



NETAJI SUBHAS UNIVERSITY

Estd. Under Jharkhand State Private University Act, 2018

Department of Hotel Management

Bachelor of Hotel Management (BHM)

Course Curriculum (with CO, PO Structure)

w.e.f. 2018

NETAJI SUBHAS UNIVERSITY

JAMSHEDPUR



DEPARTMENT

OF

HOTEL MANAGEMENT

Head
Department of Hotel Management
Netaji Subhas University

Dean Academics
Netaji Subhas University
Jamshedpur, Jharkhand

Program Outcomes (POs) of Hotel Management

1. Industry Knowledge and Practical Application

- Demonstrate a deep understanding of the hospitality industry, including hotel, travel, and tourism operations.
- Apply theoretical concepts to real-world hospitality situations.

2. Hospitality Operations and Service Excellence

- Manage hotel operations such as front office, housekeeping, F&B, and guest relations.
- Deliver high-quality customer service to enhance guest satisfaction.

3. Leadership and Human Resource Management

- Exhibit leadership and managerial skills to supervise hospitality teams effectively.
- Understand recruitment, training, and performance evaluation in the hotel industry.

4. Financial and Revenue Management

- Develop and analyze financial reports, budgets, and pricing strategies.
- Optimize hotel revenue through yield management and cost control.

5. Marketing and Digital Strategies

- Implement branding, advertising, and digital marketing techniques for hospitality businesses.
- Use social media and online platforms to drive customer engagement.

6. Entrepreneurship and Business Development

- Develop business plans for launching hospitality startups.
- Innovate and adapt to emerging hospitality trends.

7. Event and Banquet Management

- Plan and execute events, including conferences, weddings, and corporate gatherings.
- Manage event logistics, contracts, and guest experience.

8. Ethical and Legal Considerations in Hospitality

- Understand hospitality laws, contracts, and compliance standards.
- Implement ethical practices in customer service and business operations.

9. Sustainability and Technological Adaptation

- Promote sustainable practices in hotel management.
- Utilize smart hotel technologies and automation for efficient operations.

10. Global and Cultural Awareness

- Adapt to international hospitality standards and cultural diversity.
- Develop cross-cultural communication and problem-solving skills.

11. Research and Innovation in Hospitality

- Conduct research to identify new trends and opportunities in the hospitality industry.
- Apply innovative solutions for improved customer service and business performance.

12. Lifelong Learning and Professional Growth

- Engage in continuous learning and professional development.
- Stay updated with industry certifications and emerging hospitality trends.

Program Specific Outcomes (PSOs) for Hotel Management Course

Program Specific Outcomes (PSOs) define the specialized skills and competencies that students will acquire after completing a **Hotel Management Course**. These outcomes are aligned with the industry demands and academic goals of the program.

PSO1: Mastery of Core Hotel Operations

Develop expertise in **food production, front office management, housekeeping, and food & beverage services**, ensuring efficiency in hotel operations.

PSO2: Customer Service Excellence

Demonstrate high-quality **guest service, communication skills, and interpersonal skills** to enhance customer satisfaction and experience.

PSO3: Hospitality Business Management

Apply **financial, marketing, human resource, and managerial principles** to efficiently operate and manage hospitality businesses.

PSO4: Technology Integration in Hospitality

Utilize **hospitality management software, reservation systems, and digital tools** to optimize operations and improve service delivery.

PSO5: Sustainability and Ethical Practices

Implement **eco-friendly, sustainable, and ethical hospitality practices** to promote responsible tourism and corporate social responsibility.

PSO6: Entrepreneurship and Leadership Development

Develop **entrepreneurial mindset and leadership skills** to innovate, manage, and establish successful hospitality businesses.

PSO7: Problem-Solving and Crisis Management

Analyze and **resolve real-world hospitality challenges**, including **guest complaints, crisis management, and operational issues** using critical thinking and decision-making skills.

SEMESTER 1

NAME OF THE COURSE: Bachelor of Hotel Management (BHM)

COURSE OBJECTIVES:

The objective of the first semester of the Hotel Management course is to provide students with a foundational understanding of the hospitality industry, its key operational areas, and essential professional skills. This semester aims to:

1. **Introduce the Hospitality Industry** – Provide an overview of the hotel and tourism industry, including its history, structure, and career opportunities.
2. **Develop Basic Hospitality Skills** – Equip students with fundamental skills in front office operations, housekeeping, food & beverage service, and food production.
3. **Enhance Communication & Soft Skills** – Focus on effective communication, customer service etiquette, and professional behavior to meet industry standards.
4. **Understand Food Production Basics** – Teach fundamental culinary techniques, kitchen operations, hygiene, and safety practices.
5. **Learn Housekeeping & Front Office Operations** – Cover essential housekeeping procedures, guest relations, reservations, and check-in/check-out processes.
6. **Focus on Hygiene & Sanitation** – Emphasize the importance of cleanliness, food safety, and hygiene regulations in the hospitality sector.
7. **Build a Strong Service Mindset** – Instill the principles of guest satisfaction, service excellence, and problem-solving skills in hospitality settings.

This semester lays the groundwork for students to develop a strong professional foundation, preparing them for more advanced concepts and practical applications in subsequent semesters.

SYLLABUS:

Course: BHM101 - FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)

S.No.	Topic
01	INTRODUCTION TO COOKERY 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 A. Origin of modern cookery
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN 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 A. List of culinary (common and basic) terms B. Explanation with examples
05	AIMS & OBJECTS OF COOKING FOOD 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 - 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
TOTAL	

FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)

PART 'A' - COOKERY

S.No	Topic	Method
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato	Demonstrations & simple applications
7	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)	Demonstrations & simple applications by students
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students
9	Simple Salads & Soups: • Cole slaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad,	Demonstration by instructor and applications by students

	• Consommé Simple Egg preparations: • Scotch egg, • Assorted omelettes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise Simple potato preparations • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes Vegetable preparations • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables.	
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PART 'B' - BAKERY & PATISSERIE

S.No	Topic	Method
1	Equipments • Identification • Uses and handling Ingredients - Qualitative and quantitative measures	Demonstration by instructor and applications by students
2	BREAD MAKING • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche	Demonstration by instructor and applications by students
3	SIMPLE CAKES • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira	
4	SIMPLE COOKIES • Demonstration and Preparation of simple cookies like • Nan Khatai • Golden Goodies • Melting moments • Swiss tart • Tri colour biscuits • Chocolate chip • Cookies • Chocolate Cream Fingers • Bachelor Buttons.	Demonstration by instructor and applications by students
5	HOT / COLD DESSERTS • Caramel Custard, • Bread and Butter Pudding • Queen of Pudding • Soufflé – Lemon / Pineapple • Mousse (Chocolate Coffee) • Bavaroise • Diplomat Pudding • Apricot Pudding	Demonstration by instructor and applications by students

Course Outcome of Foundation Course in Food Production – I

Upon successful completion of the **Foundation Course in Food Production – I**, students will be able to:

1. **Understand Basic Culinary Operations** – Gain knowledge of kitchen hierarchy, workflow, and fundamental food production principles.
2. **Demonstrate Hygiene & Safety Practices** – Follow food safety, sanitation, and personal hygiene standards in a professional kitchen.
3. **Apply Fundamental Cooking Techniques** – Prepare basic dishes using essential cooking methods like boiling, frying, roasting, and baking.
4. **Identify Ingredients & Kitchen Equipment** – Recognize various ingredients, their uses, and proper handling of kitchen tools and equipment.
5. **Prepare Basic Stocks, Sauces, and Soups** – Learn to make foundational stocks, mother sauces, and different types of soups.
6. **Develop Knife Skills & Kitchen Organization** – Exhibit proficiency in cutting techniques, workstation setup, and effective time management in food preparation.

This course lays the foundation for students to develop essential culinary skills, preparing them for more advanced food production techniques in subsequent semesters.

CO-PO Matrix

CO-PO Matrix for Foundation Course in Food Production – I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

COs \ POs	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand Basic Culinary Operations	3	3	2	1	1	2	1	2	2	2	2	3
CO2: Demonstrate Hygiene & Safety Practices	2	3	2	1	1	1	1	3	3	2	2	3
CO3: Apply Fundamental Cooking Techniques	3	3	2	2	1	2	2	2	2	2	3	3
CO4: Identify Ingredients & Kitchen Equipment	3	3	1	1	1	2	1	2	2	2	2	3
CO5: Prepare Basic Stocks, Sauces, and Soups	3	3	2	1	1	1	1	2	2	2	3	3
CO6: Develop Knife Skills & Kitchen Organization	3	3	2	1	1	1	1	2	2	2	3	3

Course: BHM102 - FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE-I
(THEORY)

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) A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque II ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding

04	F & B SERVICE EQUIPMENT Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware
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	- All other equipment used in F&B Service • French terms related to the above
05	NON-ALCOHOLIC BEVERAGES Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Origin & Manufacture - Types & Brands B. Coffee - Origin & Manufacture - Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages - Origin & Manufacture

FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I
(PRACTICAL)

S.No	Topic
01	Food Service areas – Induction & Profile of the areas
02	Ancillary F&B Service areas – Induction & Profile of the areas
03	Familiarization of F&B Service equipment
04	Care & Maintenance of F&B Service equipment
05	Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
07	Tea – Preparation & Service
08	Coffee - Preparation & Service
09	Juices & Soft Drinks - Preparation & Service • Mocktails • Juices, Soft drinks, Mineral water, Tonic water
10	Cocoa & Malted Beverages – Preparation & Service
TOTAL	

Course Outcome of Foundation Course in Food & Beverage Service – I

Upon successful completion of this course, students will be able to:

1. **Understand the Basics of Food & Beverage Service** – Gain knowledge of restaurant operations, service styles, and industry standards.
2. **Demonstrate Professional Service Techniques** – Develop skills in table setup, order taking, tray handling, and serving food & beverages.
3. **Identify Equipment and Service Tools** – Recognize and properly handle cutlery, crockery, glassware, and other essential F&B service tools.
4. **Follow Hygiene and Safety Standards** – Apply sanitation, hygiene, and personal grooming standards required in food & beverage service.
5. **Develop Customer Service and Communication Skills** – Learn guest interaction, handling complaints, and ensuring customer satisfaction.
6. **Understand Beverage Knowledge** – Gain basic knowledge of non-alcoholic and alcoholic beverages, including preparation and serving techniques.

CO-PO Matrix

CO-PO Matrix for Foundation Course in Food & Beverage Service – I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped

- **0** – Not Mapped

CO-PO Matrix for Foundation Course in Food & Beverage Service – I												
COs \ POs	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1: Understand the Basics of Food & Beverage Service	3	3	2	1	2	2	1	2	2	3	2	3
CO2: Demonstrate Professional Service Techniques	3	3	2	1	1	2	2	2	2	2	3	3
CO3: Identify Equipment and Service Tools	3	3	1	1	1	2	1	2	2	2	2	3
CO4: Follow Hygiene and Safety Standards	2	3	2	1	1	1	1	3	3	2	2	3
CO5: Develop Customer Service and Communication Skills	3	3	2	2	2	2	2	2	2	3	3	3
CO6: Understand Beverage Knowledge	3	3	2	1	1	1	1	2	2	2	3	3

Course: BHM103 - FOUNDATION COURSE IN FRONT OFFICE– I (THEORY)

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
TOTAL	

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I

PRACTICAL

S.No.	Topic
1	Appraisal of front office equipment and furniture
2	Rack, Front desk counter & bell desk
3	Filling up of various proforma
4	Welcoming of guest
5	Telephone handling
6	Role play: • Reservation • Arrivals • Luggage handling • Message and mail handling • Paging

Course Outcome of Front Office Operations – I

Upon successful completion of this course, students will be able to:

1. **Understand the Role of the Front Office** – Gain knowledge about front office functions, organizational structure, and its importance in hotel operations.
2. **Demonstrate Reservation and Registration Procedures** – Learn the processes involved in guest reservations, check-in, and check-out operations.
3. **Develop Communication and Customer Service Skills** – Enhance guest interaction, problem-solving, and conflict resolution skills for effective guest handling.
4. **Apply Front Office Technology** – Understand the use of Property Management Systems (PMS) and other software for efficient front office operations.
5. **Implement Safety, Security, and Legal Procedures** – Learn hotel safety protocols, emergency handling, and compliance with legal requirements.
6. **Manage Billing and Cash Handling** – Gain knowledge of front office accounting, billing, and cash handling procedures for seamless financial transactions.

CO-PO Matrix

CO-PO Matrix for Foundation Course in Front Office Operations – I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Front Office Operations – I												
COs \ POs	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand the Role of the Front Office	3	3	2	2	2	2	1	2	2	3	2	3
CO2: Demonstrate Reservation and Registration Procedures	3	3	2	2	2	2	1	2	2	3	2	3
CO3: Develop Communication and Customer Service Skills	3	3	3	2	2	2	2	2	2	3	3	3
CO4: Apply Front Office Technology	3	3	2	2	2	2	1	2	3	3	3	3
CO5: Implement Safety, Security, and Legal Procedures	3	3	2	2	2	2	2	3	3	3	3	3
CO6: Manage Billing and Cash Handling	3	3	2	3	3	2	1	2	3	3	3	3

Course: BHM104 - FOUNDATION COURSE IN ACCOMMODATION
OPERATION– I (THEORY)

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	COMPOSTION, 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

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)

S.No.	Topic
01	Sample Layout of Guest Rooms • Single room • Double room • Twin room • Suite
02	Guest Room Supplies and Position • Standard room • Suite • VIP room special amenities
03	Cleaning Equipment-(manual and mechanical) • Familiarization • Different parts • Function • Care and maintenance
04	Cleaning Agent • Familiarization according to classification • Function
05	Public Area Cleaning (Cleaning Different Surface) A. WOOD • polished • painted • Laminated B. SILVER/ EPNS • Plate powder method • Polivit method • Proprietary solution (Silvo) C. BRASS • Traditional/ domestic 1 Method • Proprietary solution 1 (brasso) D. GLASS • Glass cleanser • Economical method(newspaper) E. FLOOR - Cleaning and polishing of different types • Wooden • Marble • Terrazzo/ mosaic etc. F. WALL - care and maintenance of different types and parts • Skirting • Dado • Different types of paints(distemper Emulsion, oil paint etc)

06	Maid's trolley • Contents • Trolley setup
07	Familiarizing with different types of Rooms, facilities and surfaces • Twin/ double • Suite • Conference etc

Course Outcome of Foundation Course in Accommodation Operations – I

Upon successful completion of this course, students will be able to:

1. **Understand the Role of Housekeeping in Hospitality** – Learn the importance of housekeeping in maintaining cleanliness, hygiene, and overall guest satisfaction.
2. **Demonstrate Housekeeping Operations** – Gain practical knowledge of cleaning procedures, room setup, linen handling, and maintenance of guest areas.
3. **Apply Safety and Hygiene Standards** – Implement safety measures, sanitation protocols, and sustainable housekeeping practices.
4. **Identify Housekeeping Equipment and Supplies** – Understand the use and maintenance of housekeeping tools, cleaning agents, and supplies.
5. **Develop Guest Handling and Communication Skills** – Enhance customer service skills for effective guest interaction and complaint resolution.
6. **Manage Housekeeping Inventory and Budgeting** – Learn stock management, cost control, and budgeting techniques for housekeeping operations.

CO-PO Matrix

CO-PO Matrix for Foundation Course in Accommodation Operation– I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Foundation Course in Accommodation Operations – I												
COs \ POs	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO1 1	PO1 2
CO1: Understand the Role of Housekeeping in Hospitality	3	3	2	2	2	2	1	2	3	3	2	3
CO2: Demonstrate Housekeeping Operations	3	3	2	2	2	2	1	2	3	3	2	3
CO3: Apply Safety and Hygiene Standards	3	3	2	2	2	2	2	3	3	3	2	3
CO4: Identify Housekeeping Equipment and Supplies	3	3	2	2	2	2	1	2	3	3	3	3
CO5: Develop Guest Handling and Communication Skills	3	3	3	2	2	2	2	2	3	3	3	3
CO6: Manage Housekeeping Inventory and Budgeting	3	3	2	3	3	2	1	2	3	3	3	3

Course: BHM105 – PRINCIPLES OF FOOD SCIENCE & NUTRITION
(THEORY)

S.No.	Topic
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01	• Definition and scope of food science and • 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 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 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 A. Vitamins • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) B. MINERALS • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine
06	D. FOOD PROCESSING A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkali on food constituents

07	E. EVALUATION OF FOOD 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 A. Theory of emulsification B. Types of emulsions C. Emulsifying agents D. Role of emulsifying agents in food emulsions
09	G. COLLOIDS • Definition • Application of colloid systems in food preparation
10	H. FLAVOUR • Definition • Description of food flavours (tea, coffee, wine, meat, fish spices)
11	I. BROWNING • Types (enzymatic and non-enzymatic) • Role in food preparation • Prevention of undesirable browning
12	BASIC ASPECTS 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 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 • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance)
15	BALANCED DIET • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state
16	A. MASS FOOD PRODUCTION • Effect of cooking on nutritive value of food (QFP)

17	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation)
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Course Outcome of Food Science and Nutrition

Upon successful completion of this course, students will be able to:

1. **Understand the Fundamentals of Food Science** – Learn the principles of food composition, structure, and the impact of cooking on nutrients.
2. **Apply Nutritional Concepts in Hospitality** – Gain knowledge of essential nutrients, their functions, and dietary requirements for a balanced diet.
3. **Analyze Food Processing and Preservation Techniques** – Understand various food preservation methods, food safety, and quality control measures.
4. **Evaluate the Role of Diet in Health and Wellness** – Study the impact of nutrition on health, including special diets for different customer needs.
5. **Develop Menu Planning Skills with Nutritional Balance** – Learn to design nutritious menus considering customer preferences, health trends, and dietary restrictions.
6. **Understand Food Allergies and Special Dietary Needs** – Identify common food allergens, dietary intolerances, and best practices for accommodating special dietary requests.

CO-PO Matrix for Food Science & Nutrition

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Food Science and Nutrition												
Course Outcomes (CO)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1: Understand the Fundamentals of Food Science	3	2	1	-	-	-	-	-	2	-	2	3
CO2: Apply Nutritional Concepts in Hospitality	3	3	2	-	2	-	-	1	2	-	2	3
CO3: Analyze Food Processing and Preservation Techniques	3	3	2	2	-	-	-	2	3	-	2	3
CO4: Evaluate the Role of Diet in Health and Wellness	2	3	3	1	-	-	-	2	2	-	2	3
CO5: Develop Menu Planning Skills with Nutritional Balance	3	3	2	2	3	2	-	2	3	1	2	3
CO6: Understand Food Allergies and Special Dietary Needs	3	2	3	1	-	-	-	3	3	1	2	3

Course: BHM106 – COMMUNICATION

S.No.	Topic
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01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
02	LISTENING ON THE JOB 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 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 A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Proxemics: 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 A. Pronunciation, stress, accent B. Importance of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds
06	USING THE TELEPHONE A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills

Course Outcome of Communication

Upon successful completion of this course, students will be able to:

1. **Develop Effective Verbal Communication Skills** – Enhance speaking and listening abilities for clear and professional communication in hospitality settings.
2. **Improve Written Communication Proficiency** – Learn to draft emails, reports, and other business correspondence relevant to the hotel industry.
3. **Understand Non-Verbal Communication Cues** – Recognize the importance of body language, facial expressions, and gestures in guest interactions.
4. **Apply Hospitality Etiquette and Professionalism** – Demonstrate courteous communication, active listening, and conflict resolution techniques.
5. **Enhance Interpersonal and Teamwork Skills** – Develop the ability to collaborate effectively with colleagues, guests, and stakeholders.
6. **Utilize Communication Technology in Hospitality** – Learn to use digital communication tools, reservation systems, and guest service platforms efficiently.

CO-PO Matrix for Communication

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Communication in Hotel Management – Semester 1												
Course Outcomes (COs) \ Program Outcomes (POs)	PO1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2
CO1: Develop Effective Verbal Communication Skills	3	3	2	1	2	2	1	2	2	3	2	3
CO2: Improve Written Communication Proficiency	3	2	2	1	3	2	1	2	2	3	3	3
CO3: Understand Non- Verbal Communication Cues	3	3	2	1	2	2	1	2	3	3	2	2
CO4: Apply Hospitality Etiquette and Professionalism	3	3	3	1	3	3	2	3	3	3	2	3
CO5: Enhance Interpersonal and Teamwork Skills	3	3	3	2	3	3	3	3	3	3	3	3
CO6: Utilize Communication Technology in Hospitality	3	2	2	3	3	3	2	2	3	3	2	3

SEMESTER 2

NAME OF THE COURSE: Bachelor of Hotel Management (BHM)

COURSE OBJECTIVES:

The second semester of the Hotel Management course builds upon the foundational knowledge gained in Semester 1, focusing on advanced operational skills, industry standards, and managerial insights. The key objectives of this semester are:

1. **Advance Knowledge in Core Hospitality Operations** – Enhance students' understanding of front office, housekeeping, food & beverage service, and food production with a deeper focus on industry standards.
2. **Develop Culinary and Kitchen Management Skills** – Introduce advanced cooking techniques, menu planning, cost control, and kitchen supervision.
3. **Strengthen Food & Beverage Service Techniques** – Teach fine dining service, bar management, banquet operations, and restaurant etiquette.
4. **Improve Guest Relations & Customer Service** – Train students in handling guest complaints, conflict resolution, and personalized service delivery.
5. **Gain Practical Exposure to Hotel Operations** – Provide hands-on experience through industry visits, internships, or simulated hotel environments.
6. **Enhance Business Communication & Professional Ethics** – Focus on written and verbal communication skills, teamwork, leadership, and ethical decision-making in hospitality.
7. **Understand Hospitality Marketing & Sales** – Introduce concepts of hotel sales, marketing strategies, and revenue management.
8. **Emphasize Safety, Security & Hygiene** – Reinforce knowledge of workplace safety, sanitation, and emergency procedures in the hospitality industry.

This semester prepares students for more practical exposure, encouraging them to apply their knowledge in real-world hospitality settings while developing managerial and problem-solving skills.

SYLLABUS:

Course: BHM201- FOOD PRODUCTION OPERATIONS (THEORY)

S.No.	Topic
01	SOUPS A. Basic recipes other than consommé with menu examples a. Broths b. Bouillon c. Puree d. Cream e. Veloute f. Chowder g. Bisque etc B. Garnishes and accompaniments C. International soups
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff • 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 ii) Flour

	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) iii) SIMPLE BREADS A. Principles of bread making B. Simple yeast breads C. Role of each ingredient in bread making D. Baking temperature and its importance
07	PASTRY CREAMS A. Basic pastry creams B. Uses in confectionery C. Preparation and care in production
08	BASIC COMMODITIES: i) Milk A. Introduction B. Processing of Milk C. Pasteurisation – Homogenisation D. Types of Milk – Skimmed and Condensed E. Nutritive Value ii) Cream A. Introduction B. Processing of Cream C. Types of Cream iii) Cheese A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese iv) Butter A. Introduction B. Processing of Butter C. Types of Butter
09	BASIC INDIAN COOKERY i) CONDIMENTS & SPICES A. Introduction to Indian food B. Spices used in Indian cookery C. Role of spices in Indian cookery D. Indian equivalent of spices (names) ii) MASALAS

	A. Blending of spices B. Different masalas used in Indian cookery • Wet masalas • Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends
10	KITCHEN ORGANIZATION AND LAYOUT A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up

FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

PART A - COOKERY

S.No	Topic	Method
1	• Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds of fish	Demonstrations & simple applications
2	• Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing	Demonstrations at the site in local Area/Slaughtering house/Market
3	Preparation of menu Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef Simple potato preparations- Basic potato dishes Vegetable preparations- Basic vegetable dishes Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations	Demonstration by instructor and applications by students

PART B - BAKERY & PATISSERIE

S.No	Topic	Method
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles	Demonstration by instructor and applications by students
2	COLD SWEET • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé	Demonstration by instructor and applications by students
3	HOT SWEET • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding	Demonstration by instructor and applications by students
4	INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students

Course Outcome of Foundation Course in Food Production II

Upon successful completion of this course, students will be able to:

1. **Understand Culinary History & Kitchen Organization** – Learn the evolution of culinary arts, kitchen hierarchy, and professional kitchen operations.
2. **Demonstrate Knowledge of Cooking Methods & Techniques** – Gain an understanding of basic cooking principles, heat transfer, and various cooking techniques.
3. **Identify Ingredients & Their Uses** – Recognize different food ingredients, their properties, nutritional value, and appropriate usage in cooking.
4. **Understand Kitchen Safety & Hygiene Practices** – Apply food safety regulations, sanitation procedures, and personal hygiene standards in food production.
5. **Learn Stock, Sauces & Soup Preparation** – Study the fundamentals of preparing stocks, mother sauces, and different types of soups used in classical and modern cuisine.
6. **Apply Menu Planning & Standard Recipe Concepts** – Understand the principles of menu planning, portion control, and cost-effective food production.

CO-PO Matrix

CO-PO Matrix

CO-PO Matrix for Foundation Course in Food Production – II

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Foundation Course in Food Production – II												
Course Outcomes (CO)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand Culinary History & Kitchen Organization	3	3	2	1	1	2	1	1	2	2	2	3
CO2: Demonstrate Knowledge of Cooking Methods & Techniques	3	3	2	2	1	2	1	2	2	2	3	3
CO3: Identify Ingredients & Their Uses	3	2	1	1	3	2	1	2	2	1	3	3
CO4: Understand Kitchen Safety & Hygiene Practices	2	3	2	1	1	2	1	3	3	1	2	3
CO5: Learn Stock, Sauces & Soup Preparation	3	3	2	1	2	2	1	2	2	1	3	3
CO6: Apply Menu Planning & Standard Recipe Concepts	3	2	2	3	3	3	1	2	2	3	3	3

Course: 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 • Sequence • Examples from each course • Cover of each course • Accompaniments E. French Names of dishes F. Types of Meals • 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) • 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

FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)

S.No	Topic		
01	REVIEW OF SEMESTER -1		
02	TABLE LAY-UP & SERVICE Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover TRAY/TROLLEY SET-UP & SERVICE Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup		
03	PREPARATION FOR SERVICE (RESTAURANT) A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties		
04	PROCEDURE FOR SERVICE OF A MEAL Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests		
05	Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes		
06	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d' oeuvre <table border="1" data-bbox="337 1656 1295 1803"> <tr> <td> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td><td> • Snails • Melon • Grapefruit • Asparagus </td></tr> </table> Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts)	• Oysters • Caviar • Smoked Salmon • Pate de Foie Gras	• Snails • Melon • Grapefruit • Asparagus
• Oysters • Caviar • Smoked Salmon • Pate de Foie Gras	• Snails • Melon • Grapefruit • Asparagus		

	Service of Tobacco • Cigarettes & Cigars	
07	Restaurant French: To be taught by a professional French language teacher. • Restaurant Vocabulary (English & French) • French Classical Menu Planning • French for Receiving, Greeting & Seating Guests • French related to taking order & description of dishes	12

Course Outcomes of Foundation Course in Food & Beverage Service – II

1. **Advanced Table Service Techniques** – Demonstrate proficiency in various styles of service, including silver service, guéridon service, and buffet setup.
2. **Beverage Service Operations** – Gain knowledge of alcoholic and non-alcoholic beverage service, including wine pairing and cocktail preparation.
3. **Restaurant Supervision & Guest Relations** – Develop managerial skills to supervise restaurant operations and handle customer interactions effectively.
4. **Banquet & Event Service Management** – Learn to organize and execute large-scale events, banquets, and conference setups.
5. **Billing & Payment Procedures** – Understand point-of-sale (POS) systems, billing methods, and financial transactions in F&B service.
6. **Sustainability & Hygiene in Food Service** – Implement sustainable practices in food service, ensuring compliance with hygiene and safety standards.

CO-PO Matrix

CO-PO Matrix for Foundation Course in Food & Beverage Service – II

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Foundation Course in Food & Beverage Service – II												
Course Outcomes (CO)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2
CO1: Advanced Table Service Techniques	3	3	2	2	1	1	2	1	1	1	2	3
CO2: Beverage Service Operations	3	3	2	2	2	1	2	1	1	1	2	3
CO3: Restaurant Supervision & Guest Relations	3	3	3	2	2	2	2	2	1	2	2	3
CO4: Banquet & Event Service Management	3	3	3	2	2	3	3	3	1	2	3	3
CO5: Billing & Payment Procedures	3	3	2	3	3	2	1	1	2	2	3	3
CO6: Sustainability & Hygiene in Food Service	3	3	2	2	1	1	2	3	3	2	3	3

Course: BHM203 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II

S.No.	Topic
01	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents
02	FRONT OFFICE AND GUEST HANDLING • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure
03	RESERVATIONS 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

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICAL)

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms

Course Outcomes of Foundation Course in Front Office Operations-II

1. **Understand the Functions of the Front Office** – Explain the role, structure, and responsibilities of the front office in hotel operations.
2. **Manage Reservations and Guest Services** – Handle guest bookings, check-in/check-out procedures, and provide exceptional customer service.
3. **Apply Front Office Accounting and Billing Procedures** – Process guest folios, payments, and financial transactions accurately.
4. **Handle Guest Communication and Complaints** – Develop professional communication skills and resolve guest issues effectively.
5. **Ensure Safety, Security, and Legal Compliance** – Implement front office safety measures, guest data privacy, and emergency procedures.
6. **Utilize Technology in Front Office Operations** – Operate hotel management software and adapt to modern digital front office trends.

CO-PO Matrix

CO-PO Matrix for Foundation Course in Front Office Operations – II

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Front Office Operations-II												
CO/PO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO 12
CO1: Understand the Functions of the Front Office	3	2	1	0	2	1	0	0	1	1	0	1
CO2: Manage Reservations and Guest Services	2	3	2	1	3	0	1	0	1	2	1	1
CO3: Apply Front Office Accounting and Billing Procedures	1	2	3	2	3	1	0	1	0	3	2	1
CO4: Handle Guest Communication and Complaints	3	2	2	1	3	0	1	1	3	3	1	2
CO5: Ensure Safety, Security, and Legal Compliance	2	1	3	3	2	3	1	3	2	1	3	0
CO6: Utilize Technology in Front Office Operations	3	2	3	2	3	1	0	2	1	3	2	1

Course: 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 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 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 A. Areas of infestation B. Preventive measures and Control measure
06	KEYS A. Types of keys B. Computerized key cards C. Key control

FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II

S.No.	Topic	Hours
01	Review of semester 1	2
02	Servicing guest room(checkout/ occupied and vacant) <u>ROOM</u> Task 1- open curtain and adjust lighting Task 2-clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5-dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8-clean and replenish minibar Task 9-vaccum clean carpet Task 10- check for stains and spot cleaning <u>BATHROOM</u> Task 1-disposed soiled linen Task 2-clean ashtray Task 3-clean WC Task 4-clean bath and bath area Task 5-wipe and clean shower curtain Task 6- clean mirror Task 7-clean tooth glass Task 8-clean vanity unit Task 9- replenish bath supplies Task 10- mop the floor	6
03	Bed making supplies (day bed/ night bed) Step 1-spread the first sheet(from one side) Step 2-make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4-spread blanket Step 5- Spread crinkle sheet Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step 7- tuck the folds on your side Step 8- make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow	8
04	Records • Room occupancy report • Checklist • Floor register • Work/ maintenance order] • Lost and found • Maid's report • Housekeeper's report • Log book	4

	• Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register	
05	Guest room inspection	2
06	Minibar management • Issue • stock taking • checking expiry date	2
07	Handling room linen/ guest supplies • maintaining register/ record • replenishing floor pantry • stock taking	4
08	Guest handling • Guest request • Guest complaints	2

Course Outcomes of Foundation Course in Accommodation Operations -II

1. Understand Housekeeping Operations

- Explain the role and responsibilities of the housekeeping department in hotel operations.
- Identify housekeeping procedures and cleaning techniques for different areas.

2. Perform Linen and Laundry Management

- Manage linen inventory and laundry operations efficiently.
- Understand fabric care, stain removal, and laundry equipment usage.

3. Handle Guest Room Maintenance and Inspection

- Conduct room inspections and ensure adherence to cleanliness standards.
- Identify maintenance issues and coordinate with the engineering department.

4. Manage Cleaning Agents and Equipment

- Explain the types, uses, and safety precautions of cleaning agents.
- Operate and maintain housekeeping equipment properly.

5. Apply Interior Decoration and Aesthetic Principles

- Understand the importance of interior decoration in guest experience.
- Implement basic flower arrangements and room styling techniques.

6. Implement Safety, Security, and Hygiene Standards

- Ensure hygiene, sanitation, and safety measures in housekeeping operations.
- Follow hotel security protocols and handle emergency situations effectively.

CO-PO Matrix

CO-PO Matrix for Foundation Course in Accommodation Operations – II

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

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- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Foundation Course in Accommodation Operations - II												
CO/PO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand Housekeeping Operations	3	2	2	1	3	1	0	1	1	2	1	1
CO2: Perform Linen and Laundry Management	2	3	2	1	3	2	1	0	1	1	1	1
CO3: Handle Guest Room Maintenance and Inspection	3	2	3	2	2	1	0	1	2	2	2	1
CO4: Manage Cleaning Agents and Equipment	3	2	3	2	3	2	1	0	1	3	2	1
CO5: Apply Interior Decoration and Aesthetic Principles	2	1	2	3	2	3	1	1	2	2	3	0
CO6: Implement Safety, Security, and Hygiene Standards	3	2	3	3	3	3	1	3	2	1	3	1

Course: BHM205 – APPLICATION OF COMPUTERS

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
03	NETWORKS – THEORY 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

APPLICATION OF COMPUTERS – PRACTICAL

S.No.	Topic
01	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus
02	MS-OFFICE 2007 MS WORD CREATING A DOCUMENT A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document FORMATTING A DOCUMENT A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. .Pagination SPECIAL EFFECTS A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case CUT, COPY AND PASTE OPERATION A. Marking Blocks B. Copying and Pasting a Block C. Cutting and Pasting a Block D. Deleting a Block E. Formatting a Block F. Using Find and Replace in a Block USING MS-WORD TOOLS A. Spelling and Grammar B. Mail Merge C. .Printing Envelops and Labels

	TABLES A. Create B. Delete C. Format GRAPHICS A. Inserting Clip arts B. Symbols (Border/Shading) C. Word Art PRINT OPTIONS A. Previewing the Document B. Printing a whole Document C. Printing a Specific Page D. Printing a selected set E. Printing Several Documents F. Printing More than one Copies
03	MS OFFICE 2007 MS-EXCEL A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes CREATING A SPREADSHEET A. Starting a new worksheet B. Entering the three different types of data in a worksheet C. Creating simple formulas D. Formatting data for decimal points E. Editing data in a worksheet F. Using AutoFill G. Blocking data H. Saving a worksheet I. Exiting excel MAKING THE WORKSHEET LOOK PRETTY A. Selecting cells to format B. Trimming tables with Auto Format C. Formatting cells for: - Currency - Comma - Percent - Decimal - Date D. Changing columns width and row height E. Aligning text - Top to bottom

- Text wrap
- Re ordering Orientation F Using Borders

GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

- A. Splitting worksheet window into two four panes
- B. Freezing columns and rows on-screen for worksheet title
- C. Attaching comments to cells
- D. Finding and replacing data in the worksheet
- E. Protecting a worksheet
- F. Function commands

MAINTAINING MULTIPLE WORKSHEET

- A. Moving from sheet in a worksheet
- B. Adding more sheets to a workbook
- C. Deleting sheets from a workbook
- D. Naming sheet tabs other than sheet 1, sheet 2 and so on
- E. Copying or moving sheets from one worksheet to another

CREATING GRAPHICS/CHARTS

- A. Using Chart wizard
- B. Changing the Chart with the Chart Toolbar
- C. Formatting the chart's axes
- D. Adding a text box to a chart
- E. Changing the orientation of a 3-D chart
- F. Using drawing tools to add graphics to chart and worksheet
- G. Printing a chart with printing the rest of the worksheet data

EXCEL's DATABASE FACILITIES

	A. Setting up a database B. Sorting records in the database
04	MS OFFICE 2007 MS-POWER POINT A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show - E Creating an Organizational Chart
05	Internet & E-mail – PRACTICAL

Course Outcome of Application of Computers

1. Understand Computer Fundamentals and Information Processing

- Define key computer concepts, including data processing and information quality.
- Identify the characteristics, classification, and limitations of computers.

2. Analyze Hardware Components and Storage Systems

- Explain the components of a computer, including data entry and output devices.
- Differentiate between primary and secondary storage, and understand computer generations.

3. Explain Software Concepts and Their Applications

- Distinguish between system software and application software.
- Classify programming languages and understand the role of compilers and interpreters.

4. Operate and Manage Different Operating Systems

- Demonstrate the use of MS-DOS internal and external commands.
- Navigate Windows operating environments and describe GUI features.

5. Understand Networking Concepts and Infrastructure

- Explain different network topologies (Bus, Star, Ring) and types (LAN, MAN, WAN).
- Identify network hardware components such as servers, nodes, and network channels.

6. Explore Network Software and Security Features

- Describe the functions of network interface cards (Arcnet, Ethernet).
- Understand network software applications like Novell and Windows NT.

CO-PO Matrix

CO-PO Matrix for Application of Computers

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Application in Computers												
CO/PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand Computer Fundamentals and Information Processing	3	2	2	1	3	1	0	1	1	2	1	1
CO2: Analyze Hardware Components and Storage Systems	2	3	2	1	3	2	1	0	1	1	1	1
CO3: Explain Software Concepts and Their Applications	3	2	3	2	2	1	0	1	2	2	2	1
CO4: Operate and Manage Different Operating Systems	3	2	3	2	3	2	1	0	1	3	2	1
CO5: Understand Networking Concepts and Infrastructure	2	1	2	3	2	3	1	1	2	2	3	0
CO6: Explore Network Software and Security Features	3	2	3	3	3	3	1	3	2	1	3	1

Course: BHM206 – ACCOUNTANCY

S.No.	Topic
01	INTRODUCTION TO ACCOUNTING A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)
02	PRIMARY BOOKS (JOURNAL) A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals
03	SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals
04	SUBSIDIARY BOOKS A. Need and Use B. Classification • Purchase Book • Sales Book • Purchase Returns • Sales Returns • Journal Proper • Practicals
05	CASH BOOK A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals
06	BANK RECONCILIATION STATEMENT A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals
07	TRIAL BALANCE A. Meaning

	B. Methods C. Advantages D. Limitations E. Practicals
08	FINAL ACCOUNTS A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation
09	CAPITAL AND REVENUE EXPENDITURE A. Meaning B. Definition of Capital and Revenue Expenditure

NOTE: USE OF CALCULATORS IS PERMITTED

Course Outcome of Accountancy

- 1. Understand Fundamental Accounting Concepts**
 - Explain accounting principles, types, and classification, including GAAP.
- 2. Record Financial Transactions Using Journals and Ledgers**
 - Apply journal entry rules and post transactions to ledgers systematically.
- 3. Maintain and Classify Subsidiary and Cash Books**
 - Prepare and manage purchase, sales, and cash books, including the imprest system.
- 4. Reconcile Bank Statements with Accounting Records**
 - Identify discrepancies and prepare a Bank Reconciliation Statement.
- 5. Prepare Trial Balance and Final Accounts**
 - Ensure financial accuracy through trial balances and prepare trading, profit & loss accounts, and balance sheets.
- 6. Differentiate Between Capital and Revenue Expenditure**
 - Classify expenditures correctly and analyze their financial impact.

CO-PO Matrix

CO-PO Matrix for Accountancy

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Accountancy												
CO/PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand Fundamental Accounting Concepts	3	2	2	1	3	1	0	1	1	2	1	1
CO2: Record Financial Transactions Using Journals and Ledgers	2	3	2	1	3	2	1	0	1	1	1	1
CO3: Maintain and Classify Subsidiary and Cash Books	3	2	3	2	2	1	0	1	2	2	2	1
CO4: Reconcile Bank Statements with Accounting Records	3	2	3	2	3	2	1	0	1	3	2	1
CO5: Prepare Trial Balance and Final Accounts	2	1	2	3	2	3	1	1	2	2	3	0
CO6: Differentiate Between Capital and Revenue Expenditure	3	2	3	3	3	3	1	3	2	1	3	1

SEMESTER 3

NAME OF THE COURSE: Bachelor of Hotel Management (BHM)

COURSE OBJECTIVES:

The **Course Objectives for Semester 3 in Hotel Management** typically cover advanced hospitality operations, guest services, and management principles. The key objectives of this semester are:

1. Enhance Front Office Management Skills

- Develop advanced knowledge of reservation, registration, and guest handling.
- Understand revenue management and forecasting techniques.

2. Improve Food & Beverage Service Operations

- Learn about restaurant service styles, menu planning, and beverage management.
- Understand cost control and inventory management in food & beverage operations.

3. Develop Housekeeping and Accommodation Management Expertise

- Explore efficient housekeeping operations and linen management.
- Learn about interior decoration and sustainable housekeeping practices.

4. Understand Financial and Cost Control Techniques

- Gain knowledge of hotel accounting principles and cost control measures.
- Learn budgeting and financial planning for hospitality businesses.

5. Learn Human Resource and Organizational Behavior in Hotels

- Understand employee management, training, and performance evaluation.
- Develop leadership and conflict resolution skills in a hospitality setting.

6. Explore Marketing and Customer Relationship Management

- Learn about digital marketing, branding, and promotional strategies for hotels.
- Understand guest loyalty programs and strategies for customer satisfaction.

Course: BHM301 – FOOD PRODUCTION OPERATIONS

S.No.	Topic
01	QUANTITY FOOD PRODUCTION EQUIPMENT A. Equipment required for mass/volume feeding B. Heat and cold generating equipment C. Care and maintenance of this equipment D. Modern developments in equipment manufacture MENU PLANNING A. Basic principles of menu planning – recapitulation B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units C. Planning menus for • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above INDENTING • 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 PLANNING Principles of planning for quantity food production with regard to • Space allocation • Equipment selection • Staffing

02	VOLUME FEEDING A. Institutional and Industrial Catering • Types of Institutional & Industrial Catering • Problems associated with this type of catering • Scope for development and growth B. Hospital Catering • Highlights of Hospital Catering for patients, staff, visitors • Diet menus and nutritional requirements
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	C. Off Premises Catering • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering D. Mobile Catering • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering E. Quantity Purchase & Storage • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage
03	REGIONAL INDIAN CUISINE A. Introduction to Regional Indian Cuisine B. Heritage of Indian Cuisine C. Factors that affect eating habits in different parts of the country D. Cuisine and its highlights of different states/regions/communities to be discussed under: • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal COMMUNITIES Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks

Course Outcome of Food Production Operations

1. Understand Quantity Food Production Equipment and Planning

- Identify various equipment used in large-scale food production.
- Explain the principles of menu planning and space allocation for quantity cooking.

2. Develop Skills in Volume Feeding Operations

- Analyze different types of institutional, industrial, hospital, and mobile catering.
- Address challenges and growth opportunities in volume catering.

3. Apply Principles of Indenting and Food Cost Management

- Understand portion sizes, recipe modification, and indenting for mass production.
- Solve practical difficulties in food procurement and storage for large-scale catering.

4. Enhance Knowledge of Regional Indian Cuisine

- Study the diversity of Indian cuisine based on geography, history, and cultural influences.
- Explore the unique ingredients, cooking techniques, and equipment used in different states and communities.

5. Plan and Execute Off-Premises Catering and Special Events

- Understand the logistics of off-premises catering, including central production units.
- Learn about theme-based menu planning and food presentation for special occasions.

6. Ensure Quality Control and Nutritional Standards in Catering

- Maintain hygiene and safety standards in food production.
- Incorporate nutritional principles into menu planning for different customer segments.

CO-PO Matrix

CO-PO Matrix for Food Production Operations

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Food Production Operations												
CO/PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand Quantity Food Production Equipment and Planning	3	2	2	1	3	1	0	1	1	2	1	1
CO2: Develop Skills in Volume Feeding Operations	2	3	2	1	3	2	1	0	1	1	1	1
CO3: Apply Principles of Indenting and Food Cost Management	3	2	3	2	2	1	0	1	2	2	2	1
CO4: Enhance Knowledge of Regional Indian Cuisine	3	2	3	2	3	2	1	0	1	3	2	1
CO5: Plan and Execute Off-Premises Catering and Special Events	2	1	2	3	2	3	1	1	2	2	3	0
CO6: Ensure Quality Control and Nutritional Standards in Catering	3	2	3	3	3	3	1	3	2	1	3	1

Course: BHM302 – FOOD AND BEVERAGE SERVICE OPERATIONS (THEORY)

S.No.	Topic
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol • Fermentation process • Distillation process C. Classification with examples
02	DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment
03	WINES A. Definition & History B. Classification with examples • Table/Still/Natural • Sparkling • Fortified • Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) • France • Germany • Italy • Spain • Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) • USA • Australia • India • Chile • South Africa • Algeria • New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)
04	BEER A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage

05	SPIRITS A. Introduction & Definition B. Production of Spirit • Pot-still method • Patent still method C. Production of • Whisky • Rum • Gin • Brandy • Vodka • Tequilla D. Different Proof Spirits • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale)
06	APERITIFS A. Introduction and Definition B. Types of Aperitifs • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names)
07	LIQUEURS A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)

FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL

S.No	Topic	Hours
01	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	05
02	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	05
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	03
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
05	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	04
06	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	03
07	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines • Continental Cuisine • Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines • Continental Cuisine • Indian Regional Cuisine	04

Course Outcome of Food and Beverage Service Operations

1. Understand Alcoholic Beverage Production and Classification

- Define alcoholic beverages and explain the processes of fermentation and distillation.
- Classify alcoholic beverages with relevant examples.

2. Explain Bar Operations and Dispensing Techniques

- Describe the layout, design, and stock management of a dispense bar.
- Identify key bar equipment and their functions in beverage service.

3. Analyze Wine Production and Pairing

- Classify wines and understand their production processes.
- Differentiate between Old World and New World wines based on regions, laws, and grape varieties.
- Apply principles of food and wine harmony.

4. Understand Beer Production and Storage

- Define beer, its types, and production methods.
- Explain the correct methods of beer storage and handling.

5. Identify Different Spirits and their Production Methods

- Understand the production processes of whisky, rum, gin, brandy, vodka, and tequila.
- Explain proof measurement systems (American, British, and Gay Lussac scales).

6. Learn Aperitifs, Liqueurs, and Their Usage

- Define aperitifs and liqueurs and categorize them based on ingredients and flavors.
- Identify popular liqueurs and their country of origin.

CO-PO Matrix

CO-PO Matrix for Food & Beverage Operations

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO/PO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand Alcoholic Beverage Production and Classification	3	2	3	2	3	1	1	1	1	2	2	1
CO2: Explain Bar Operations and Dispensing Techniques	2	3	2	2	3	2	1	0	1	1	1	1
CO3: Analyze Wine Production and Pairing	3	2	3	3	3	2	1	1	2	2	2	1
CO4: Understand Beer Production and Storage	3	2	3	2	3	2	1	0	1	3	2	1
CO5: Identify Different Spirits and their Production Methods	2	2	2	3	2	3	1	1	2	2	3	0
CO6: Learn Aperitifs, Liqueurs, and Their Usage	3	2	3	3	3	3	1	3	2	1	3	1

Course: BHM303 – FRONT OFFICE OPERATIONS (THEORY)

S.No.	Topic
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION 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) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated
03	CHECK OUT PROCEDURES • Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out
04	CONTROL OF CASH AND CREDIT
05	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)
06	FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
07	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc.

FOOD OFFICE OPERATIONS - PRACTICAL

- A. Hands on practice of computer applications related to Front Office procedures such as
 - Reservation,
 - Registration,
 - Guest History,
 - Telephones,
 - Housekeeping,
 - Daily transactions
- B. Front office accounting procedures
 - Manual accounting
 - Machine accounting
 - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

Course Outcome of Front Office Operations

- 1. Understand the Role of Information Technology in Hospitality**
 - Explain the significance of IT in front office operations.
 - Identify the need for a Property Management System (PMS) in hotels.
- 2. Apply Front Office Accounting Principles**
 - Understand accounting fundamentals, guest accounts, and non-guest accounts.
 - Differentiate between non-automated, semi-automated, and fully automated accounting systems.
- 3. Execute Efficient Check-Out Procedures**
 - Manage guest account settlements, including cash and credit transactions.
 - Handle express check-outs and foreign currency transactions effectively.
- 4. Implement Cash and Credit Control Measures**
 - Understand the importance of cash and credit control in front office operations.
 - Apply techniques for handling financial transactions securely.
- 5. Perform Night Auditing Procedures**
 - Explain the functions and procedures of night auditing in different systems.
 - Analyze audit reports to ensure financial accuracy and compliance.
- 6. Ensure Guest Safety and Security in Front Office Operations**
 - Identify security measures such as safe deposit, key control, and emergency protocols.
 - Handle emergency situations like accidents, theft, and fire effectively.

CO-PO Matrix

CO-PO Matrix for Front Office Operations

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Front Office Operations												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand the Role of IT in Hospitality	3	2	1	2	3	1	2	3	1	2	3	1
CO2: Apply Front Office Accounting Principles	2	3	2	1	3	2	3	1	2	3	1	2
CO3: Execute Efficient Check-Out Procedures	1	2	3	2	1	3	2	3	1	2	3	1
CO4: Implement Cash and Credit Control Measures	2	1	3	2	3	1	2	3	1	2	1	3
CO5: Perform Night Auditing Procedures	3	2	1	3	2	1	2	3	1	2	3	2
CO6: Ensure Guest Safety and Security	1	2	3	1	2	3	2	1	3	2	1	3

Course: BHM304 – ACCOMMODATION OPERATIONS (THEORY)

S.No.	Topic
01.	LINEN ROOM A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire
02.	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms J. D. Layout of the Uniform room
03.	SEWING ROOM A. Activities and areas to be provided B. Equipment provided
04.	LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal
05.	FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement
06.	INDOOR PLANTS Selection and care

ACCOMMODATION OPERATIONS - PRACTICAL

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	03
02	Laundry Machinery and Equipment	10
03	Stain Removal	06
04	Flower Arrangement	08
05	Selection and Designing of Uniforms	03

Course Outcome of Accommodation Operations

1. **Understand Linen Room Operations** – Explain the activities, layout, equipment, and linen selection criteria used in hotels.
2. **Demonstrate Linen Control & Stock Management** – Apply procedures for linen purchasing, control, stocktaking, and recycling of discarded linen.
3. **Manage Uniform Room Operations** – Describe the process of issuing, exchanging, selecting, and designing staff uniforms along with uniform room layout.
4. **Operate Hotel Laundry Services** – Analyze the flow process of industrial laundering, wash cycle stages, equipment, agents, dry cleaning, and stain removal techniques.
5. **Create Flower Arrangements in Hospitality** – Identify the equipment, materials, conditioning techniques, styles, and design principles for flower arrangements in hotels.
6. **Maintain Indoor Plants in Hotels** – Apply the selection and care methods for maintaining indoor plants for aesthetic and environmental benefits

CO-PO Matrix

CO-PO Matrix for Accommodation Operations

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Accommodation Operations												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand Linen Room Operations	3	2	1	2	3	1	2	3	1	2	3	2
CO2: Demonstrate Linen Control & Stock Management	2	3	2	1	3	2	3	1	2	3	1	2
CO3: Manage Uniform Room Operations	1	2	3	2	1	3	2	3	1	2	3	1
CO4: Operate Hotel Laundry Services	2	1	3	2	3	1	2	3	1	2	3	2
CO5: Create Flower Arrangements in Hospitality	3	2	1	3	2	1	2	3	1	2	3	1
CO6: Maintain Indoor Plants in Hotels	1	2	3	1	2	3	2	1	3	2	1	3

Course: BHM305 – FOOD AND BEVERAGE CONTROLS

S.No.	Topic
01	FOOD COST CONTROL A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing
02	FOOD CONTROL CYCLE A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralized Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost W. Economic Order Quantity X. Practical Problems
03	RECEIVING CONTROL 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 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 A. Aims and Objectives B. Forecasting C. Fixing of Standards • 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 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

Course Outcome of Food and Beverage Controls

1. Understand the Fundamentals of Cost Control:

- Define food cost control and its significance in the hospitality industry.
- Explain the objectives and advantages of cost control in food operations.

2. Apply the Food Control Cycle Effectively:

- Demonstrate knowledge of purchasing policies, procedures, and specifications.
- Implement quality control measures in purchasing and receiving.

3. Manage Receiving and Storing Controls:

- Understand the importance of receiving procedures, documentation, and hygiene standards.
- Maintain efficient storing and issuing control to ensure cost efficiency and inventory management.

4. Implement Production Control Measures:

- Utilize forecasting techniques, standard recipes, and portion control for food production efficiency.
- Calculate food costs and staff meal allocations effectively.

5. Develop Effective Sales Control Techniques:

- Analyze pricing strategies and factors influencing selling prices.
- Understand billing procedures and ensure cost matching with sales to maximize profitability.

6. Optimize Overall Cost and Revenue Management:

- Identify methods to reduce wastage and enhance cost efficiency.
- Maintain accurate cost records and reports for informed decision-making in food operations.

CO-PO Matrix

CO-PO Matrix for Food and Beverage Controls

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Food Cost Control												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand the Fundamentals of Cost Control	3	2	1	2	3	1	2	3	1	2	3	2
CO2: Apply the Food Control Cycle Effectively	2	3	2	1	3	2	3	1	2	3	2	1
CO3: Manage Receiving and Storing Controls	1	2	3	2	1	3	2	3	1	2	3	2
CO4: Implement Production Control Measures	2	1	3	2	3	1	2	3	1	2	3	2
CO5: Develop Effective Sales Control Techniques	3	2	1	3	2	1	2	3	1	2	3	2
CO6: Optimize Overall Cost and Revenue Management	1	2	3	1	2	3	2	1	3	2	1	3

Course: BHM306 – HOTEL ACCOUNTANCY

S.No.	Topic
01	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS 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 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 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

Course Outcome of Hotel Accountancy

1. **Understand the Uniform System of Accounts** – Gain knowledge of the structure, contents, and significance of financial statements, including income statements and balance sheets, under the uniform system of accounts for hotels.
2. **Analyze Departmental Financial Statements** – Develop the ability to interpret departmental income and expense statements while solving practical accounting problems.
3. **Implement Internal Control Measures** – Comprehend the objectives, characteristics, and practical applications of internal control systems to enhance financial security and operational efficiency.
4. **Differentiate Between Internal and Statutory Audits** – Understand the key differences between internal and statutory audits, along with their implementation and review processes in the hospitality industry.
5. **Apply Departmental Accounting Principles** – Learn the methods of allocation and apportionment of expenses in departmental accounting while evaluating its advantages and drawbacks.
6. **Solve Practical Accounting Problems** – Develop problem-solving skills by applying accounting principles to real-world scenarios in hotel financial management.

CO-PO Matrix

CO-PO Matrix for Hotel Accountancy

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Hotel Accounting												
Course Outcomes (COs)	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand the Uniform System of Accounts	3	2	2	1	3	2	1	2	3	1	2	3
CO2: Analyze Departmental Financial Statements	2	3	2	2	1	3	2	3	1	2	3	2
CO3: Implement Internal Control Measures	3	2	3	1	2	3	2	1	3	2	1	3
CO4: Differentiate Between Internal and Statutory Audits	2	1	3	3	2	1	3	2	3	1	2	3
CO5: Apply Departmental Accounting Principles	1	3	2	3	2	3	1	2	3	1	2	3
CO6: Solve Practical Accounting Problems	3	2	1	2	3	1	2	3	1	3	2	1

SEMESTER 4

NAME OF THE COURSE: Bachelor of Hotel Management (BHM)

COURSE OBJECTIVES:

The **Industrial Training** program aims to provide students with hands-on experience in various operational departments of the hospitality industry. The objective is to bridge the gap between theoretical knowledge and practical application, enhancing students' skills, professionalism, and industry readiness.

1. **Exposure to Real-World Operations** – To familiarize students with the functioning of core hotel departments, including Front Office, Housekeeping, Food & Beverage Service, and Food Production.
2. **Skill Development** – To develop essential hospitality skills such as guest handling, teamwork, problem-solving, time management, and adaptability in a dynamic work environment.
3. **Application of Theoretical Knowledge** – To provide an opportunity for students to apply classroom learning in real-world hospitality settings, improving their practical competence.
4. **Understanding Industry Standards** – To learn and adhere to standard operating procedures (SOPs), safety protocols, and service excellence in a professional work environment.
5. **Enhancing Professionalism** – To instill discipline, work ethics, grooming standards, and effective communication skills necessary for a successful hospitality career.
6. **Building Industry Connections** – To help students network with industry professionals, gain mentorship, and explore potential career opportunities for future employment.

This training will equip students with the confidence and expertise required to excel in their careers in the hospitality industry.

SEMESTER 5

NAME OF THE COURSE: Bachelor of Hotel Management (BHM)

COURSE OBJECTIVES:

1. Advance Food Production Operations - I

- Develop advanced culinary skills, menu planning, and food presentation.
- Understand food safety, hygiene, and modern kitchen equipment.

2. Advance Food & Beverage Operations – I

- Master advanced service techniques and bar operations.
- Learn menu engineering, sales promotion, and banquet management.

3. Front Office Management - I

- Gain expertise in reservations, revenue management, and PMS.
- Enhance customer service and complaint resolution skills.

4. Accommodation Management - I

- Understand housekeeping operations, inventory control, and guest satisfaction.
- Learn interior decoration and theme-based room designing.

5. Financial Management

- Analyze financial statements, budgeting, and cost control.
- Understand pricing strategies and profitability analysis.

6. Strategic Management

- Learn business strategy, market positioning, and leadership.
- Develop critical thinking for decision-making and innovation.

7. Research Project

- Enhance research and analytical skills for hospitality studies.
- Conduct qualitative and quantitative research on industry challenges.

Course: BHM501 – ADVANCED FOOD PRODUCTION OPERATIONS- I

S.No.	Topic
01	LARDER I. LAYOUT & EQUIPMENT A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections II. TERMS & LARDER CONTROL A. Common terms used in the Larder and Larder control B. Essentials of Larder Control C. Importance of Larder Control D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef
02	CHARCUTERIE I. SAUSAGE A. Introduction to charcuterie B. <u>Sausage – Types & Varieties</u> C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives II. FORCEMEATS A. <u>Types of forcemeats</u> B. Preparation of forcemeats C. Uses of forcemeats III. BRINES, CURES & MARINADES A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. 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 A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work
03	APPETIZERS & GARNISHES A. <u>Classification of Appetizers</u> B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes
04	SANDWICHES 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 A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking

ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)

PART A - COOKERY

MENU 01

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

MENU 02

- Bisque D'écrevisse
- Escalope De Veau viennoise
- Pommes Batailles
- Epinards au Gratin

MENU 03

- Crème Du Barry
- Darné De Saumon Grille
- Sauce paloise
- Pommes Fondant
- Petits Pois A La Flamande

MENU 04

- Veloute Dame Blanche
- Côte De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

MENU 05

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marguises
- Ratatouille

MENU 06

- Barquettes Assortis
- Stroganoff De Boeuf
- Pommes Persilles
- Riz Pilaf

MENU 07

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters
- Corn gallets

MENU 08

- Kromesnies
- Filet De Sols Walweska
- Pommes Lyonnaise
- Funghi Marirati

MENU 09

- Vol-Au-Vent De Volaille Et Jambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

MENU 10

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne

Plus 5 Buffets

- Cold Buffet
- Hot Continental
- Hot Indian
- Buffet Desserts
- Bread Displays

PART B – BAKERY & PATISSERIE

S.No.	Topic
1	Brioche Baba au Rhum
2	Soft Rolls Chocolate Parfait
3	French Bread Tarte Tartin
4	Garlic Rolls Crêpe Suzette
5	Harlequin Bread Chocolate Cream Puffs
6	Foccacia Crème Brûlée
7	Vienna Rolls Mousse Au Chocolat
8	Bread Sticks Souffle Milanaise
9	Brown Bread Pâte Des Pommes
10	Clover Leaf Rolls Savarin des fruits
11	Whole Wheat Bread Charlotte Royal

12	Herb & Potato Loaf Doughnuts
13	Milk Bread Gateaux des Peache
14	Ciabatta Chocolate Brownie
15	Buffet desserts Modern Plating Styles

Course Outcome of Advanced Food Production Operations-1

1. **Understand Larder Operations** – Gain knowledge of larder layout, equipment, storage, and control systems to ensure efficient operations.
2. **Master Charcuterie Techniques** – Learn sausage making, forcemeats, curing methods, and preparation of hams, pâtés, and galantines.
3. **Apply Cold Food Presentation Skills** – Develop expertise in preparing mousses, chaud-froid, aspics, and decorative non-edible displays.
4. **Enhance Appetizer & Sandwich Preparation** – Understand appetizer classification, garnishing techniques, sandwich components, and storage methods.
5. **Utilize Wine & Herbs in Cooking** – Explore the role of wines and herbs in enhancing flavors, along with their ideal applications in culinary arts.

CO-PO Matrix

CO-PO Matrix for Advanced Food Production Operations- I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Advanced Food Production Operations-I												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand Larder Operations	3	2	1	2	3	1	2	3	1	2	3	2
CO2: Master Charcuterie Techniques	2	3	2	1	3	2	3	1	2	3	2	1
CO3: Apply Cold Food Presentation Skills	1	2	3	2	1	3	2	3	1	2	3	2
CO4: Enhance Appetizer & Sandwich Preparation	2	1	3	2	3	1	2	3	1	2	3	2
CO5: Utilize Wine & Herbs in Cooking	3	2	1	3	2	1	2	3	1	2	3	1

Course: BHM502 – ADVANCED 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 • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures INFORMAL BANQUET • Réception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows

	• Trade Fair • Wedding • Outdoor catering
03	FUNCTION CATERING BUFFETS 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 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 A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory

ADVANCE FOOD & BEVERAGE OPERATIONS – I (PRACTICAL)

S.No	Topic
01	Planning & Operating Food & Beverage Outlets <u>Class room Exercise</u> • Developing Hypothetical Business Model of Food & Beverage Outlets • Case study of Food & Beverage outlets - Hotels & Restaurants
02	Function Catering – Banquets • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings
03	Function Catering – Buffets Planning & organizing various types of Buffet
04	Gueridon Service • Organizing Mise-en-place for Gueridon Service • Dishes involving work on the Gueridon - Task-01 Crepe suzette - Task-02 Banana au Rhum - Task-03 Peach Flambe - Task-04 Rum Omelette - Task-05 Steak Diane - Task-06 Pepper Steak
05	Kitchen Stewarding • Using & operating Machines • Exercise – physical inventory

Course Outcome of Advanced Food Production Operations-1

1. Understand the principles of planning and operating various food and beverage outlets.
2. Analyze banquet operations, including types, protocols, and catering services.
3. Apply knowledge of buffet service, planning, and organization.
4. Demonstrate proficiency in gueridon service, its operations, and equipment usage.
5. Evaluate the importance of kitchen stewarding and its role in maintaining hygiene and efficiency.

CO-PO Matrix

CO-PO Matrix for Advanced Food & Beverage Operations- I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Advanced Food & Beverage Operations - I												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Plan and operate various F&B outlets efficiently	3	2	3	2	3	2	1	3	2	1	2	3
CO2: Organize and manage banquet functions professionally	3	3	2	3	2	1	3	2	3	2	3	1
CO3: Design and execute different buffet arrangements	2	3	3	2	1	3	2	3	2	3	1	2
CO4: Perform Gueridon service with precision and finesse	3	2	3	1	3	2	3	2	1	3	2	3
CO5: Manage kitchen stewarding operations effectively	2	1	3	2	3	1	3	2	3	2	1	3

Course: BHM503 – FRONT OFFICE MANAGEMENT- I

S.No.	Topic
01	PLANNING & EVALUATING FRONT OFFICE OPERATIONS A. Setting Room Rates (Details/Calculations thereof) - 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 • % of walking • % of overstay • % 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

FRONT OFFICE MANAGEMENT – I (PRACTICAL)

Hands on practice of computer applications on PMS front office procedures such as:

- Night audit,
- Income audit,
- Accounts
- Situation handling – handling guests & internal situations requiring management tactics/strategies

Course Outcome of Front Office Management-1

1. Apply techniques for planning and evaluating front office operations, including room rate setting and forecasting.
2. Analyze and utilize various forecasting methods for room availability and occupancy management.
3. Develop and manage front office budgets, understanding financial planning and budget control.
4. Evaluate the impact of budgeting on front office operations and revenue forecasting.
5. Understand and implement Property Management Systems (PMS) like Fidelio, IDS, Shawman, and Amadeus.

CO-PO Matrix

CO-PO Matrix for Front Office Management- I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Front Office Management-I												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Apply techniques for planning and evaluating front office operations	3	2	2	1	3	2	1	2	3	1	2	3
CO2: Analyze and utilize various forecasting methods for room availability	2	3	2	3	1	2	3	1	2	3	2	1
CO3: Develop and manage front office budgets	3	2	3	2	3	1	2	3	2	1	3	2
CO4: Evaluate the impact of budgeting on operations and revenue	2	3	2	1	3	2	3	2	1	2	3	1
CO5: Understand and implement Property Management Systems (PMS)	3	2	1	3	2	3	2	1	2	3	2	3

Course: 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. <u>Types of contract services</u> B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS
05	FIRST AID

ACCOMMODATION MANAGEMENT – I (PRACTICAL)

S.No.	Topic
1	Team cleaning • Planning • Organizing • Executing • Evaluating
2	Inspection checklist
3	Time and motion study • Steps of bed making • Steps in servicing a guest room etc
4	Devising/ designing training module • Refresher training(5 days) • Induction training(2 days) • Remedial training(5 days)

Course Outcome of Accommodation Management-1

1. Understand the planning and organization of housekeeping operations.
2. Apply budgeting and cost-control measures in housekeeping.
3. Manage inventory and procurement in accommodation management.
4. Evaluate the role of contract services in housekeeping.
5. Implement energy and water conservation techniques in housekeeping operations.

CO-PO Matrix

CO-PO Matrix for Accommodation Management- I

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Accommodation Management - I												
Course Outcomes (COs)	PO1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand housekeeping planning & organization	3	2	1	2	3	2	1	3	2	3	2	1
CO2: Implement housekeeping in institutions & facilities	2	3	2	1	3	1	2	3	2	1	3	2
CO3: Evaluate contract services in housekeeping	1	2	3	2	1	3	2	3	1	2	3	2
CO4: Apply energy & water conservation methods	2	1	3	2	3	1	2	3	1	2	3	1
CO5: Administer first aid procedures effectively	3	2	1	3	2	1	2	3	1	2	1	3

Course: 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 Pent 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 A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading
09	BASICS OF CAPITAL BUDGETING 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

Course Outcome of Financial Management

1. Understand the fundamental concepts and scope of financial management.
2. Analyze and interpret financial statements using various techniques.
3. Apply ratio analysis for assessing financial performance.
4. Evaluate cash flow and funds flow statements for financial planning.
5. Assess capital budgeting methods for effective investment decision-making.

CO-PO Matrix

CO-PO Matrix for Financial Management

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

Course Outcomes (CO) \ Programme Outcomes (PO)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2
CO1: Understand the fundamental concepts and scope of financial management.	3	2	2	2	1	1	2	1	1	1	1	1
CO2: Analyze and interpret financial statements using various techniques.	3	3	3	2	2	1	2	2	1	1	2	1
CO3: Apply ratio analysis for assessing financial performance.	3	3	3	3	2	2	2	2	1	2	3	1
CO4: Evaluate cash flow and funds flow statements for financial planning.	3	3	3	3	3	2	2	3	2	2	3	2
CO5: Assess capital budgeting methods for effective investment decision-making.	3	3	3	3	3	3	2	3	2	3	3	3

Course: BHM506 – STRATEGIC MANAGEMENT

S.No.	Topic
01	ORGANISATIONAL STRATEGY A. MISSION • Mission Statement Elements and its importance B. OBJECTIVES • Necessity of formal objectives • Objective Vs Goal C. STRATEGY • DEVELOPING STRATEGIES - 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 A. POLICY B. PRODUCT POLICIES C. PERSONNEL POLICIES D. FINANCIAL POLICIES E. MARKETING POLICIES F. PUBLIC RELATION POLICIES
06	STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION A. MCKINSEY 7-S FRAMEWORK B. LEADERSHIP AND MANAGEMENT STYLE C. STRATEGY REVIEW AND EVALUATION • Review underlying bases of Strategy • Measure Organisational Performance • Take corrective actions

Course Outcome of Strategic Management

1. **Understand Organizational Strategy** – Explain mission, objectives, and strategies for business growth and competitive advantage.
2. **Analyze Business Environment** – Assess internal and external factors affecting strategic decisions.
3. **Formulate Business Strategies** – Develop stability, expansion, and retrenchment strategies for organizational success.
4. **Evaluate Strategic Choices** – Apply strategic analysis tools like SWOT, BCG, and QSPM for decision-making.
5. **Implement and Review Strategies** – Understand leadership, policy-making, and evaluation frameworks for continuous improvement.

CO-PO Matrix

CO-PO Matrix for Strategic Management

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Strategic Management												
Course Outcomes (COs)	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1: Understand Organizational Strategy	3	2	2	1	2	1	2	2	1	2	1	2
CO2: Analyze Business Environment	2	3	3	2	3	2	2	3	2	2	2	3
CO3: Formulate Business Strategies	3	3	3	2	3	2	3	2	2	3	3	3
CO4: Evaluate Strategic Choices	2	2	3	3	3	2	3	2	3	3	3	2
CO5: Implement and Review Strategies	3	2	2	2	2	3	3	2	3	2	3	3

Course: BHM506 – RESEARCH PROJECT

Course Outcome of Research Project

1. **Understand Research Methodology** – Demonstrate knowledge of scientific research methods, ensuring reliability, accuracy, and ethical considerations in data collection and analysis.
2. **Develop Research Skills** – Identify and formulate research problems, review relevant literature, and collect data using appropriate techniques such as interviews, surveys, and online research.
3. **Enhance Analytical and Critical Thinking** – Analyze data, draw meaningful conclusions, and provide recommendations based on logical reasoning and empirical evidence.
4. **Improve Communication and Presentation Skills** – Develop the ability to document research findings in a structured report and present them effectively through viva voce.
5. **Apply Time Management and Professionalism** – Plan and execute research efficiently within a given timeline while maintaining professional ethics and academic integrity.

CO-PO Matrix

CO-PO Matrix for Research Project

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO Matrix for Research Project												
Course Outcomes (COs)	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand Research Methodology	3	3	2	2	3	2	2	3	2	3	3	2
CO2: Develop Research Skills	3	3	3	2	3	2	2	3	3	3	2	2
CO3: Enhance Analytical and Critical Thinking	3	3	3	3	3	3	2	3	3	3	3	2
CO4: Improve Communication and Presentation Skills	2	3	2	2	3	2	2	3	3	3	3	2
CO5: Apply Time Management and Professionalism	2	2	2	3	3	3	2	3	3	3	3	3

SEMESTER 6

NAME OF THE COURSE: Bachelor of Hotel Management (BHM)

COURSE OBJECTIVES:

1. Advance Food Production Operations - II

- Master advanced cooking techniques and international cuisines.
- Enhance kitchen management, cost control, and workflow efficiency.
- Innovate in food presentation and modern dietary trends.

2. Advance Food & Beverage Operations - II

- Develop expertise in high-end service, mixology, and banquet management.
- Implement cost-effective purchasing and inventory control.
- Enhance customer experience in fine dining settings.

3. Advance Room Division

- Optimize front office and housekeeping operations.
- Apply revenue management and guest service strategies.
- Strengthen leadership and crisis management skills.

4. Food & Beverage Management

- Manage financial, marketing, and staffing aspects of F&B operations.
- Develop menu engineering, pricing, and sustainability practices.

5. Facility Planning

- Plan hospitality spaces for efficiency and guest comfort.
- Apply safety, maintenance, and sustainability principles.

6. Research Methodology

- Conduct systematic hospitality research using qualitative and quantitative methods.
- Develop analytical, ethical, and report-writing skills.

Course: 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: • Great Britain • France • Italy • Spain & Portugal • Scandinavia • Germany • Middle East • Oriental • Mexican • Arabic CHINESE A. Introduction to Chinese foods B. Historical background C. <u>Regional cooking styles</u> 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. <u>Uses of Meringues</u> 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. <u>Cocoa butter, white chocolate and its applications</u>
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 PRODUCT & RESEARCH DEVELOPMENT A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation
04	FRENCH • Culinary French • Classical recipes (recettes classique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary Note: Should be taught along with the relevant topics

ADVANCE FOOD PRODUCTION OPERATIONS – II (COOKERY PRACTICAL)

Menu	
CHINESE	
<u>MENU 01</u>	• Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noddles
<u>MENU 02</u>	• Hot & Sour soup • Beans Sichwan • Stir Fried Chicken & Peppers • Chinese Fried Rice
<u>MENU 03</u>	• Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice
<u>MENU 04</u>	• Wonton Soup • Spring Rolls • Stir Fried Beef & Celery • Chow Mein
<u>MENU 05</u>	• Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles
<u>SPAIN</u>	
<u>MENU 06</u>	• Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana

<u>ITALY</u> <u>MENU 07</u> • Minestrone • Ravioli Arabeata • Fettocine Carbonara • Pollo Alla Cacciatore • Medanzane Parmigiane	4
<u>GERMANY</u> <u>MENU 08</u> • Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad •	4
<u>U.K.</u> <u>MENU 09</u> • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato	4
<u>GREECE</u> <u>MENU 10</u> • Soupe Avogolemeno • Moussaka A La Greque • Dolmas • Tzaziki	4
FIVE DEMONSTRATIONS OF FOUR HOUR EACH • Charcuterie Galantines • Pate • Terrines • Mousselines • New Plating Techniques	20

ADVANCE FOOD PRODUCTION OPERATIONS – II (BAKERY PRACTICAL)

S.No.	Topic
1	Grissini Tiramisu
2	Pumpernickle Apfel Strudel
3	Yorkshire Curd Tart Crusty Bread

4	Baklava Harlequin Bread
5	Baugette Crepe Normandy
6	Crossiants Black Forest Cake
7	Pizza base Honey Praline Parfait
8	Danish Pastry Cold Cheese Cake
9	Soup Rolls Chocolate Truffle cake
10	Ginger Bread Blancmange
11	Lavash Chocolate Parfait
12	Cinnamon & Raisin Rolls Souffle Chaud Vanille
13	Fruit Bread Plum Pudding
14	Demonstration of • Meringues • Icings & Toppings
15	Demonstration of • Wedding Cake & Ornamental cakes

Course Outcome of Advanced Food Production Operations-II

1. International Cuisine

- Understand the geographic, historical, and regional influences on global cuisines.
- Identify staple foods, specialties, and traditional equipment of key cuisines.
- Explore Chinese cuisine, including regional styles, cooking methods, and utensils.

2. Bakery & Confectionery

- Differentiate icings, toppings, and frozen desserts, including preparation methods.
- Master meringue techniques, bread-making essentials, and common faults.
- Learn chocolate processing, tempering, and applications.

3. Production Management

- Organize kitchen operations, plan production, and manage quality & costs.
- Conduct product research, test equipment, and develop new recipes.

4. French Culinary Studies

- Learn culinary French, classical recipes, and larder terminology.
- Explore historical garnishes, offals, and game meats in French cuisine.

CO-PO Matrix

CO-PO Matrix for Advanced Food Production Operations-II

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO (Course Outcome - Program Outcome) Matrix												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand international cuisines, their history, staples, and equipment.	3	3	2	3	2	2	2	2	2	2	2	3
CO2: Master bakery & confectionery techniques, including icings, desserts, and chocolate.	3	3	3	3	2	2	3	2	3	2	2	3
CO3: Apply kitchen organization, production planning, and quality control.	3	3	3	2	3	3	2	2	3	3	3	3
CO4: Conduct product testing, develop recipes, and evaluate sensory aspects.	3	3	2	3	3	3	2	3	3	3	3	3

Course: BHM602 – ADVANCE FOOD & BEVERAGE OPERATIONS-II

S.No.	Topic
01	FOOD & BEVERAGE STAFF ORGANISATION A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster
02	MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure
03	BAR OPERATIONS A. Types of Bar • 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
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ADVANCE FOOD & BEVERAGE OPERATIONS – II (PRACTICAL)

S.No.	Topic
01	F&B Staff Organization <u>Class room Exercise (Case Study method)</u> • Developing Organization Structure of various Food & Beverage Outlets • Determination of Staff requirements in all categories • Making Duty Roster • Preparing Job Description & Specification
02	Supervisory Skills • Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events • Drafting Standard Operating Systems (SOPs) for various F & B Outlets • Supervising Food & Beverage operations • Preparing Restaurant Log
03	Bar Operations • Designing & Setting the bar • Preparation & Service of Cocktail & Mixed Drinks

Course Outcome of Advanced Food & Beverage Operations-II

1. Understand the structure and hierarchy of food & beverage staff, including job roles and duty rosters.
2. Develop supervisory skills and implement Standard Operating Procedures (SOPs) to enhance efficiency in food & beverage outlets.
3. Gain knowledge of bar operations, including bar types, layout, stock management, staffing, and control procedures.
4. Learn the history, classification, and preparation techniques of classic cocktails and mixed drinks.

CO-PO Matrix

CO-PO Matrix for Advanced Food & Beverage Service Operations-II

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO (Course Outcome - Program Outcome) Matrix												
COs	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO 11	PO 12
CO1: Understanding Food & Beverage Staff Organization	3	3	2	3	2	2	2	2	2	2	2	3
CO2: Managing Food & Beverage Outlets	3	3	3	3	2	2	3	2	3	2	2	3
CO3: Understanding Bar Operations	3	3	3	2	3	3	2	2	3	3	3	3
CO4: Learning Cocktails & Mixed Drinks	3	3	2	3	3	3	2	3	3	3	3	3

Course: BHM603 – ADVANCE ROOM DIVISION

S.No.	Topic
01	YIELD MANAGEMENT A. Concept and importance B. Applicability to rooms division • 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 • 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 Conversation with guests • 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 A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation
05	INTERIOR DECORATION 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

	A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration
07	NEW PROPERTY COUNTDOWN

ADVANCE ROOM DIVISION (PRACTICAL)

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

Course Outcome of Advanced Room Division

1. Understand yield management concepts, applications, and software.
2. Analyze timeshare and vacation ownership, including challenges and advantages.
3. Communicate effectively in French for hospitality and guest services.
4. Implement safety and security measures in hospitality operations.
5. Apply interior decoration principles to enhance hospitality spaces.
6. Design guest room layouts and refurbishing strategies.
7. Plan and execute a new property countdown process.

CO-PO Matrix

CO-PO Matrix for Advanced Room Division

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO (Course Outcome - Program Outcome) Matrix												
Course Outcomes (COs)	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand yield management concepts, applications, and software.	3	3	3	2	3	3	2	2	3	3	2	3
CO2: Analyze timeshare and vacation ownership, including challenges and advantages.	2	3	2	3	3	3	2	3	3	3	3	2
CO3: Communicate effectively in French for hospitality and guest services.	3	2	2	3	2	2	3	2	2	2	3	2
CO4: Implement safety and security measures in hospitality operations.	3	3	3	2	3	3	3	3	3	3	3	3

Course: 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 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 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 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 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 A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost E. Graphs
09	MENU MERCHANDISING 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 A. Definition and Objectives B. Methods C. Advantages
11.	MIS A. Reports B. Calculation of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative

Course Outcome of Food & Beverage Management

1. Understand cost dynamics, including elements and classification.
2. Analyze various sales concepts and their applications.
3. Implement inventory control techniques for effective stock management.
4. Apply beverage control measures including purchasing, storing, and issuing.
5. Manage sales control procedures and cash handling systems.
6. Utilize budgetary control frameworks for financial planning.

CO-PO Matrix

CO-PO Matrix for Food & Beverage Management

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped
- **0** – Not Mapped

CO-PO (Course Outcome - Program Outcome) Matrix												
Course Outcomes (COs)	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO 11	PO 12
CO1: Understand cost dynamics, including elements and classification.	3	3	2	3	2	2	2	2	2	2	2	3
CO2: Analyze various sales concepts and their applications.	3	3	3	3	2	2	3	2	3	2	2	3
CO3: Implement inventory control techniques for effective stock management.	3	3	3	2	3	3	2	2	3	3	3	3
CO4: Apply beverage control measures including purchasing, storing, and issuing.	3	3	2	3	3	3	2	3	3	3	3	3

Course: BHM605 – FACILITY PLANNING

S.No.	Topic
01	HOTEL DESIGN A. Design Consideration - 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 • 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

	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 A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department
07	STORES – LAYOUT AND DESIGN A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores
08	ENERGY CONSERVATION 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 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

Course Outcome of Facility Planning

1. Understand key design considerations for hotels, including aesthetics, efficiency, and location.
2. Apply systematic facilities planning and space management techniques in hospitality.
3. Evaluate star classification criteria and their impact on hotel operations.
4. Plan and design commercial kitchens, considering layout, equipment, and workflow.
5. Implement energy conservation strategies in various hotel operations.
6. Utilize project management techniques like CPM and PERT for effective hospitality planning.

CO-PO Matrix

CO-PO Matrix for Facility Planning

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- **3** – Strongly Mapped
- **2** – Moderately Mapped
- **1** – Slightly Mapped

CO-PO (Course Outcome - Program Outcome) Matrix												
Course Outcomes (COs)	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1: Understand key design considerations for hotels, including aesthetics, efficiency, and location.	3	2	2	3	2	2	2	3	2	3	2	3
CO2: Apply systematic facilities planning and space management techniques in hospitality.	3	3	3	2	3	3	3	3	3	2	3	3
CO3: Evaluate star classification criteria and their impact on hotel operations.	2	3	2	3	2	3	2	3	2	3	3	2
CO4: Plan and design commercial kitchens, considering layout, equipment, and workflow.	3	3	3	3	3	3	3	2	3	3	3	3

Course: BHM606 – RESEARCH METHODOLOGY

Course Outcome of Research Methodology

1. Understand fundamental research concepts and their application in hotel management.
2. Develop research proposals and apply appropriate research methodologies.
3. Analyze qualitative and quantitative data for hospitality research.
4. Utilize statistical tools for decision-making in hotel management.
5. Conduct case studies and industry-specific research projects.
6. Interpret research findings to enhance hospitality operations and customer satisfaction.

CO-PO Matrix

CO-PO Matrix for Research Methodology

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- 3 – Strongly Mapped
- 2 – Moderately Mapped
- 1 – Slightly Mapped
- 0 – Not Mapped

CO-PO (Course Outcome - Program Outcome) Matrix												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand fundamental research concepts and their application in hotel management.	3	2	2	3	2	2	2	3	2	3	2	3
CO2: Develop research proposals and apply appropriate research methodologies.	3	3	3	2	3	3	3	3	3	2	3	3
CO3: Analyze qualitative and quantitative data for hospitality research.	2	3	2	3	2	3	2	3	2	3	3	2
CO4: Utilize statistical tools for decision-making in hotel management.	3	3	3	3	3	3	3	2	3	3	3	3

Course: BHM606 – RESEARCH METHODOLOGY

Course Outcome of Research Methodology

1. Understand fundamental research concepts and their application in hotel management.
2. Develop research proposals and apply appropriate research methodologies.
3. Analyze qualitative and quantitative data for hospitality research.
4. Utilize statistical tools for decision-making in hotel management.
5. Conduct case studies and industry-specific research projects.
6. Interpret research findings to enhance hospitality operations and customer satisfaction.

CO-PO Matrix

CO-PO Matrix for Research Methodology

Each cell represents the relevance of a particular **CO** to a specific **PO**, with values:

- 3 – Strongly Mapped
- 2 – Moderately Mapped
- 1 – Slightly Mapped
- 0 – Not Mapped

CO-PO (Course Outcome - Program Outcome) Matrix												
Course Outcomes (COs)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1: Understand fundamental research concepts and their application in hotel management.	3	2	2	3	2	2	2	3	2	3	2	3
CO2: Develop research proposals and apply appropriate research methodologies.	3	3	3	2	3	3	3	3	3	2	3	3
CO3: Analyze qualitative and quantitative data for hospitality research.	2	3	2	3	2	3	2	3	2	3	3	2
CO4: Utilize statistical tools for decision-making in hotel management.	3	3	3	3	3	3	3	2	3	3	3	3



Head

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