <ul style="list-style-type: none"> A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"> • Capacity management • Discount allocation • Duration control C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team
02	TIMESHARE & VACATION OWNERSHIP <ul style="list-style-type: none"> • Definition and types of timeshare options • Difficulties faced in marketing timeshare business • Advantages & disadvantages of timeshare business • Exchange companies -Resort Condominium International, Intervals International • How to improve the timeshare / referral/condominium concept in India- Government's role/industry role
03	FRENCH <p>Conversation with guests</p> <ul style="list-style-type: none"> • Providing information to guest about the hotel, city, sight-seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc. • Departure (Cashier, Bills Section and Bell Desk)
04	SAFETY AND SECURITY <ul style="list-style-type: none"> A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation
05	INTERIOR DECORATION <ul style="list-style-type: none"> A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. <u>Floor finishes</u> F. Carpets G. Furniture and fittings H. Accessories
06	LAYOUT OF GUEST ROOMS <ul style="list-style-type: none"> A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design

	C. Refurbishing and redecoration
07	NEW PROPERTY COUNTDOWN

1. YIELD MANAGEMENT
2. TIMESHARE & VACATION OWNERSHIP
3. FRENCH (Guest Interaction & Assistance)
4. SAFETY AND SECURITY
5. INTERIOR DECORATION
6. LAYOUT OF GUEST ROOMS
7. NEW PROPERTY COUNTDOWN

BHM604 - FOOD & BEVERAGE MANAGEMENT

S.No.	Topic
01	COST DYNAMICS A. Elements of Cost B. Classification of Cost
02	SALES CONCEPTS A. Various Sales Concept B. Uses of Sales Concept
03	INVENTORY CONTROL A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory

04	BEVERAGE CONTROL <ul style="list-style-type: none"> A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control
05	SALES CONTROL <ul style="list-style-type: none"> A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling
06	BUDGETARY CONTROL <ul style="list-style-type: none"> A. Define Budget B. Define Budgetary Control C. Objectives D. Frame Work E. Key Factors F. Types of Budget G. Budgetary Control
07	VARIANCE ANALYSIS <ul style="list-style-type: none"> A. Standard Cost B. Standard Costing C. Cost Variances D. Material Variances E. Labour Variances F. Overhead Variance G. Fixed Overhead Variance H. Sales Variance I. Profit Variance
08	BREAKEVEN ANALYSIS <ul style="list-style-type: none"> A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost E. Graphs

09	MENU MERCHANDISING
	<ul style="list-style-type: none"> A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of Menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning
10.	MENU ENGINEERING
	<ul style="list-style-type: none"> A. Definition and Objectives B. Methods C. Advantages
11.	MIS
	<ul style="list-style-type: none"> A. Reports B. Calculation of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative

1. COST DYNAMICS

2. SALES CONCEPTS

3. INVENTORY CONTROL

4. BEVERAGE CONTROL

5. SALES CONTROL

6. BUDGETARY CONTROL

7. VARIANCE ANALYSIS

8. BREAKEVEN ANALYSIS

9. MENU MERCHANDISING

10. MENU ENGINEERING

11. MIS (Management Information Systems)

BHM605 - FACILITY PLANNING

S.No.	Topic
01	HOTEL DESIGN A. Design Consideration <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management
02	FACILITIES PLANNING The systematic layout planning pattern (SLP) Planning consideration A. Flow process & Flow diagram B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel Architectural consideration A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation
03	STAR CLASSIFICATION OF HOTEL Criteria for star classification of hotel (Five, four, three, two, one & heritage)
04	KITCHEN A. Equipment requirement for commercial kitchen <ul style="list-style-type: none"> • Heating - gas/electrical • Cooling (for various catering establishment) B. Developing Specification for various Kitchen equipments C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)
05	KITCHEN LAY OUT & DESIGN A. Principles of kitchen layout and design

	<ul style="list-style-type: none"> B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I. Budgeting for kitchen equipment
06	KITCHEN STEWARDING LAYOUT AND DESIGN <ul style="list-style-type: none"> A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department
07	STORES – LAYOUT AND DESIGN <ul style="list-style-type: none"> A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores
08	ENERGY CONSERVATION <ul style="list-style-type: none"> A. Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel
09	CAR PARKING Calculation of car park area for different types of hotels
10	PLANNING FOR PHYSICALLY CHALLENGED
11	PROJECT MANAGEMENT <ul style="list-style-type: none"> A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost

1. HOTEL DESIGN

2. FACILITIES PLANNING

3. STAR CLASSIFICATION OF HOTEL

4. KITCHEN

5. KITCHEN LAYOUT & DESIGN

6. KITCHEN STEWARDING LAYOUT AND DESIGN

7. STORES – LAYOUT AND DESIGN

8. ENERGY CONSERVATION

9. CAR PARKING

10. PLANNING FOR PHYSICALLY CHALLENGED

11. PROJECT MANAGEMENT

BHM606 - RESEARCH PROJECT

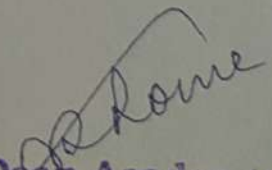
1. Introduction
2. Research Methodology and Design
3. Actual Data Collation
4. Data Analysis
5. Conclusions & Recommendations

BHM606 - RESEARCH PROJECT

1. Introduction
2. Research Methodology and Design
3. Actual Data Collation
4. Data Analysis
5. Conclusions & Recommendations



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