



Your Dreams Our Goal
POORNIMA
UNIVERSITY

Member of Association of Indian Universities & Approved by UGC (Govt. of India) under 2(f) & 12(B)

POORNIMA INSTITUTE OF HOTEL MANAGEMENT

DEPARTMENT OF HOTEL & HOSPITALITY
MANAGEMENT



SCHEME & SYLLABUS BOOKLET

BATCH 2023 - 2026

SCHEME & SYLLABUS

B.Sc. Hospitality & Hotel Administration

BATCH: 2023-26

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Disclaimer: The scheme, syllabus and other materials published in this booklet may be changed or modified as per the requirement after approval of competent authority. The decision taken by the management of Poornima University will be final and abiding to all.

Student Details

Name of Student:		
Name of Program:		
Semester:	Year:	Batch:
Faculty of:		



Your Dreams Our Goal **POORNIMA** **UNIVERSITY**

Member of Association of Indian Universities & Approved by UGC (Govt. of India) under 2(f) & 12(B)

VISION

To be the most admired Hospitality Management Educational Institute for future Aspirants of the Hotel Industry for the service of its stake holders

MISSION

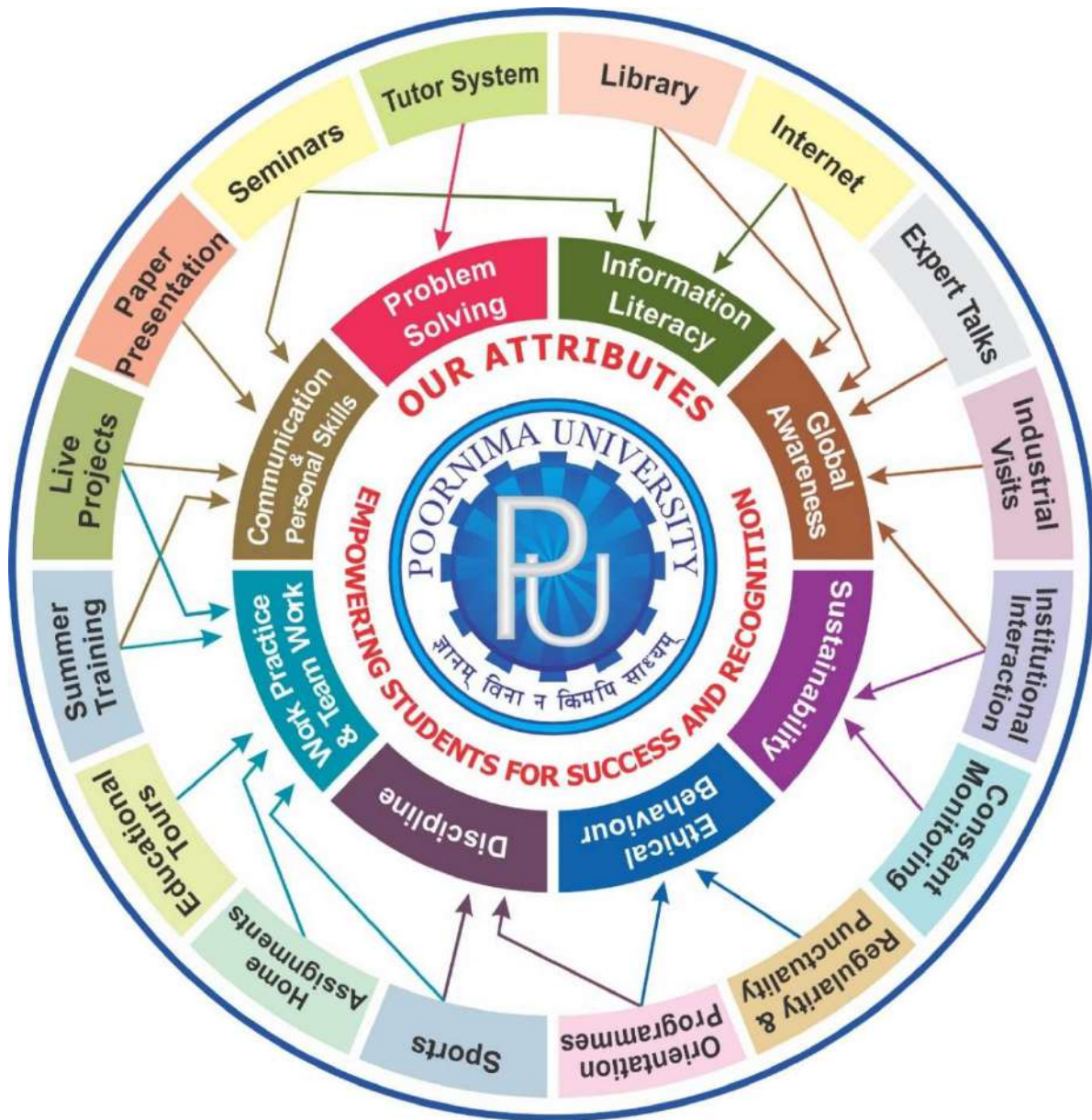
- To Train students so as to develop / acquire professional abilities, attitudes and technical skills within them as per the requirements of Hospitality & Hotel Industry
- To inculcate core values in students to transform them into intellectual Managers and Leaders of Hospitality & Tourism Industry.
- To provide National & International Platforms in students career by providing wide exposure of Service Industry

Quality Policy

To provide Quality Education through Faculty development, updating of facilities and continual improvement meeting University norms and keeping stake holders satisfied.

Knowledge Wheel

At Poornima, the academic atmosphere is a rare blend of modern technical as well as soft skills and traditional systems of learning processes.



About Program and Program Outcomes (PO):

Title of the Programme: Bachelor of Hospitality & Hotel Administration

Nature of the Programme: B.Sc H&HA is Three year full-time Programme.

Program Outcomes (PO) :

Hotel Management Graduates will be able to:

PO1: Hotel and Hospitality Knowledge:

Apply the knowledge of hotel, hospitality and tourism, and an core area specialization to the solution of complex hotel management problems.

PO2: Problem analysis:

Identify, formulate, research literature, and analyse complex hospitality problems reaching substantiated conclusions using principles of management

PO3: Conduct investigations of complex problems:

Use research-based knowledge and research methods including design of experiments, analysis and interpretation of data, and synthesis of the information to provide valid conclusions.

PO4: Modern Tool Usage:

Create, select, and apply appropriate techniques, resources, and modern management and IT tools with an understanding of the limitations.

PO5: Design/development of solutions:

Design solutions for complex hospitality related problems and design system components or processes that meet the specified needs with appropriate consideration for the public health and safety, and the cultural, societal, and environmental considerations.

PO6: Hospitality and Society:

Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional hospitality practice.

PO7: Environment and Sustainability:

Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.

PO8: Ethics:

Apply ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality practice.

PO9: Individual and Team Work:

Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.

PO10: Communication:

Communicate effectively on hospitality activities with the professional community and with society at large. Some of them are, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.

PO11: Project Management and Finance:

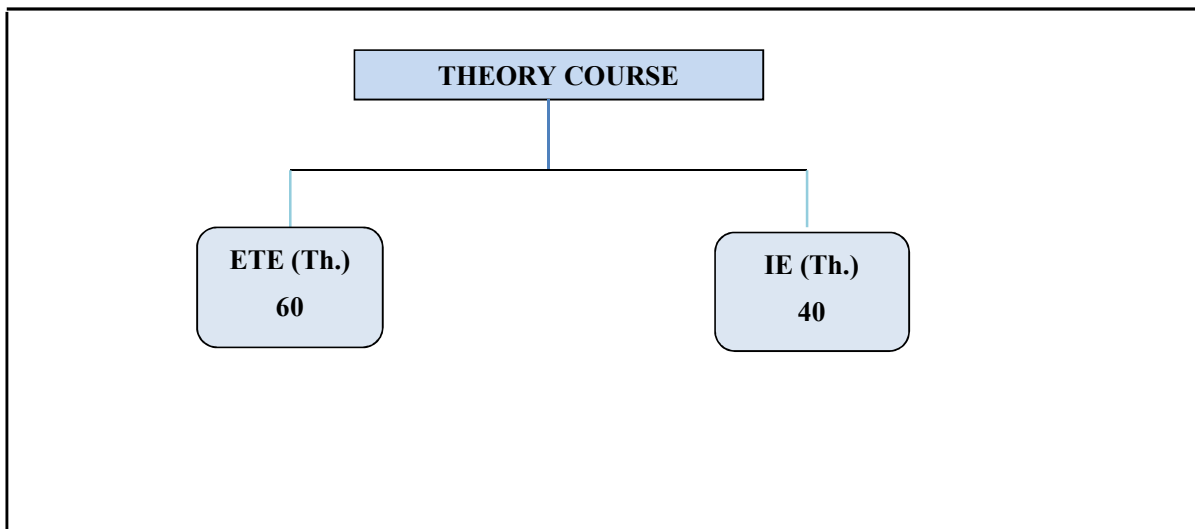
Demonstrate knowledge and understanding of the hospitality and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.

PO12: Lifelong learning:

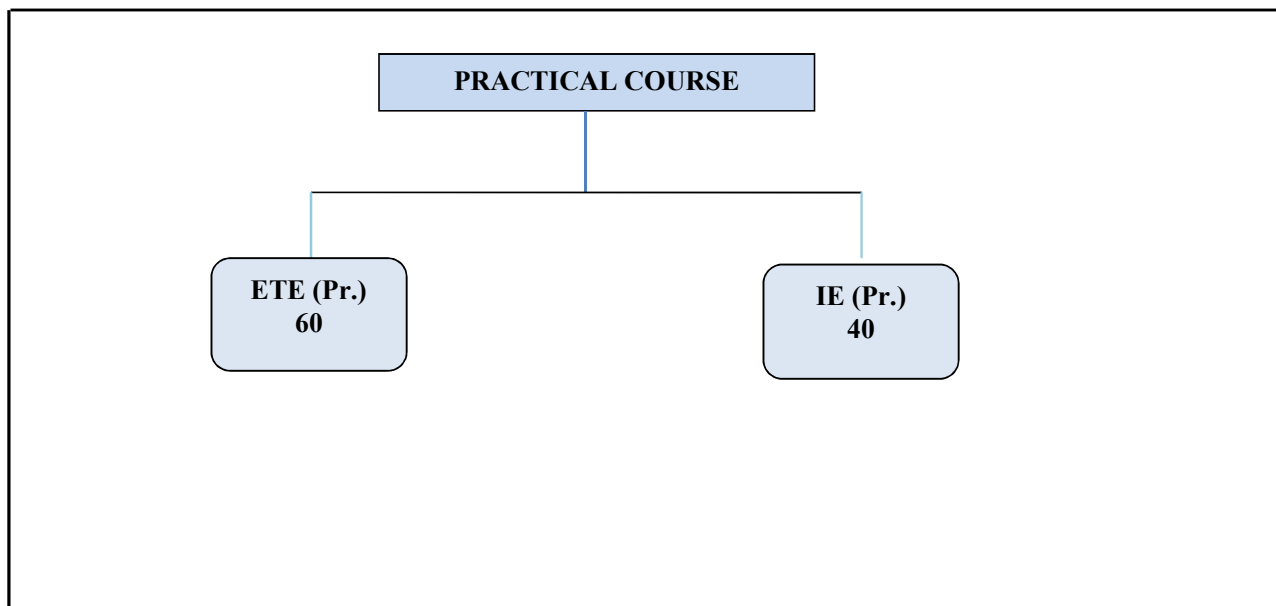
Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

Examination System:

A. Marks Distribution of Theory Course:



B. Marks Distribution of Practical Course :



Th.: Theory, **Pr. :** Practical, **ETE:** End Term Examination, **IE:** Internal Evaluation,

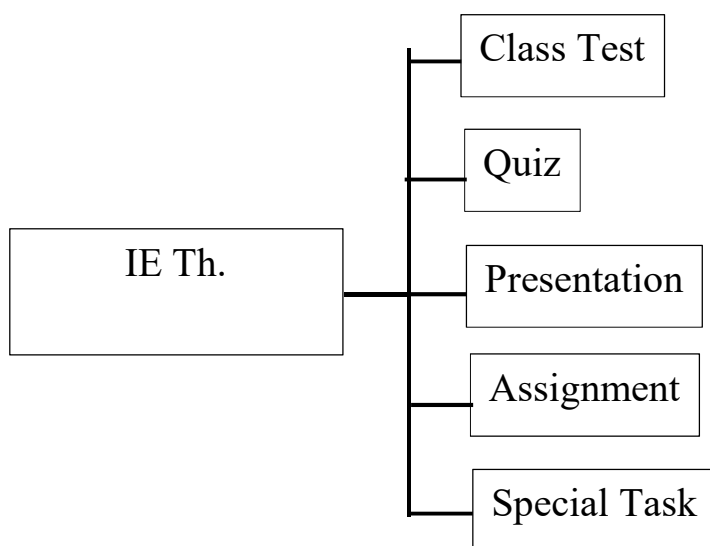
Marks Distribution of Attendance:

Guidelines for Marks Distribution of Attendance Component		
S No.	Total Course Attendance (TCA) range in Percentage	Marks allotted (out of 5)
1	95% ≤ TCA	5
2	90% ≤ TCA < 95%	4
3	85% ≤ TCA < 90%	4
4	80% ≤ TCA < 85%	3
5	70% ≤ TCA < 80%	3
6	60% ≤ TCA < 70%	2
7	50% ≤ TCA < 60%	2
8	40% ≤ TCA < 50%	2
9	30% ≤ TCA < 40%	1
10	20% ≤ TCA < 30%	1
11	TCA < 20%	0

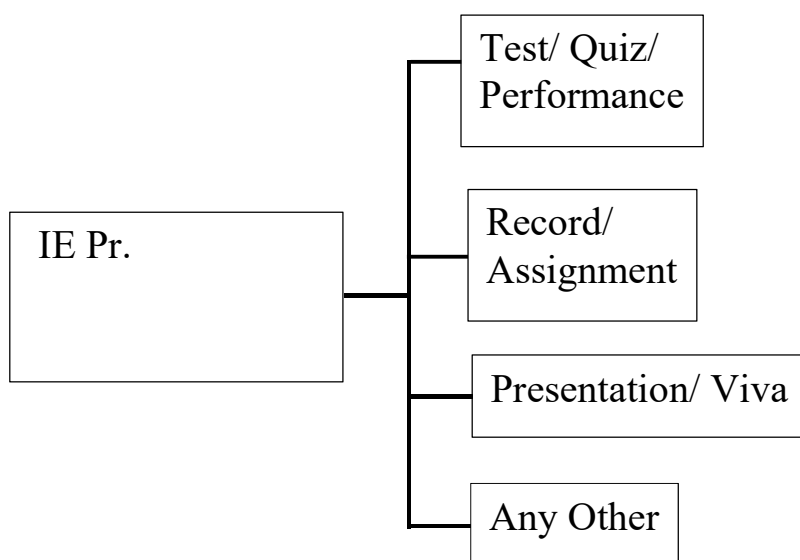
Minimum Passing Percentage in All Exams:

S. No.	Program	Minimum Passing Percentage in All Exam	
		ESE Component	Total Component
1	Course Work for Ph.D Registration	-----	50 %
2	B.Arch.	45 %	50 %
3	MBA, MHA, MPH, MCA, M. Tech., M. Plan. and M. Des.	40 %	40 %
4	B. Tech., B. Des., BCA, B.Sc., BVA, B. Voc., BBA, B.Com., B.A. and Diploma	35 %	40 %
5	B. Sc. (Hospitality & Hotel Administration)	40 % (Theory) & 50 % (Practical)	40 % (Theory) & 50 % (Practical)

Break-up of Internal Exam (Theory):



Break-up of Internal Exam (Practical):



POORNIMA UNIVERSITY								
Faculty of Management & Commerce								
Bachelor of Hospitality & Hotel Administration								
Batch: 2023-26								
Name of Programs :- B.Sc H&HA								
Teaching Scheme for Year I Semester I								
Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	IE	ESE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
BHMCHM1101	Foundation Course in Food Production-I	02	-	-	40	60	100	02
BHMCHM1102	Foundation Course in Food & Beverage Service-I	02	-	-	40	60	100	02
BHMCHM1103	Foundation Course in Rooms Division Operations-I	02	-	-	40	60	100	02
BHMCHM1104 / BHMCHM1105	Customer Relation Management(A) OR Employability Skills (B)	02	-	-	40	60	50	02
BHMCHU1106	Communicative English-I	02	-	-	40	60	100	02
BHMCHU1107	Environmental Studies	02	-	-	40	60	100	02
B.2	Practical							
BHMCHM1201	Foundation Course in Food Production-I	-	-	08	40	60	100	04
BHMCHM1202	Foundation Course in Food & Beverage Service-I	-	-	02	40	60	100	01
BHMCHM1203	Foundation Course in Rooms Division Operations-I	-	-	04	40	60	100	02
BHMCHU1204	Yoga-I	-	-	02	40	60	50	01
E.	Humanities and Social Sciences including Management courses							
	Total	12		16			900	20
	Total Teaching Hours	28						

POORNIMA UNIVERSITY								
Faculty of Management & Commerce								
Bachelor of Hospitality & Hotel Administration								
Batch: 2023-26								
Name of Programs :- B.Sc H&HA								
Teaching Scheme for Year I Semester II								
Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	IE	ESE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
BHMCHM2101	Foundation Course in Food Production-II	02	-	-	40	60	100	02
BHMCHM2102	Foundation Course in Food & Beverage Service-II	02	-	-	40	60	100	02
BHMCHM2103	Foundation Course in Rooms Division Operations-II	02	-	-	40	60	100	02
BHMCHM2104 / BHMCHM2105	Hotel Security OR Sustainable Tourism (02 credits)	02	-	-	40	60	50	02
BHMCHU2106	Communication Skills-II (02 credits)	02	-	-	40	60	100	02
BHMCHM2107	Basics of Tourism (01 credits)	01	-	-	40	60	50	01
B.2	Practical							
BHMCHM1201	Foundation Course in Food Production-II	-	-	08	40	60	100	04
BHMCHM1202	Foundation Course in Food & Beverage Service-II	-	-	02	40	60	100	01
BHMCHM1203	Foundation Course in Rooms Division Operations-II	-	-	04	40	60	100	02
BHMCCE1204	Application of Computers & IT (Pr) (01 credits)	-	-	02	40	60	50	01
BHMCHU1205	Yoga/Stress Management-II (Pr) (01 credit)	-	-	02	40	60	50	01
E.	Humanities and Social Sciences including Management courses							
	Total	11		18			900	20
	Total Teaching Hours	29						

POORNIMA UNIVERSITY

**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel
Administration**

Batch: 2023-26

Name of Programs: B.Sc H&HA

Teaching Scheme for Year II Semester III

Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution		
		Lecture (L)	Tutorials (T)	Practical (P)	MT E	ET E	Total Marks
B.	Department Core Courses						
B.1	Theory						
	Total	15		18			1050
	Total Teaching Hours	33					

POORNIMA UNIVERSITY**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel Administration****Batch: 2023-26****Name of Programs: B.Sc H&HA****Teaching Scheme for Year II Semester IV**

Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution		
		Lecture (L)	Tutorials (T)	Practical (P)	MT E	ET E	Total Marks
B.	Department Core Courses						
B.1	Theory						
	NIL	-	-	-	-	-	-
B.2	Practical						
BHMCHM3501/ BHMCHM4501	Industrial Training (17 weeks)	-	-	-	-	200	200
	Total	-	-	-	-	-	200
	Total Teaching Hours	-					

POORNIMA UNIVERSITY

**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel Administration**

Batch: 2023-26

Name of Programs: B.Sc H&HA

Teaching Scheme for Year III Semester V

Course Code	Course Name	Teaching Scheme(Hrs. per Week)			Marks Distribution		
		Lecture (L)	Tutorials(T)	Practical (P)	MTE	ETE	Total Marks
B.	Department Core Courses						
B.1	Theory						
B.2	Practical						
	Total						
	Total Teaching Hours						

Code: BHMCHM1101 FOUNDATION COURSE IN FOOD PRODUCTION – I [LTP: 2-0-0]

POORNIMA UNIVERSITY

**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel Administration**

Batch: 2023-26

Name of Programs: B.Sc H&HA

Teaching Scheme for Year III Semester VI

Course Code	Course Name	Teaching Scheme (Hrs. per Week)			Marks Distribution		
		Lecture(L)	Tutorial(T)	Practical(P)	MTE	ETE	Total Marks
B.	Department Core Courses						
B.1	Theory						
B.2	Practical						
F.	Skill Enhancement Courses(SEC)OR Project work, Seminar and						
	Total						
	Total Teaching Hours						

COURSE OUTCOME: Students will be able to:

- a. Discuss the Culinary voyage
- b. Examine and tabulate the organization structure
- c. Identify and examine Hygiene and safety
- d. Enumerate the aims and objectives of cooking

B. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	INTRODUCTION TO COOKERY	30 Hrs.
2.	ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS & OBJECTS OF COOKING FOOD:	
3.	BASIC COOKING PRINCIPLES	
4.	SOUPS & SALADS	
5.	BASIC PRINCIPLES OF BREAD & CAKE MAKING	

C. DETAILED SYLLABUS:

Unit	Unit Details
1.	INTRODUCTION TO COOKERY
	Hygiene – Personal, Food, Environment, Uniforms & protective clothing, Safety procedure in handling kitchen equipment, Attitude & Personnel Ethics, Food Production – Industry, Traditional Cookery & Origin of modern cookery, Indian Culinary History, Ayurveda & Vegetarianism
2.	ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS & OBJECTS OF COOKING FOOD:
	Classical Brigade & Modern Staffing, Duties and responsibilities of various chefs in Catering Establishments, Professional ethics and etiquettes in workplace, Aims of cooking (Including senses through food), Outcomes of cooking process, Techniques used in cooking, Basic principles of Safety Precautions, Waste Segregation, ROLE OF INGREDIENTS: Fats & Oils (Shortenings), Raising Agents, Flour – All purpose, Whole wheat, Multigrain, Millets, Gluten free, Sugar – Importance, Types, Cooking stages, Water – pH, Application in cooking, as commodity
3.	BASIC COOKING PRINCIPLES
	HEAT TRANSFER AND COOKING METHODS: Moist Heat, Dry Heat, Dry Heat using Fat, Microwave; STOCKS: Definition and Types, Components of stock, Method, Storage and Usage; THICKENINGS & SAUCES: Definition, Thickening Agents, Basic Sauces and Derivatives, Proprietary and Contemporary sauces, Deglazing
4.	SOUPS & SALADS
	Definitions, Classification with examples, International Soups, Components of Salads, PLANT BASED CULINARY ARTS, Importance, Vegetables & Fruits – Identification &

	Classification, Effect of Heat, Storage, UNDERSTANDING EGG AND FISH: Classification & Selection, Usage, Precaution, Cuts of Fish
5.	BASIC PRINCIPLES OF BREAD & CAKE MAKING
	Ingredients used in bread making and their roles, Beneficial role of microbes- probiotics, Steps in bread making, Methods of bread making, Bread faults, CAKES: Ingredients used in cake making, Methods of cake making, Cake faults

D. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
5	Kitchen Equipment and Design	Aggarwal, D.K.	latest	Aman Pub.
Important Web Links				
1	https://www.ihmnotessite.net/			

Code: BHMCHM1102 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I [LTP: 2-0-0]

COURSE OUTCOME: The student will be:

1. List the various types of F&B Operations.
2. Define Various F&B Outlets.
3. Recall the courses of the French Classical Menu
4. Memorise the accompaniments of classical dishes.

5. Translate the basic F&B Terms in French.
6. List the attributes of a good waiter
7. Repeat the Do's and Don'ts of telephone handling
8. Recall difference between the French Classical set up and the Indian cover set up

A. OUTLINE OF THE COURSE

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1	THE HOTEL & HOSPITALITY INDUSTRY	30 Hrs.
2	DEPARTMENTAL ORGANISATION & STAFFING	
3	F & B SERVICE EQUIPMENT	
4	DINING SERVICES	
5	SALE CONTROL SYSTEM	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	THE HOTEL & CATERING INDUSTRY
	Success trigger of hospitality industry, Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial/institutional/transport such as air, road, rail, sea, etc. Indian concept of hospitality (Values & ethics viz – a vis world), Overview of F & B Service in India
2.	DEPARTMENTAL ORGANISATION & STAFFING
	F & B Outlets-Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs – Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F & B operations – hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments)
3.	F & B SERVICE EQUIPMENT
	Cutlery, Crockery, Glassware, Flatware, Hollowware & All other equipment used in F& B service (French terms related to the above). Preparation for service-Organizing. MEALS & MENU PLANNING- Origin of menu, Objectives of menu planning, Types of menus, mise-en-scene & organizing mise-en-place. Courses of French classical menu, Sequence, French names of dishes, Types of meals, Early morning tea, Breakfast (English/American/Continental/Indian/ Buffet), Bruch, Lunch, Afternoon/high tea, Dinner, Supper
4.	DINING SERVICES
	Silver service, Pre plated service, Cafeteria service, Room service, Buffet service, Gueridon service, & Live counters Lounge service, Food court, Butler service, Family service, Russian service, Indian form of service & Oriental service

5.	SALE CONTROL SYSTEM
	KOT/Bill control system b) Making bill c) Cash handling equipment d) Record keeping (Restaurant Cashier)

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
2.	Food and Beverage Service	Cousins, John	latest	Hodder Education
3	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
4	Napkin Folding	Singh, R.K.	latest	Aman Pub.
5	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Important Web Links:				
1	https://www.ihmnotessite.net/			

Code: BHMCHM1103 FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I [LTP: 2-0-0]

PART - A

COURSE OUTCOME: The student will be:

1. Explain hospitality with reference to its importance, evolution and domestic and international Hotel companies
2. Classify the hotels on the basis of specific parameters.
3. Illustrate the Organization structure of Hotels and Rooms Division department.

4. Differentiate between the types of rooms and clarify the basis of charging room tariff and different meal plans.
5. Elaborate the stages of guest cycle and related front Office function areas
6. Describe and demonstrate the procedure of reservation and guest registration.
7. Determine the techniques of upselling and Service recovery process
8. Discuss Interdepartmental cooperation- rooms division

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY	15 Hrs.
2	CLASSIFICATION OF HOTELS	
3	GUEST CYCLE	
4	ARRIVAL –I	
5	DURING THE STAY	

B. DETAILED SYLLABUS:

Unit No.	Unit Details
1.	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY
	Origin & Evolution & Domestic & International hotel companies, Hotel organization- Full service/ limited service, Revenue & Non-revenue producing departments, Staff organization-Rooms division hierarchy (Including Engineering Department)
2.	CLASSIFICATION OF HOTELS
	Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership & affiliation. TYPES OF ROOMS -Room sizes (with reference to HRACC), SMART rooms & differently abled guest rooms, Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, Types of Room rates (Special rates). Meal plans- (EP, BP, CP, AP, MAP etc.)
3.	GUEST CYCLE
	Stages of Guest cycle, related front office function areas. Pre- arrival – Reservations -I (Confirmed – Guaranteed / Non-guaranteed, Tentative/Waitlisted). Pre-arrival – reservations –II -Reservation procedure (FIT: DFIT & FFIT, group, VIP).Sources-Direct, CRS, GDS, Intersell agencies – Verbal & Written. Amendments &cancellations
4.	ARRIVAL –I
	Bell desk & valet services, Functions, Procedures, Arrival –II –a) Creating registration record b) Assigning room& rate c) Establishing the method of payment d) Issuing room key e) Fulfilling special requests, DFIT, FFIT, Walk-in, VIP & Group, express check –In, self-registration, Room selling techniques-Upselling
5	DURING THE STAY

	Concierge, Mail & message handling, Room change procedure, Special procedure, Wake-up call, Newspaper delivery & transport arrangements. Service recovery -Guest relations, Handling complaints, Follow-up procedures, Complaint handling Apps/ escalation Matrix & Root cause analysis
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PART – B

COURSE OUTCOME: The student will be:

1. Elucidate the importance & opportunities of Housekeeping department in Hospitality Industry & allied sector
2. Describe the attributes of Housekeeping personnel
3. Determine the role of the pantry and allied functions associated to it
4. Enumerate on the sequence & procedure of cleaning as per room status
5. Formulate the daily routine followed by GSA for all shifts
6. Summarize the application of housekeeping in hospitality section other than hotels
7. List the inventory maintained in the housekeeping pantry

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING	15 Hrs.
2	HOUSEKEEPING DEPARTMENT	
3	PREPARING TO CLEAN	
4	GUEST ROOMS: UPKEEP AND MAINTENANCE	
5	DAILY ROUTINES	

Unit No.	Unit Details
1.	INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING
	Importance, Opportunities and application in the hospitality and allied sectors
2.	HOUSEKEEPING DEPARTMENT
	Areas of responsibility with a brief description of sub departments in housekeeping, Attributes of housekeeping personnel in keeping with the organization chart, Inter departmental coordination of rooms division with other departments.
3.	PREPARING TO CLEAN
	A) Housekeeping pantry B) Significance C) Layout D) List of inventory-maintained E) Assembling supplies and stocking the cart/ caddy F) Room Status Reporting G) Setting priority of scheduling cleaning
4.	GUEST ROOMS: UPKEEP AND MAINTENANCE
	Sequence and procedure of cleaning A) Departure room B) occupied room C) Vacant room D) Differently abled room E) OOO/ DND/DL rooms F) Turndown service G) Second service

5	DAILY ROUTINES
	DAILY ROUTINES to be followed by Housekeeping Attendants in Morning, Evening and night shift. Concept of invisible housekeeping- Housekeeping in hospitality sectors apart from hotels- Hospitals, Residential apartments, Mall, Club, Shops, Suffixes, F & B outlets, Institutes, Airports, Railway stations, Metro station & Cruise liners

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Books	Author	Edition	Publication
1.	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2.	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3.	Hotel Front Office Training Manual	Ghosh, Suvradeep Gauranga	latest	Aman
4.	FAQS Front Office	Saxena, Sanjeev Kumar	latest	Aman
5.	Hotel Front Office	Tewari, Jatashankar R	latest	Oxford Higher Edu.
6.	Hotel Housekeeping	Raghubalan, G	latest	Oxford
7.	Hotel House keepings	Andrews, Sudhir	latest	McGraw Hill
8.	The Professional Housekeeper	Sengupta, Pallab	latest	Naman Pub.
Important Web Links				
1.	https://www.ihmnotessite.net/			

Code: BHMCHM1104

CUSTOMER RELATION MANAGEMENT (A)

[LTP: 1-0-0]

COURSE OUTCOME: The student will be:

1. Describe types of customers
2. Illustrate Philosophy of guest

3. Discuss sense of ownership
4. Explain Benchmarking
5. Define Personalized services
6. Clarify Customer feedback
7. Examine Customer metrics
8. Explain service excellence

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	DEFINITION OF CUSTOMER	30 Hrs.
2.	SERVICE EXCELLENCE & EXPERIENCE	
3.	DEFINING LOYALTY	
4.	CUSTOMER METRICS	
5.	GUEST CONTACT & CURRENT HOSPITALITY PRACTICE	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	DEFINITION OF CUSTOMER
	Types of Customers, Ownership & Value, Characteristics – Customer Value, Total Cost of Ownership, Philosophy of Guest
2.	SERVICE EXCELLENCE & EXPERIENCE
	Creating standards in services, Benchmarking, Principles of Customer Service, Personalized services & Quality and feedback
3.	DEFINING LOYALTY
	Understanding loyalty segment, Loyalty schemes, Customer retention techniques, creating service excellence
4.	CUSTOMER METRICS
	Uses of customer metrics, Creating Guest Centric system, Emerging trends in guest retention & Creating excellence
5.	GUEST CONTACT & CURRENT HOSPITALITY PRACTICE
	Guest Relations, Service culture, Handling awkward difficult situation, Guest communication, Guest preferences and guest history, Complaint Management System, Guest satisfaction tracking system & Mystery Audits

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Customer Relationship Management	Francis Buttle	2009	Butterworth-Heinemann

2	Customer Relationship Management	Daniel D. Prior, Francis Buttle, Stan Maklan	2023	Routledge
3				
Important Web Links				
1.				

Code: BHMCHM1105

EMPLOYABILITY SKILLS (B)

[LTP: 1-0-0]

COURSE OUTCOME: The student will be:

1. Explain importance of behavioral skills.
2. Describe elements of team skills.
3. List the importance of time management & leadership skills.
4. Identify elements of interview process.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	BEHAVIOURAL SKILLS	30 Hrs.
2.	PSYCHOLOGICAL TESTS	
3.	TEAM SKILLS	
4.	TIME MANAGEMENT	
5.	SELECTION PROCESS	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	BEHAVIOURAL SKILLS
	Effective listening, non-verbal communication, Social skills. Paraphrasing, SWOT analysis, Role plays of guest handling. Interpersonal relationships. Cross-cultural communications.
2.	PSYCHOLOGICAL TESTS
	Aptitude and personality assessment, suggestions for improvement. Leadership Skills: Concepts of leadership, leadership styles, insights from great leaders
3.	TEAM SKILLS
	Team building and leadership, evolution of groups into teams, group dynamics, emergence of leadership, intra-group dynamics, inter-group dynamics, and conflict management, inter dependency, assessment of team-based projects
4.	TIME MANAGEMENT
	Pareto's Principle, Parkinson's Laws, Murphy's Laws, Law of Clutter, prioritization, Goal Setting (Career Visioning and Planning), effective time management
5.	SELECTION PROCESS
	Overview of selection process, practice of psychological tests, effective resume writing, dealing with placement consultants and recruiters, references – how to get effective references from past and current employers. Group Discussions: Concepts and Practice. Interview Techniques: Effective interview techniques, mock interviews, stress interviews, review and feedback

D. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Employability Skills	David W. G. Hind, Stuart Moss	Old	Business Education Publ.

2	Teaching and Learning Employability Skills in Career and Technical Education	Will Tyson	Latest	Springer International Publishing
3	Employability and Skills Handbook for Tourism, Hospitality and Events Students	Miriam Firth	Latest	Routledge
Important Web Links				

Code: BHMCHU1106

COMMUNICATION SKILLS-I

[LTP: 2-0-0]

COURSE OUTCOME: The student would be:

1. Comprehend the relevant & proper usage of grammar

2. Describe the basic features of conversation
3. Explain the rules of language proficiency
4. Express the importance of English language
5. Assess the writing, speaking, reading & listening abilities of self/individual

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	FUNDAMENTALS OF COMMUNICATION	30 Hrs.
2.	LISTENING ON THE JOB	
3.	EFFECTIVE SPEAKING	
4.	NON-VERBAL COMMUNICATION	
5.	SPEECH IMPROVEMENT	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	FUNDAMENTALS OF COMMUNICATION
	Need, Purpose, Nature, Models, Barriers to communication & overcoming the barriers
2.	LISTENING ON THE JOB
	Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening & Listening computerization and note taking
3.	EFFECTIVE SPEAKING
	Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Audience analysis & Defining the purpose of a speech, organizing the ideas and delivering the speech
4.	NON-VERBAL COMMUNICATION
	Definition, its importance and its inevitability, Kinesics: Body movements, facial expressions, posture, eye contact etc. A) Proxemics: The communication use of space B) Paralanguage: Vocal behaviour and its impact on verbal communication. COMMUNICATIVE USE OF ARTIFACTS – furniture, plants, colours, architects etc.
5.	SPEECH IMPROVEMENT
	Pronunciation, stress, accent, importance of speech in hotels, Common phonetic difficulties, Connective drills exercises & Introduction to frequently used foreign sounds. USING THE TELEPHONE- The nature of telephone activity in the hotel industry, the need for developing telephone skills & developing telephone skills

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Professional Communication	Koneru, Aruna	latest	McGraw Hill
2.	Business Communication and Personality Development	Das, Biswajit	latest	Excel Books
Important Web Links				
1.	https://www.ihmnotessite.net/			

Code: BHMCHU1107

ENVIRONMENTAL STUDIES

[LTP:2-0-0]

COURSE OUTCOMES: - Students will have:

- A. Illustrate the various environmental concerns for the hotel industry
- B. Explain the environment management system
- C. Elaborate the 3 R's (Reduce-Reuse-Recycle) principle of waste management
- D. Describe the sustainable development model in order to maintain the ecological balance
- E. Explain the energy conservation methods & modes
- F. Identify the latest equipment & devices to keep a check on air quality control

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES	30 Hrs.
2.	NATURAL RESOURCES	
3.	ECOSYSTEMS	
4.	BIODIVERSITY AND ITS CONSERVATION	
5.	ENVIRONMENTAL POLLUTION DEFINITION	
6.	SOCIAL ISSUES AND THE ENVIRONMENT	
7.	HUMAN POPULATION AND THE ENVIRONMENT	
8.	FIELD WORK	

DETAILED SYLLABUS:

Unit	Unit Details
1.	MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES
	Definition, scope and importance, Need for public awareness.
2.	NATURAL RESOURCES
	Renewable and non-renewable resources: Natural resources and associated problems. a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people. b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems. c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies. f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyles.
3.	ECOSYSTEMS

	<ul style="list-style-type: none"> • Concept of an ecosystem IV • Structure and function of an ecosystem. • Producers, consumers and decomposers. • Energy flow in the ecosystem. • Ecological succession. • Food chains, food webs and ecological pyramids. • Introduction, types, characteristic features, structure and function of the following ecosystem: - <ol style="list-style-type: none"> a. Forest ecosystem b. Grassland ecosystem c. Desert ecosystem d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)
4.	BIODIVERSITY AND ITS CONSERVATION
	<ul style="list-style-type: none"> • Introduction – Definition: genetic, species and ecosystem diversity. • Biogeographical classification of India • Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values • Biodiversity at global, National and local levels. • India as a mega-diversity nation V • Hot-spots of biodiversity. • Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts. • Endangered and endemic species of India • Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.
5.	ENVIRONMENTAL POLLUTION DEFINITION
	<ul style="list-style-type: none"> • Cause, effects and control measures of :- <ol style="list-style-type: none"> a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution e. Noise pollution f. Thermal pollution g. Nuclear hazards • Solid waste Management : Causes, effects and control measures of urban and industrial wastes. • Role of an individual in prevention of pollution. • Pollution case studies. • Introduction to Risk Assessment, Disaster management: floods, earthquake, cyclone and landslides.
6.	SOCIAL ISSUES AND THE ENVIRONMENT
	<ul style="list-style-type: none"> • From Unsustainable to Sustainable development • Urban problems related to energy • Water conservation, rain water harvesting, watershed management • Resettlement and rehabilitation of people; its problems and concerns. Case Studies • Environmental ethics: Issues and possible solutions. • Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case Studies. • Wasteland reclamation. • Consumerism and waste products. • Environment Protection Act. • Air (Prevention and Control of Pollution) Act. • Water (Prevention and control of Pollution) Act • Wildlife Protection Act • Forest Conservation Act • Issues involved in enforcement of environmental legislation. • Public awareness.
7.	HUMAN POPULATION AND THE ENVIRONMENT
	<ul style="list-style-type: none"> • Population growth, variation among nations. • Population explosion – Family Welfare Programme. VII • Environment and human health. • Human Rights. • Value Education. • HIV/AIDS. • Women and Child Welfare. • Role of Information Technology in Environment and human health. • Case Studies.
8.	FIELD WORK
	<ul style="list-style-type: none"> • Visit to a local area to document environmental, assets river/forest/grassland/hill/mountain • Visit to a local polluted, site-Urban/Rural/Industrial/Agricultural • Study of common plants, insects, birds. • Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5 lecture hours)

G. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Textbook of Environmental Studies for Undergraduate Courses	Erach Bharucha	Old	Universities Press (India) Pvt. Limited
2.	A Textbook of Environmental Studies	Shashi Chawla	Latest	McGraw Hill Education (India) Private Limited
3.	McGraw Hill Education (India) Private Limited	D. K. Asthana	Old	S. Chand Limited
Important Web Links				
1.	https://www.ihmnotessite.net/			

Code: BHMCHM1201 FOUNDATION COURSE IN FOOD PRODUCTION – I [LTP: 0-0-8]

COURSE OUTCOMES: The student will be able :

1. Discuss the Culinary voyage
2. Examine and tabulate the organization structure
3. Identify and examine Hygiene and safety
4. Enumerate the aims and objectives of cooking

B. DETAILED SYLLABUS:

Part A

S.No	Topic	Hours
Unit-1:	ORIENTATION (INTRODUCTION TO KITCHEN): Equipment - Identification, Description, Uses & handling, Hygiene - Kitchen etiquettes, Practices, Garbage disposal, Safety and security in kitchen, Knife Handling precautions, Végétales & Fruits: Vegetables – Classification, Cuts - julienne, jardinière, macédoines, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix, Preparation of salad dressing	60 Hrs.
Unit-2:	BASIC COOKING METHODS AND PRE-PREPARATIONS: Blanching of Tomatoes and Capsicum, Preparation of concasse, Boiling, Parboiling (potatoes, Beans, Cauliflower, etc.), Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc., Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, Potatoes)	
Unit-3:	STOCKS AND THICKENING & BINDING AGENTS: White and Brown stock, Fish stock, Emergency stock, Fungi stock, Thickenings – Roux (White, Blond, Brown), Beurre Manie, Panada, Liaison, Other starch/Protein, Sauce and Gravies: Béchamel, Espagnole, Velouté, Tomato, Hollandaise, Mayonnaise, Basic Gravies – White, Brown	
Unit-4:	EGG & FISH COOKERY - PREPARATION OF VARIETY OF EGG DISHES: Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poches, Scrambled, Omelette (Plain, Stuffed, Spanish), En cocotte (eggs Benedict), Fish: Identification and Classification, Cuts & Folds of Fish	
Unit-5:	DEMONSTRATION & PREPARATION OF SIMPLE MENU: Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé, Broth; Simple Egg preparations: Scotch egg, Assorted omelettes, Oeuf Florentine, Oeuf Benedict, Oeufs Farcis, Oeuf Portuguese, Oeuf Durs Mayonnaise; Simple potato preparations, Boiled, Baked, Mashed, Roasted, French fries, Allumettes, Lyonnaise potatoes; Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables; Fish Preparations: Fish orly, a la anglaise, colbert, meuniere, poached, baked	

Part B

S.No	Topic	Hours
Unit-1:	INTRODUCTION ABOUT THE TRADE: Identification of light & heavy Equipment, Handling & uses of equipment, Identification of commodities and their uses, Ingredients - Qualitative and quantitative measures	60 Hrs.
Unit-2:	INTRODUCTION TO BREAD MAKING PROCESS: Demonstration of pan breads (White, Milk and Brown), Discussion of varieties like burger buns, hot dogs, fruit buns etc., LOAVES: Demonstration on garlic bread and varieties (cheese loaf, masala loaf), Demonstration on French baguette; ARTISAN BREADS: Demonstration on Artisan breads (whole wheat bread & multigrain bread, honey & oats bread ,braided breads), Quick Breads - Banana bread, ginger bread, corn bread chocolate brownie; RICH DOUGHS: Discussion about balancing of recipes, Demonstration of brioche, savarin, doughnuts, baba au rum, Discussion about other varieties, VARIETY OF ROLLS: Demonstration on Bread rolls (soft rolls, cheese and herb rolls, cinnamon rolls, dinner rolls, cloverleaf rolls, garlic rolls, oregano), Demonstration of hard rolls, Vienna rolls, soup sticks, grissini, Discussion of varieties,	
Unit-3:	INTRODUCTION ABOUT SIMPLE CAKES (FOAMING METHOD): Demonstration & Preparation Fatless Sponge, Genoise, Angel food cake, Swiss roll, Chiffon cake; INTRODUCTION TO POUND CAKES (CREAMING METHOD): Demonstration of pound cake, Discussion of varieties plain cake fruit cake, plum cake, madeira cake Dundee cake; DEMONSTRATION OF MADELEINES: Demonstration of variety of muffins rum & raisin, blueberry, lemon, orange choco chip, Discussion of varieties, Evaluation of the product	
Unit-4:	INTRODUCTION TO COOKIES & BISCUITS: 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, Oatmeal cookies, Cats tongue biscuit	
Unit-5:	HOT / COLD DESSERTS: Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee), Bavaroise, Diplomat Pudding, Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding	
Total		

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
5	Kitchen Equipment and Design	Aggarwal, D.K.	latest	Aman Pub.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will be :

- A. List the various types of F&B Operations.
- B. Define Various F&B Outlets.
- C. Recall the courses of the French Classical Menu
- D. Memorise the accompaniments of classical dishes.
- E. Translate the basic F&B Terms in French.
- F. List the attributes of a good waiter
- G. Repeat the Do's and Don'ts of telephone handling
- H. Recall difference between the French Classical set up and the Indian cover set up

OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT	30 Hrs.
2	PREPARATION OF SERVICE	
3	APPLICATION OF MENU PLANNING EXERCISE	
4	TABLE LAY-UP & SERVICE	
5	SOCIAL SKILLS	

I. DETAILED SYLLABUS:

Unit	Unit Details
1.	INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT
	Overview, Importance of grooming, Grooming standards & checklist, Familiarization & identification of food service areas & ancillary areas with tools & equipment, Soft skills— Importance & Service drivers
2.	PREPARATION OF SERVICE
	Mise-en-scene, Mise-en-place, & Opening, operating & closing duties, SOCIAL SKILLS- Handling guest complaints, Telephone manners & Dining & service etiquettes. Listening skills, delighting the guest, Storytelling, Spontaneity, Gaining guest loyalty & seeing off the guest
3.	APPLICATION OF MENU PLANNING EXERCISE
	EXERCISE FRENCH CLASSICAL MENU & INDIAN MENU-Examples from each courses, Cover of each course, Accompaniments
4.	TABLE LAY-UP & SERVICE
	A la carte cover, Table d'hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill
5	SOCIAL SKILLS

Listening Skills, delighting the guest- story telling, spontaneity, gaining guest loyalty & seeing off the guest. Handling guest complaints, telephone manners, dining & service etiquettes.

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
2.	Food and Beverage Service	Cousins, John	latest	Hodder Education
3	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
4	Napkin Folding	Singh, R.K.	latest	Aman Pub.
5	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Important Web Links:				
1	https://www.ihmnotessite.net/			

PART A

COURSE OUTCOME: The student will be:

1. Explain hospitality with reference to its importance, evolution and domestic and international Hotel companies
2. Classify the hotels on the basis of specific parameters.
3. Illustrate the Organization structure of Hotels and Rooms Division department.
4. Differentiate between the types of rooms and clarify the basis of charging room tariff and different meal plans.
5. Elaborate the stages of guest cycle and related front Office function areas
6. Describe and demonstrate the procedure of reservation and guest registration.
7. Determine the techniques of upselling and Service recovery process
8. Discuss Interdepartmental cooperation- rooms division

B. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	GROOMING ETIQUETTE	30 Hrs.
2	SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL	
3	APPLICABLE TAXES & CHARGES	
4	RESERVATION PROCEDURES	
5	DURING THE STAY ACTIVITY PROCEDURES	

C. DETAILED SYLLABUS:

Unit	Unit Details
1.	GROOMING ETIQUETTE
	Introduction to service culture, Service product, Guest Relationship-Business protocol & Professionalism. Moments of Truth, Creating a WOW factor (Guest delight) & Guest satisfaction
2.	SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL
	Job description & Job specifications, Layout of Front Office- FO equipment
3.	APPLICABLE TAXES & CHARGES
	Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS
4.	RESERVATION PROCEDURES
	Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest & room orientation-Check-in procedure, PMS, Formats
5.	DURING THE STAY ACTIVITY PROCEDURES
	Mail handling, Message handling, Paging, Special requests, Room change procedure & Complaint handling. Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons & Mini bar

PART B

COURSE OUTCOME: The student will be:

- A. Elucidate the importance & opportunities of Housekeeping department in Hospitality Industry & allied sector
- B. Describe the attributes of Housekeeping personnel
- C. Determine the role of the pantry and allied functions associated to it
- D. Enumerate on the sequence & procedure of cleaning as per room status
- E. Formulate the daily routine followed by GSA for all shifts
- F. Summarize the application of housekeeping in hospitality section other than hotels
- G. List the inventory maintained in the housekeeping pantry

OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO THE MODULE/ ICE BREAKER	30 Hrs.
2	PREPARING TO CLEAN	
3	GUEST ROOM CLEANING	
4	DEMONSTRATION OF ENTIRE SHIFT OPERATION	
5	DEALING WITH SPECIAL SITUATIONS	

DETAILED SYLLABUS:

S. R.	Units
01	INTRODUCTION TO THE MODULE/ ICE BREAKER -Importance of cleaning and maintaining guest rooms & Public Area, Familiarization to cleaning Equipment (manual & mechanical) & agents with minimum 5 popular brand names, Guest room & bathroom supplies with positioning (layout of single, double, twin & Suite room)
02	PREPARING TO CLEAN -setting up of maid's trolley/ caddy different types of pantry and set up
03	GUEST ROOM CLEANING. A) Bed making as per industry standards including Turndown service. B) Daily cleaning of Guest room & bathroom. C) De-briefing & going off Duty- Formats filled by a Housekeeping attendant- Room Status Report, Linen exchange slip, Room attendant work report, Key Register
04	DEMONSTRATION OF ENTIRE SHIFT OPERATIONS. Morning shift- routine operations (Including the daily -cleaning of the following rooms). A) Departure room B) Occupied room. C) Vacant room. Evening shift – Routine operations
05	DEALING WITH SPECIAL SITUATIONS – entering a guest room, reporting maintenance, Lost and found, DND, service refused, scanty baggage, damage in the room, handling guest requests etc.

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3	The Professional Housekeeper	Sengupta, Pallab	latest	Naman Pub.
4	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
5	Basics of Hotel Housekeeping Operations	Ghosh, Suvradeep Gauranga	latest	The Hospitality Press
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student would be:

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

A. OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION	30 Hrs.
2	PRAYER	
3	CHALANA KRIYA/LOOSENING PRACTICE	
4	YOGASANA-I	
5	PRANAYAMA	

B. DETAILED SYLLABUS:

S. R.	Units
01	INTRODUCTION : Meaning, History and Development of Yoga, The fundamentals of Yoga, Yogic Practices for Health and Wellness, General guidelines for Yogic Practice.
02	PRAYER Concept and recitation of Pranava:- akara, ukara, makara, bindhu, natham. Cleansing Practice (Technique, Contraindications and Benefits): Kapalabhati
03	CHALANA KRIYA/LOOSENING PRACTICE (Technique, Contraindications and Benefits): Neck Movement (Griva Shakti Vikasaka I, II, III, IV), Shoulder Movement, Bhujja Valli Shakti Vikasaka
04	YOGASANA-I Standing Posture-To start with Padmasana/sukhasana, Tadasana, Vrikshasana, Sitting Posture-Bhadrasana, Vajrasana, Ardha-Ushtrasana & Ushtrasana, Prone Posture-Makarasana, Bhujangasana, Shalabhasana. Supine Posture (Lying on back)- Uttanapadasana, Ardhalasana, & Setubandhasana
05	PRANAYAMA (Technique, Contraindications and Benefits): AnulomViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka), Bhramari (without Kumbhaka), Dhyana (Technique and Benefits)-Body Awareness, Breath Awareness & Yoga Nidra

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Yoga Hotel: Stories	Maura Moynihan		William Morrow Paperbacks
2.	Happy-Go-Yoga: Simple Poses to Relieve Pain, Reduce Stress, and Add Joy	Christine Chen		Hachette Book Group USA
Important Web Links				
1.	https://www.ihmnotessite.net/			

II SEMESTER

Code: BHMCHM2101 FOUNDATION COURSE IN FOOD PRODUCTION-II [LTP: 2-0-0]

COURSE OUTCOMES:-Students will:

1. Understand the basics of Menu Management in arrangement and efficient use of resources
2. List about contemporary practices in selection in meat cookery
3. Explain Pie doughs & basic commodities – dairy – milk, cream, cheese, butter
4. Enlist the features, ingredients and techniques involving preparation of Indian dishes.
5. Group the variety of Millets, rice, pasta & noodles

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	MENU MANAGEMENT	30 Hrs.
2.	MEAT COOKERY	
3.	CONFECTIONERY	
4.	DAIRY PRODUCTS	
5.	BASIC INDIAN COOKERY	

B. DETAILED SYLLABUS:

Unit	Unit Details
1	MENU MANAGEMENT
	a) Arrangement of resources b) Efficient use of resources c) Menu building d) Recipe writing e) Food cost f) Menu costing g) Quality control principles. INVENTORY CONTROL- a) Standard recipes b) Standard yield c) Food storage
2	MEAT COOKERY
	a) Composition, structure and basic quality factors b) Cuts of Meat c) Variety meats (offals) d) Poultry. RICE, CEREALS & PULSES- a) Introduction b) Classification and identification c) Cooking of rice, cereals and pulses, d) Varieties of rice and other cereals
3	CONFECTIONERY
	a) Flour Based b) Sugar Based c) Pie Doughs d) Basic Pastries e) Shortcrust, Laminated, Choux, Danish f) Meringue
4	DAIRY PRODUCTS
	a) Milk, Butter, Cream, Cheese b) Ghee and Cottage Cheese c) Storage. NON-DAIRY ALTERNATIVES- a) Nut milk (Almond, Cashew, etc.) b) Coconut milk c) Soya milk d) Rice milk
5	BASIC INDIAN COOKERY

C. RECOMMENDED STUDY MATERIAL:

CONDIMENTS & SPICES-a) Introduction to Indian spices & vegetables b) Role of spices in Indian cookery. MASALAS- a) Blending of spices b) Different masalas used in Indian cookery (Wet & Dry masalas) c) Composition of different masalas d) Varieties of masalas available in regional areas e) Special masala blends, Introduction to Indian Cookery: - a) Historical Background b) Culture c) Religion d) Equipment e) Staple diets

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will:

1. Recall different types of non-alcoholic beverages
2. Define different types of wines.
3. Classify different types of Mixed drinks
4. Discuss different types of alcoholic beverages
5. List popular Liqueurs of the world
6. Name shapes and sizes of cigars

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	NON – ALCOHOLIC BEVERAGES	30 Hrs.
2.	EXECUTIVE BAR	
3.	WINES	
4.	BEER	
5.	APERITIF	

B. DETAILED SYLLABUS:

Unit	Unit Details
1	NON – ALCOHOLIC BEVERAGES
	Classification (Nourishing, stimulating & refreshing beverages). Tea-a) Origin & manufacturer b) Types & brands. Coffee- a) Origin & manufacturer b) Types & brands. Juices & soft drinks. Cocoa & malted beverages. Expansion & Growth (Local Players). Local beverages:- Lassi, Jal jeera, Aam ka panna, Thandai, Buttermilk, Kokum, Panagam & Sherbet
2	EXECUTIVE BAR
	a) Introduction, definitions & licenses b) Bar layout – Physical layout of bar c) Bar stock – Alcoholic & non- alcoholic beverages available. d) Bar equipment e) bar card. ALCOHOLIC BEVERAGES-a) Introduction, definition & classification b) Production of alcohol- Fermentation process & Distillation process
3	WINES
	a) Definition & history b) Classification & production with examples (Table/still/natural, Sparkling, and Fortified & Aromatized) c) Vine species & grape varieties d) Old world wines (France & Italy – famous wines from these countries, wine regions, wine laws, Spain, Germany & Portugal). New world wines – Famous wines of USA, Australia & New Zealand, India, Chile & Argentina, South Africa; Storage of wines, Food & Wine Harmony-Traditional/contemporary
4	BEER
	Introduction & definition-Types of beer, Storage. Other fermented beverages (Cider, Sake, Perry, Mead, Toddy, Fenny, Pulque) SPIRITS- Introduction, definition, classification & popular brands of: Whisky, Rum, Gin, Brandy, Vodka, Tequila, Other spirits (Absinthe, Aquavit, Pastis, Schnapps, Arrack, Mezcal. Different proof systems (Definitions)-

	American proof, British proof (Sikes scale) & Gay Loussac (OIML Scale). Cigars-Cigars – Shapes, sizes, parts & colors & brand names.; Care & storage of cigar
5	APERITIF
	a) Introduction & definition b) Popular types of aperitifs (Vermouth (Definition, types & brand names) & Bitters (Definition, types & brand names) LIQUEURS- a) Definition & history b) Broad categories of liqueurs (Herbs, Citrus, Fruit, Bean & Kernel) c) Popular liqueurs (Name, color, predominant flavor & country of origin). COCKTAILS & MIXED DRINKS- Definition & history, Classification. Recipe, preparation & service of popular cocktails (Pink gin, Mojito, Martini – Dry & Sweet, Manhattan – Dry & Sweet, Dubonnet, Rob-Roy, Bronx, White lady, Pink lady, Sidecar, Bacardi, Alexander, Tom Collins, Gin fizz, Flips, Noggs, Champagne cocktail, Between the sheets, Daiquiri, Bloody Mary, Screwdriver, Tequila sunrise, Gin sling, Planters punch, Singapore sling, Pina Colada, Rusty nail, B & B, Black Russian, Margarita, Gimlet – Dry & Sweet, Cuba libre, Whisky sour, Blue lagoon – Harvey wall banger)

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Service	Cousins, John	latest	Hodder Education
2	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
3	Napkin Folding	Singh, R.K.	latest	Aman Pub.
4	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Important Web Links:				
1	https://www.ihmnotessite.net/			

Code: BHMCHM2103 FOUNDATION COURSE IN ROOM DIVISION OPERATIONS–II [LTP: 2-0-0]

PART A

COURSE OUTCOME: Students will have

1. Explain the concept of Guest accounting, cash & credit control
2. Describe and demonstrate the procedure of guest check out
3. Discuss the Post departure and Night Audit process.
4. Determine the Emergency handling procedures pertaining to hotel safety and security.
5. Elaborate on the Statistical ratios.
6. Review the Emerging trends in Rooms division department.

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	GUEST ACCOUNTING, FUNDAMENTALS	15 Hrs.
2	DEPARTURE	
3	POST DEPARTURE	
4	SITUATION HANDLING	
5	MIS-	

B. DETAILED SYLLABUS:

Unit	Unit Details
1	GUEST ACCOUNTING, FUNDAMENTALS
	GUEST ACCOUNTING, FUNDAMENTALS (Folio, Voucher, Ledger, Accounts, POS). Creation & maintenance of Accounts (Charge privileges, Cash & credit monitoring, Account maintenance & Record keeping systems) TRACKING TRANSACTIONS- Cash payments, Charge purchase, Account corrections, Account allowance, Account transfer Cash advance
2	DEPARTURE
	Check out & settlement, Departure procedure, DFIT, FFIT, Group, VIP, Modes of payment (Cash, Credit card, Bill to company, foreign currency & combined methods) DEPARTURE-II -Additional check out options, Express checkout, Self-check-out, kiosk, interactive checkout, mobile app checkout, Late checkout.
3	POST DEPARTURE
	Unpaid account balances, Account collection, Account ageing & Record generation. NIGHT AUDIT –Importance, Role of night auditor & The night audit procedure
4.	POST DEPARTURE
	EMERGENCY procedures (Medical, Fire, Robbery/ theft, Accident, Natural calamity, Bomb threat & Terrorist attack) Guest safety & security- a) Electronic locking systems b) Surveillance & access systems. EMERGING TRENDS IN ROOM'S DIVISION- a) Use of technology b) Product innovation
5	MIS-

a) Importance b) Statistical ratios (Occupancy% , Multiple occupancy%, House count, Bed occupancy%, Domestic occupancy%, Foreign occupancy % , Occupancy multiplier, ARR/ADR, ARG/ Rev PAC, RevPAR, Yield)

PART B

COURSE OUTCOME: Students will have

1. Distinguish between various front and back of the house areas
2. Account for the problems faced during public area cleaning and their solutions
3. Discuss the importance of control desk in housekeeping department
4. Describe the lost & found procedure in housekeeping department
5. Explain the handling of keys and key control
6. Describe the types of laundry & various services in laundry
7. Define various international laundry symbols
8. Define the stain removal procedure and various precautions to be followed while removing stains
9. Describe the uniform exchange procedure

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	PUBLIC AREA	15 Hrs.
2	CONTROL DESK	
3	FABRIC CARE OPERATIONS	
4	STAIN REMOVAL	
5	HORTICULTURE	

C. DETAILED SYLLABUS:

Unit	Unit Details
1	PUBLIC AREA
	Upkeep and Maintenance-Introduction, a) Front of the house and back of the house b) Role in creating first impression c) Frequency of cleaning various Front of the house (- Entrance, Main gate,-Periphery,- Parking,-Landscaped areas,- Main porch ,Main door, Lobby, Public rest rooms, Executive Offices, Business Centre, Elevators, Escalators, corridors and Staircases , F & B areas, Leisure areas), d) Frequency of Cleaning back of the house areas (Employee cafeteria, Administration and Sales offices, Employee areas, Housekeeping areas). SCHEDULE FOR PUBLIC AREA CLEANING -Problems faced during PA cleaning and their solutions
2	CONTROL DESK
	Importance, Opening the house, Reporting staff placement, Handover of each shift - Handling Keys & Key Control, Lost & found Procedure, Maintenance follow ups, Guest special request, Forms, Formats, records & registers maintained at control desk
3	FABRIC CARE OPERATIONS
	a) Linen room (Activities performed, Linen exchange procedures, Storage of linen). b) Laundry (Types of Laundry, Services offered in a laundry i.e. Washing, Finishing , Dry

	Cleaning & Stain Removal, Wash cycle for different Linen Items, Laundry Cycle in a hotel, Laundry equipments and machines, Laundry Agents as per industry standards (any five brands), International laundry symbols, Guest Laundry & Guest laundry cycle with formats
4.	STAIN REMOVAL
	a) Identification of stain b) Classification of stain based on the origin c) General Procedures and precautions to be followed while removing stains from Fabrics. UNIFORM ROOM- a) Activities b) Uniform Exchange procedure c) Advantages of providing uniforms to staff. Sewing room (Activities, Tools & Equipment)
5	HORTICULTURE
	a) Generic Care & Selection of indoor plants b) Flower Arrangement (Basic Ingredients used, Types/ Styles of flower arrangement, Principles of flower arrangement & Conditioning of plant material). Customization and personalization of guest rooms to enhance guest experience

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Books	Author	Edition	Publication
1.	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2.	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3.	Hotel Front Office Training Manual	Ghosh, Suvradeep Gauranga	latest	Aman
4.	Hotel Housekeeping	Raghubalan, G	latest	Oxford
5.	Hotel House keepings	Andrews, Sudhir	latest	McGraw Hill
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: students will be able to-

1. Differentiate between safety & security.
2. Explore the possible security issues for hospitality sector.
3. Illustrate the various positions in hotel security with duties & responsibilities.
4. Explain the different types of security tools & equipment.
5. Explain the use of modern technology in enhancing the security systems in hospitality establishments.
6. Describe the key control procedure.
7. Illustrate the procedures for dealing with lost & found/scanty baggage.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit(Hours)
1.	SECURITY & SAFETY	30 Hrs.
2.	SECURITY HIERARCHY	
3.	SECURITY PROCEDURES & PROTOCOLS	
4.	KEY CONTROL PROCEDURE	
5.	COMPREHENSIVE EMERGENCY	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	SECURITY & SAFETY
	Definition, Differentiation between safety & security, Potential threats to the guests, employees & property & Importance & advantages of security
2.	SECURITY HIERARCHY
	Hotel security hierarchy, Duties & responsibilities of different positions, Qualities of security personnel, Role of hotel security & Employees security training & reviews. Security Systems & Equipment- Security equipment & its usage. Advanced Security
3.	SECURITY PROCEDURES & PROTOCOLS DEPARTMENT
	Different security procedures & protocols (Scanty baggage, lost & found & other scenarios), Securing Hotel premises (Swimming pool, Hotel entrance & periphery, Guest areas, Back Area & entrance, Guestrooms, F & B outlets), Car Inspection, Baggage Scanning, Exit & Entrance Manning, Patrolling, VIP security procedure, Fire Safety Procedure, Mock Fire Drills, Fire Fighting Equipment & Law enforcement liaisoning
4.	KEY CONTROL PROCEDURE
	Various kinds of locks, Types of keys & Key control procedure
5.	COMPREHENSIVE EMERGENCY

Terror Attack Bomb Threat, Theft/Fraud, Natural Disaster, Accident, Murder, Handling sickness/Injuries/Death & Cyber Crime
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C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Hospitality Security	Darrell Clifton	Old	CRC Press
2	Hotel Security	Harold F. Smith	Old	C.C. Thomas
3	Safety and Security in Hotels and Home Sharing	Chelsea A. Binns , Robin J. Kempf	Latest	Springer International Publishing
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be able to-

1. Define sustainable tourism
2. Discuss socio economic and environmental impacts of Tourism
3. Enumerate the role of sustainability in hospitality industry

A. OUTLINE OF THE COURSE

Unit No.	Title of the unit	Time required for the
1.	INTRODUCTION TO SUSTAINABLE TOURISM	30 Hrs.
2.	ROLE OF SUSTAINABILITY IN HOSPITALITY INDUSTRY	
3.	SOCIO-ECONOMIC IMPACTS	
4.	ENVIRONMENTAL IMPACTS	
5.	DIFFERENT ENVIRONMENTAL ACCREDITATION CERTIFICATES FOR HOTELS/RESTAURANTS	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	INTRODUCTION TO SUSTAINABLE TOURISM
	(Definition, Principles of sustainable tourism, Current issues and trends, Concepts and benefits of Swachh Bharat Mission, Role of technology in
2.	ROLE OF SUSTAINABILITY IN HOSPITALITY INDUSTRY
	(Sustainability management principles for hotels, Sustainability management practices with a focus on continuous improvement, Reporting, communication and promotion, Mandatory sustainability parameters for star classification of hotels in India & Cost-benefit analysis of sustainable practices in hotels)
3.	SOCIO-ECONOMIC IMPACTS
	(Supporting local economic opportunities through jobs and partnerships, Minimizing negative socio-economic impacts and avoiding harm, Responsibly promoting intangible heritage and traditions)
4.	ENVIRONMENTAL IMPACTS
	(Conserving resources and improving efficiency, Reducing emissions and minimising various types of pollution, Minimising single plastic usage, Supporting conservation and maximising benefits for wild life and biodiversity)
5.	DIFFERENT ENVIRONMENTAL ACCREDITATION CERTIFICATES FOR HOTELS/RESTAURANTS
	(Ecotel- 5 globes, LEED, TERI, ISO14001, BIO Hotels, Eco Hotels Certified, LEAF, Other accreditations, Green building concept)

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Sustainable Tourism: Principles, Contexts and Practices	Dr. David A. Fennell, Prof. Chris Cooper	Latest	Channel View Publications, 2020
2	Sustainable Tourism: A Global Perspective	Rob Harris, Tony Griffin, Peter Williams	Old	Elsevier Science & Technology Books, 2002
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able to:-

1. Listen to texts and practice good listening.
2. Describe Phonetic Symbols consonants & Vowels with illustrations in use
3. Increase vocabulary from different texts and dictionary

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit
1.	LISTENING	30 Hrs.
2.	THE PRONUNCIATION	
3.	READING SKILLS	
4.	BASIC GRAMMAR	
5.	WORDS & PHRASES	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	LISTENING
	Listening to texts, listening to CDs, Trials of a good listener
2.	THE PRONUNCIATION
	Phonetic Symbols consonants & Vowels with illustrations in use. Listening & Comprehension: Interpretation of texts based on the question-answer. Interaction among students
3.	READING SKILLS
	Techniques of reading. Reading comprehension of unseen pages, Identifying the context & the central idea. Vocabulary & word formation: From different texts & dictionary.
4.	BASIC GRAMMAR
	Prescriptive/descriptive approaches grammaticality – acceptability –appropriateness- grammar in context- grammar in spoken & written. Practice: Exercise on different grammatical constructions, Identification of the grammatical devices forms different texts like newspapers, poems, stories, etc.
5.	WORDS & PHRASES
	used for conversation: Making statements, questions, order & suggestions – denying – rejecting-disagreeing-possibility-ability, permission, obligations, etc. (Dialogues, Public speech & Telephonic Conversation)

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Communication	Koneru, Aruna	latest	McGraw Hill
2.	Business Communication and Personality	Das, Biswajit	latest	Excel Books

Websites

<https://www.ihmnotessite.net/>

COURSE OUTCOMES: students will -

1. Discuss tourism industry and its environment, social, cultural & economic impact
2. Explain the types and various constituents of tourism
3. Discuss the evolution of hospitality industry.
4. Describe constituents of hospitality industry
5. Explain the departmental organization of hotels
6. Differentiate among tourist organizations
7. Identify the different travel motivators
8. Identify the factors responsible for sustainable tourism
9. Categories intermediaries in Tourism industry.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO TOURISM	15 Hrs.
2.	TRAVEL MOTIVATORS AND TOURISM PRODUCT	
3.	IMPACT OF TOURISM AND MAINTAINING SUSTAINABILITY	
4.	HOSPITALITY INDUSTRY	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	INTRODUCTION TO TOURISM
	Overview, Definition of Tourist, Tourism, Visitor, Excursionist, Inbound and Outbound. Constituents of Tourism-Primary (Transportation, Accommodation, Food and Beverage, Entertainment and attractions, information and shopping) & Secondary (Banks, Hospitals, Insurance Companies, Communication and others
2.	TRAVEL MOTIVATORS AND TOURISM PRODUCT
	Business, Leisure, Religious, VFR, Adventure, Health, etc. Tourism product of India- Beaches, Hill stations, wild Life sanctuaries and heritage. INTERMEDIARIES OF TOURISM- Travel agents, Tour Operators, Escorts and guides & Online Travel Portals
3.	IMPACT OF TOURISM AND MAINTAINING SUSTAINABILITY

	Economic, Social, Cultural, Political & Environmental. TOURISM ORGANISATIONS-International & Domestic. EMERGING TRENDS OF TOURISM (Alternative Tourism) Special interest tourism: -Ecotourism, Senior citizen tourism, Wildlife tourism, Rural tourism, Ethnic tourism & Space tourism
4.	HOSPITALITY INDUSTRY
	Overview of Hospitality, Brief history, Present scenario. Hospitality and Hotel Industry-Hotel Industry as a part of Hospitality sector, Hotel core and support areas. Future trends in Hospitality.

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Basics of Tourism: Theory, Operation and Practice	Krishan K Kamra and Mohinder Chand	Old	Kanishka Publishers, Distributors
2.	Fundamental Of Tourism And Travel	L.K. Singh	Old	Isha Books
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES:-Students will:

1. Recall different types of non-alcoholic beverages
2. Define different types of wines.
3. Classify different types of Mixed drinks
4. Discuss different types of alcoholic beverages
5. List popular Liqueurs of the world
6. Name shapes and sizes of cigars

A. DETAILED SYLLABUS:

S.No	Topic (Part A)	
1	MEAT – Identification of various cuts, Identification of basic cuts- Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Poultry-Identification & Classification Cuts of chicken	30 Hrs.
2	IDENTIFICATION, SELECTION AND PROCESSING of Meat and poultry, Slaughtering and dressing	
3	PREPARATION OF INDIAN MENU-POPULAR INDIAN GRAVIES – Makhani, Kadai, Lababdar, Rice dishes, Breads, Main course, Basic Vegetables, Paneer, Chicken Preparations, Indian Breakfast Items. Indian snacks	
4	PREPARATION OF CONTINENTAL MENU. SALADS & SOUPS- Waldorf salad, Russian salad, salade niçoise, Cream (Peas, Spinach, Mushroom, Tomato, Chicken), Puree (Lentil, Peas, Carrot) & International soups	
5	CHICKEN AND MUTTON PREPARATIONS- 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	

S.No	Topic (Part B)	
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1	INTRODUCTION TO PASTRIES: a) Demonstration of shortcrust pastry and pate sucre b) Discussion of varieties of tarts (Lemon curd, Florentine, Chocolate tart, and Apple pie, Date & Nut pie, Lemon meringue pie)	30 Hrs.
2	DEMONSTRATION OF CHOUX PASTRY. A) Preparation of chocolate éclairs, mocha éclairs, profit rolls suchard, mount blanc, Croquembouche. Introduction to Laminated Pastries a) Demonstration of puff pastry (different methods) b) Discussion of varieties of vol au vent, cheese straws, patties, cream horns, palmiers, turnovers	
3	COLD SWEET- Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse Lemon soufflé	
4	HOT SWEET- Bread & butter pudding, Caramel custard, Albert pudding Christmas pudding	
5	INDIAN SWEETS- Simple ones such as chicoti, gajjar halwa, kheer	

B. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will:

1. Recall different types of non-alcoholic beverages
2. Define different types of wines.
3. Classify different types of Mixed drinks
4. Discuss different types of alcoholic beverages
5. List popular Liqueurs of the world
6. Name shapes and sizes of cigars

A. DETAILED SYLLABUS:

S.No	Topic	Hours
01	Tea/ Coffee/ other non-alcoholic beverages preparation & service	30
02	SPECIAL FOOD SERVICE-(COVER, ACCOMPANIMENTS & SERVICE. TABLE LAY –UP & SERVICE- Classical Hors d' oeuvre (Oyster, Caviar, Smoked salmon, Pate de Foi Gras/ snail, Melon, Grapefruit, asparagus), Cheese, dessert (fresh Fruits & nuts)	Hrs
03	SERVICE OF WINE, MISE EN PLACE, CCESSORIES & EQUIPMENTS- Task-01- service of red wine, service of wine/ rose wine, service of sparkling wine, service of Fortified wine, service of Aromatized wines. (care/ precautions of wines). service of cider, Perry & sake	
04	SERVICE OF APERETIF, MISE-EN-PLAC, GLASSWARE & EQUIPMENTS- Task-01: Service of bitters, Task-02: Service of Vermouths. SERVICE OF SPIRITS- Service styles-neat or straight-up/ on the rocks/ with appropriate mixers, Task-01: service of Whiskey, Task-02: service of Vodka, Task-03: service of Rum, Task-04: service of Gin, Task-05: service of Brandy, Task-06: service of Tequila & Task-07: service of other spirits	
05	SERVICE OF LIQUEURE-- Service Styles- neat/ on the rocks/ with crème/ frappe. MATCHING WINES WITH FOOD- Task-01: Menu Planning with accompanying wines-International cuisine, Indian regional cuisine, Task-02: Table laying and service of menu with accompanying wines. International cuisine, Indian regional cuisine	

B. RECOMMENDED STUDYMATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Service	Cousins, John	latest	Hodder Education
2	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
3	Napkin Folding	Singh, R.K.	latest	Aman Pub.
4	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press

Important Web Links:

1	https://www.ihmnotessite.net/
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Code: BHMCHM2203 FOUNDATION COURSE IN ROOM DIVISION OPE. –II [LTP: 0-0-4]

PART – A

COURSE OUTCOME: Students will have

- 1.Explain the concept of Guest accounting, cash & credit control
- 2.Describe and demonstrate the procedure of guest check out
- 3.Discuss the Post departure and Night Audit process.
- 4.Determine the Emergency handling procedures pertaining to hotel safety and security.
- 5.Elaborate on the Statistical ratios.
- 6.Review the Emerging trends in Rooms division department.

B. DETAILED SYLLABUS:

S.No.	Topic
Unit 1:	Accounting formats, PMS
Unit 2:	Introduction to checkout procedures, PMS, Formats used at check out
Unit 3:	Departure procedure –PMS, Formats used at check out
Unit 4:	Post departure procedures, Night audit procedure, PMS
Unit 5	Situation handling- SOP, Formats used, Group presentation, Numerical

PART – B

COURSE OUTCOME: Students will have

1. Distinguish between various front and back of the house areas
2. Account for the problems faced during public area cleaning and their solutions
3. Discuss the importance of control desk in housekeeping department
4. Describe the lost & found procedure in housekeeping department
5. Explain the handling of keys and key control
6. Describe the types of laundry & various services in laundry
7. Define various international laundry symbols
8. Define the stain removal procedure and various precautions to be followed while removing stains
9. Describe the uniform exchange procedure

DETAILED SYLLABUS:

S.No.	Topic
Unit 1:	TEAM CLEANING -Introduction, PUBLIC AREA CLEANING - Cleaning of cloak rooms, cleaning back of the house areas. Property Management system –All control desk related activities, Handling guest complaints and Special requests
Unit 2:	HOTEL LINEN (F& B and Room Linen)-Types of Linen and their Sizes, Identification of Fabrics commonly used, 5 Popular Brands of Hotel linen. Laundering and Finishing of Fabrics (White cotton, Colored cotton, Wool, Silk and delicate, Blended Fabric, Bath Linen & Finishing of Uniforms)

Unit 3:	STAIN REMOVAL - Stain identification & removal from fabrics (Lipstick, Ballpoint ink, Nail polish, Paint, Grease, Tea/ coffee, Wine, Curry & Blood)
Unit 4:	UNIFORM SELECTION AND DESIGN- (Chef Uniform, Restaurant Associate, Housekeeping Associate, Maintenance Staff, Front office Associate)
Unit 5	FLOWER ARRANGEMENT (Minimalistic Arrangements, Mass Arrangements, Miniature Arrangements, Creative Arrangements). Customization of rooms- Towel Art

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Books	Author	Edition	Publication
1.	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2.	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3.	Hotel Front Office Training Manual	Ghosh, Suvradeep Gauranga	latest	Aman
4.	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
5.	Basics of Hotel Housekeeping Operations	Ghosh, Suvradeep Gauranga	latest	The Hospitality Press
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: students will be able to-

1. Describe the various concepts and terminologies used in computing, computer networks and the internet.
2. Examine document creation for report making and communication.
3. Identify and make good presentations.
4. Analyses various computations using various functions in the area of accounting and finance and represent the business data using suitable charts.
5. Manipulate and analyse the business data for a better understanding of the business environment and decision-making.
6. Identify the spreadsheet knowledge acquired through this paper in solving real-life problems that help in decision making.

A. DETAILED SYLLABUS:

S.No.	Topic	Hours
UNIT 1	COMPUTING	30 Hrs.
	<p>COMPUTING: Concept of computing, Data and information; Computing Interfaces: Graphical User Interface (GUI), Command Line Interface (CLI), Touch Interface, Natural Language Interface (NLI); data processing; applications of computers in business.</p> <p>COMPUTER NETWORKS: Meaning of computer network; objectives/ needs for networking; Applications of networking; Basic Network Terminology; Types of Networks; Network Topologies; Distributed Computing: Client Server Computing, Peer-to-peer Computing; Wireless Networking; Securing Networks: firewall.</p> <p>BASIC INTERNET TERMINOLOGY: I.P. Address, Modem, Bandwidth, Routers, Gateways, Internet Service Provider (ISP), World Wide Web (www), Browsers, Search Engines, Proxy Server, Intranet and Extranet; Basic Internet Services; Internet Protocols: TCP/IP, FTP, HTTP(s), Uses of the Internet to Society; Cyber Security: Cryptography, digital signature</p>	
UNIT 2	WORD PROCESSING	
	Introduction to word Processing, Word processing concepts, Use of Templates and styles, Working with word documents: Editing text, Find and replace text, Formatting, spell check, Autocorrect, Auto-text; Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page Formatting, Header and footer, page break, table of contents, Tables: Inserting, filling and formatting a table; Inserting Pictures and Video; Mail Merge (including linking with spreadsheet files as data source); Printing documents; Citations, references and Footnotes.	

UNIT 3	PREPARING PRESENTATIONS
	Basics of presentations: Slides, Fonts, Drawing, Editing; Inserting: Tables, Images, texts, Symbols, hyperlinking, Media; Design; Transition; Animation; and Slideshow, exporting presentations as pdf handouts and videos. Canva software- Using design tool, Making logo/poster/certificate and banners etc, Making Presentation
UNIT 4	SPREADSHEET BASICS
	Spreadsheet concepts, managing worksheets; formatting, conditional formatting, Entering data, Editing, and Printing and Protecting worksheets; Handling operators in the formula, Projects involving multiple spreadsheets, Organizing Charts and graphs; Flash-fill; Working with Multiple worksheets; controlling worksheet views, naming cells and cell ranges. Spreadsheet functions: Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Text functions and Error functions. Working with Data: Sort and filter; Consolidate; Tables; Pivot tables; What-if-analysis: Goal seek, Data tables and Scenario manager
UNIT 5	SPREADSHEET PROJECTS
	Creating business spreadsheet: Loan repayment scheduling; forecasting: stock prices, costs & revenues; Payroll statements; handling annuities and unequal cash flows; Frequency distribution and its statistical parameters and break-even analysis. New Trends- Introduction to Artificial Intelligence, Data Mining, ChatGPT, Brad AI

B. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Computers in Hotels	Seal, Partho Pratim	latest	Oxford
2.	Computer Fundamentals	Ram, B	latest	Newage Int. Pub.
3.	A Textbook of computers for Hotel management	Sharma, Sonia Rahul	latest	Aman Pub.
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student would be:

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	Recap of Yoga-1	30 Hrs.
2	Chalana Kriya/Loosening Practice	
3	Yogasana-II	
4	Pranayama	
5	Dhyana	

D. DETAILED SYLLABUS:

S. R.	Units
Unit 1:	Recap of Yoga-1-General guidelines for Yogic Practice.Prayer: Concept and recitation of Pranava: - akara,ukara, makara, bindhu, nAtham. Cleansing Practice (Technique, Contraindications and Benefits): Kapalabhati
Unit 2:	Chalana Kriya/Loosening Practice (Technique, Contraindications and Benefits):- PurnaBhuja Shakti Vikasaka, Trunk Movement (Kati Shakti Vikasaka I, II, III, IV, V) & Knee Movement (Janu Shakti Vikasaka)
Unit 3:	Yogasana-II (Technique, Contraindications and Benefits):-Standing Posture-ArdhaChakrasana, Padahastana, Trikonasana, • Sitting Posture-Shashankasana, Mandukasana, Uttana, Mandukasana,& Vakrasana, • Prone Posture-Makarasana, Bhujangasana & Shalabhasana. • Supine Posture (Lying on back)- Markatasana, awanamuktasana, & Shavasana.
Unit 4 :	Pranayama (Technique, Contraindications and Benefits):- Anulmoa Viloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka) & Bhramari (without Kumbhaka)
Unit 5:	Dhyana (Technique and Benefits): Body Awareness, Breath Awareness & Yoga Nidra

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Yoga Hotel: Stories	Maura Moynihan		William Morrow Paperbacks
2.	Happy-Go-Yoga: Simple Poses to Relieve Pain, Reduce Stress, and Add Joy	Christine Chen		Hachette Book Group USA
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will have

CO1: Basic knowledge of menu planning and indenting

CO2: Knowledge of various types of Institutional and industrial catering

CO3: Skills to prepare Regional Indian Cuisine

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	QUANTITY FOOD PRODUCTION	
2.	VOLUME FEEDING	
3.	REGIONAL INDIAN CUISINE	

B. DETAILED SYLLABUS:

Unit	Unit Details
1	<p>QUANTITY FOOD PRODUCTION</p> <p>EQUIPMENT</p> <ul style="list-style-type: none"> 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 <p>MENU PLANNING</p> <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> • School/college students • Industrial workers • Hospitals • Outdoor parties • Theme dinners • Transport facilities, cruise lines, airlines, railway D. Nutritional factors for the above <p>INDENTING</p> <ul style="list-style-type: none"> • Principles of Indenting for volume feeding • Portion sizes of various items for different types of volume feeding • Modifying recipes for indenting for large scale catering • Practical difficulties while indenting for volume feeding <p>PLANNING</p>

Principles of planning for quantity food production with regard to

- Space allocation
- Equipment selection
 - Staffing

VOLUME FEEDING

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
- 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

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, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian
and Bohri

DISCUSSIONS

Indian Breads, Indian Sweets, Indian Snacks

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
2.	Prashad Cooking with Indian Masters	Kalra, J Inder Singh	latest	Allied Pub.
3.	Simplifying Indian Cuisine	Singh, Shakesh	latest	Aman Pub.
4.	The Indian Culinary Repertory	Mangal, Rakesh	latest	Naman Pub.
5.	Quality Food Production Operation and Indian Cuisine	Bali, Parvinder	latest	Oxford University
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be able-

CO 1: Develop an understanding of the concepts of Alcoholic Beverages.

CO 2: Analyze the bar situation in hospitality industry.

CO 3: Acknowledge the old/ new world wine

CO 4: Aware of uses about various liqueurs and other compound beverages

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time require for unit
1.	ALCOHOLIC BEVERAGE	03
2.	DISPENSE BAR	02
3.	WINES	08
4.	BEER	04
5.	SPIRITS	07
6.	APERITIFS	03
7.	LIQUEURS	03

B. DETAILED SYLLABUS:

Unit	Unit Details
1	ALCOHOLIC BEVERAGE
	A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> • Fermentation process • Distillation process C. Classification with examples
2	DISPENSE BAR
	A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment
3	WINES
	A. Definition & History B. Classification with examples <ul style="list-style-type: none"> • 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) <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal

	<p>E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)</p> <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand <p>F. Food & Wine Harmony</p> <p>G. Storage of wines</p> <p>H. Wine terminology (English & French)</p>
4	BEER
	<p>A. Introduction & Definition</p> <p>B. Types of Beer</p> <p>C. Production of Beer</p> <p>D. Storage</p>
5	SPIRITS
	<p>A. Introduction & Definition</p> <p>B. Production of Spirit</p> <ul style="list-style-type: none"> • Pot-still method • Patent still method <p>C. Production of</p> <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla <p>D. Different Proof Spirits</p> <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale)
6	APERITIFS
	<p>A. Introduction and Definition</p> <p>B. Types of Aperitifs</p> <ul style="list-style-type: none"> • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names)
7	LIQUEURS
	<p>A. Definition & History</p> <p>B. Production of Liqueurs</p> <p>C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)</p> <p>D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)</p>

C. RECOMMENDED STUDYMATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	World Atlas of Wine	Johnson, Hugh	latest	Mitchell Beazley
2.	Food and Wine Tourism	Croce, Erica	latest	CABI
3.	The Beverage Manager's Guide to Wines , Beers, and Spirits	Laloganes, John Peter	latest	Pearson
4.	Simplified Alcoholic Beverages	Gupta, Suyasha	latest	Unistar
5.	Academic Dictionary of Food and Beverages	Krishan, J.K.	latest	Isha Books
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: The students will be able to:

CO1: Understand Computer applications in front operations

CO2: Perform Check out Procedure

CO3: Have an understanding of Night Auditing

CO4: Speak Basic French terminologies

A. OUTLINE OF THE COURSE:

UNIT NO.	UNIT NAME	HOURS
1	COMPUTER APPLICATION IN FRONT OFFICE OPERATION	02
2	FRONT OFFICE (ACCOUNTING)	06
3	CHECK OUT PROCEDURES	04
4	CONTROL OF CASH AND CREDIT	04
5	NIGHT AUDITING	04
6	FRONT OFFICE & GUEST SAFETY AND SECURITY	05
7	FRENCH	05

B. DETAILED SYLLABUS:

Unit	Unit Details
1	COMPUTER APPLICATION IN FRONT OFFICE OPERATION
	<ul style="list-style-type: none"> A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel Introduction to Fidelio & Amadeus
2	FRONT OFFICE (ACCOUNTING)
	<ul style="list-style-type: none"> A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated
3	CHECK OUT PROCEDURES
	<ul style="list-style-type: none"> • Guest accounts settlement <ul style="list-style-type: none"> - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out -
4	CONTROL OF CASH AND CREDIT
	CONTROL OF CASH AND CREDIT
5	NIGHT AUDITING
	<ul style="list-style-type: none"> A. Functions B. Audit procedures (Non automated, semi-automated and fully automated)

6	FRONT OFFICE & GUEST SAFETY AND SECURITY
	<ul style="list-style-type: none"> A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)
7	FRENCH
	<ul style="list-style-type: none"> A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"> • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc.

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Checkin Checkout	Ghosh, Suvradeep Gauranga	latest	Aman Pub.
2.	Front Office Management	Bhatnagar, S.K.	latest	Frank Bros and company
3.	Hotel Front Office Management	Bardi, James A	latest	Wiley Pub.
4.	Front Office Operations	Dix, Colin	latest	Pearson Pub.
5.	Professional Hotel Front Office Management	Bhakta, Anutosh	latest	McGraw Hill
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able to-

CO1: Understand the laundry operations.

CO2: Perform linen & uniform handling operations.

CO3: Perform wash cycle & dry-cleaning procedure.

CO4: Identify various types of flower arrangements.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	LINEN ROOM	10
2.	UNIFORMS	03
3.	SEWING ROOM	02
4.	LAUNDRY	10
5.	FLOWER ARRANGEMENT	03
6.	INDOORPLANTS	02

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	LINEN ROOM
	<ul style="list-style-type: none"> 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
2.	UNIFORMS
	<ul style="list-style-type: none"> A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room
3.	SEWING ROOM
	<ul style="list-style-type: none"> A. Activities and areas to be provided Equipment provided
4.	LAUNDRY

	<ul style="list-style-type: none"> 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 Stain removal
5.	FLOWER ARRANGEMENT
	<ul style="list-style-type: none"> A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements Principles of design as applied to flower arrangement
6.	INDOOR PLANTS
	<ul style="list-style-type: none"> • Selection and care

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Textile and Laundry in Hotel Industry	Aggarwal, D. K.	latest	Aman Pub.
2.	Industrial Laundry	Rastogi, Meenakshi	latest	Sonali Pub.
3.	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
4.	Hotel Housekeeping	Raghubalan, G	latest	Oxford
5.	Hotel Housekeeping Management and Operations	Andrews, Sudhir	latest	McGraw Hill
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able-

CO1: To understand the Food & Beverage Control cycle

CO2: To understand and calculate Food Cost

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	FOOD COST CONTROL	02
2.	FOOD CONTROL CYCLE	07
3.	RECEIVING CONTROL	05
4.	STORING & ISSUING CONTROL	08
5.	PRODUCTION CONTROL	04
6.	SALES CONTROL	04

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
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
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	07

	<ul style="list-style-type: none"> O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised 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	<p>RECEIVING CONTROL</p> <ul style="list-style-type: none"> A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure N. Blind Receiving O. Assessing the performance and efficiency of receiving department P. Frauds in the Receiving Department Q. Hygiene and cleanliness of area 	05
04	<p>STORING & ISSUING CONTROL</p> <ul style="list-style-type: none"> A. Storing Control B. Aims of Store Control C. Job Description of Food Store Room Clerk/personnel D. Storing Control E. Conditions of facilities and equipment F. Arrangements of Food G. Location of Storage Facilities H. Security I. Stock Control J. Two types of foods received – direct stores (Perishables/non-perishables) K. Stock Records Maintained Bin Cards (Stock Record Cards/Books) L. Issuing Control M. Requisitions N. Transfer Notes O. Perpetual Inventory Method P. Monthly Inventory/Stock Taking Q. Pricing of Commodities R. Stock taking and comparison of actual physical inventory and Book value S. Stock levels T. Practical Problems U. Hygiene & Cleanliness of area 	08

05	PRODUCTION CONTROL A. Aims and Objectives B. Forecasting C. Fixing of Standards <ul style="list-style-type: none"> • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals	04
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	04
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Basics of F & B Controls	Gupta, Suyasha	latest	Unistar
2.	Food & Beverage Laws	Negi, Jagmohan	latest	Aman Pub.
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be able-
CO1: To prepare Expenses and Income statements
CO2: To understand internal Audit & Control

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS	10
2.	INTERNAL CONTROL	06
3.	INTERNAL AUDIT AND STATUTORY AUDIT	06
4.	DEPARTMENTAL ACCOUNTING	08

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
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	10
02	INTERNAL CONTROL A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control	06
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	06
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	08
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Elements of Hotel Accountancy Rawat, G.S.	Rawat, G.S.	latest	Aman
2.	A dictionary of accounting.	Oxford	latest	Oxford University Press,
3.	Hotel Accounting	Kathuria, Anil	latest	Sonali Pub.
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be -

CO1: Having basic knowledge of food safety hazards and risks

CO2: Having knowledge of microorganism in food

CO3: Familiarized with common food borne diseases

A. OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit(Hours)
1.	Basic Introduction	01
2.	MICRO-ORGANISMS IN FOOD	02
3.	FOOD SPOILAGE & FOOD PRESERVATION	04
4.	BENEFICIAL ROLE OF MICRO-ORGANISMS	02
5.	FOOD BORNE DISEASES	02
6.	FOOD ADDITIVES	02
7.	FOOD CONTAMINANTS & ADULTERANTS	04
8.	FOOD LAWS AND REGULATIONS	03
9.	QUALITY ASSURANCE	04
10	HYGIENE AND SANITATION IN FOOD SECTOR	04
11	RECENT CONCERNS	02

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
01	Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene	01
02	MICRO-ORGANISMS IN FOOD A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting their growth in food (intrinsic and extrinsic) C. Common food borne micro-organisms: a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites	02
03	FOOD SPOILAGE & FOOD PRESERVATION A. Types & Causes of spoilage B. Sources of contamination C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) D. Basic principles of food preservation E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	04

04	BENEFICIAL ROLE OF MICRO-ORGANISMS A. Fermentation & Role of lactic and bacteria B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages) C. Miscellaneous (Vinegar & anti-biotics)	02
05	FOOD BORNE DISEASES A. Types (Infections and intoxications) B. Common diseases caused by food borne pathogens C. Preventive measures	02
06	FOOD ADDITIVES A. Introduction B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)	02
07	FOOD CONTAMINANTS & ADULTERANTS A. Introduction to Food Standards B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection (basic principle)	04
08	FOOD LAWS AND REGULATIONS A. National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO D. Consumer Protection Act	03
09	QUALITY ASSURANCE A. Introduction to Concept of TQM, GMP and Risk Assessment B. Relevance of Microbiological standards for food safety C. HACCP (Basic Principle and implementation)	04
10	HYGIENE AND SANITATION IN FOOD SECTOR A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses & standards) E. Waste Water & Waste disposal	04
11	RECENT CONCERNS A. Emerging pathogens B. Genetically modified foods C. Food labelling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	02
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Modern Food Microbiology	Jay.J	latest	Springer-Verlag New York Inc
2.	Food Microbiology	Frazier and Westhoff	latest	Royal Society of Chemistry
3.	Food Safety	Bhat & Rao	latest	Maxford Books
4.	Food Processing	Hobbs Betty	latest	Edward Arnold
5.	Safe Food Handling	Jacob M	latest	World Health Organization
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Student will be able to:

CO1: Learn research methodology.

CO2: Develop opinions on his chosen research field

CO3: Innovate & explore.

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Research Project in the 3rd year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2nd & 3rd year) utilized for exploratory research and self-study. Final preparation of the project will be done only in the 3rd year under guidance.

S.No.	Topic
01	INTRODUCTION TO RESEARCH METHODOLOGY A. Meaning and objectives of Research B. Types of Research C. Research Approaches D. Significance of Research E. Research methods vs Methodology F. Research Process G. Criteria of Good Research H. Problem faced by Researches I. Techniques Involved in defining a problem
02	RESEARCH DESIGN A. Meaning and Need for Research Design B. Features and important concepts relating to research design C. Different Research design D. Important Experimental Designs
03	SAMPLE DESIGN A. Censure and sample Survey B. Implication of Sample design C. Steps in sampling design D. Criteria for selecting a sampling procedure E. Characteristics of a good sample design F. Different types of Sample design G. Measurement Scales H. Important scaling Techniques
04	METHODS OF DATA COLLECTION A. Collection of Primary Data B. Collection through Questionnaire and schedule collection of secondary data C. Difference in Questionnaire and schedule D. Different methods to collect secondary data
05	DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES A. Hypothesis Testing B. Basic concepts concerning Hypothesis Testing C. Procedure and flow diagram for Hypothesis Testing D. Test of Significance E. Chi-Square Analysis F. Report Presentation Techniques

COURSE OUTCOMES: students will have

CO1: Basic knowledge of menu planning and indenting

CO2: Knowledge of various types of Institutional and industrial catering

CO3: Skills to prepare Regional Indian Cuisine

• **DETAILED SYLLABUS**

Each institute to formulate 36 set of menus from the following cuisines.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnataka, Kerala)

SUGGESTED MENUS

MAHARASTRIAN

MENU01 Masala Bhat
 Kolhapuri Mutton
 Batata Bhajee
 Masala Poori
 Koshimbir
 Coconut Poli

MENU 02 Moong Dal Khichdee
 Patrani Macchi
 Tomato Saar
 Tilgul Chapatti
 Amti
 Basundi

AWADH

- MENU01 Yakhni Pulao
 Mughlai Paratha
 Gosht Do Piazza
 BadinJaan
 Kulfi with Falooda
- MENU02 Galouti Kebab
 BakarkhaniGo
 sht Korma
 PaneerPasanda
 Muzzafar

BENGALI

- MENU01 Ghee Bhat
 MacherJhol
 AlooPosto
 MistiDoi
- MENU02 Doi Mach
 Tikoni Pratha
 Baigun Bhaja
 Payesh
- MENU03 Mach Bhape
 Luchi
 Sukto
 Kala Jamun
- MENU04 Prawan Pulao
 Mutton Vidalloo
 Beans Foogath
 Dodol

GOAN

- MENU01 Arroz
 Galina Xacutti
 Toor Dal Sorak
 Alle Belle

MENU02 Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

PUNJABI

MENU01 Rada Meat
MatarPula
oKadhi
Punjabi
GobhiKheer

MENU02 AmritsariMacchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer

MENU03 Sarson Da Saag
Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da Halwa

MENU04 Tandoori Roti
Tandoori Murg
Dal Makhani
Pudinia Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU01 Meen Poriyal
Curd Rice
Thorani Rasam
Pal Payasam

MENU02 Line Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

MENU03 Tamarind Rice
Kori Gashi
Kalan Sambhar
Savian Payasam

MENU04 Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU01 Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutney (Garlic)
Dal Halwa

MENU02 Dal
Batti
Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU01 Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU02 Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU01 Sofyani Biryani
Methi Murg
Tomato Kut

Hare Piaz ka Raita
Double Ka Meetha

MENU02 Kachi Biryani
Dalcha

Mirchi Ka Salan
Mix Veg. Raita

Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba , Rista , Marcheangan korma, Macch Kofta, Yakhean
Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwanganchaman, Choekwangan, Chaman Qaliyan Alleh
Yakhean, Dum Aloo Kashmiri , Nader Palak, Razma Gogji

SweetDishes: Kongeh Phirin (Sooji phirni with Saffron), Aae'tphirin (Wheat Flour
Phirni),Halwa

Chutneys: Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus
including snacks, sweets etc.

A. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
2.	Prashad Cooking with Indian Masters	Kalra, J Inder Singh	latest	Allied Pub.
3.	Simplifying Indian Cuisine	Singh, Shakesh	latest	Aman Pub.
4.	The Indian Culinary Repertory	Mangal, Rakesh	latest	Naman Pub.
5.	Quality Food Production Operation and Indian Cuisine	Bali, Parvinder	latest	Oxford University
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSEOUTCOMES: Students will be able-**CO 1:** Develop an understanding of the concepts of Alcoholic Beverages.**CO 2:** Analyze the bar situation in hospitality industry.**CO 3:** Acknowledge the old/ new world wine**CO 4:** Aware of uses about various liqueurs and other compound beverages**A. OUTLINE OF THE COURSE:**

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	Dispense Bar – Organizing Mise-en-place	05
2.	Service of Wines	05
3.	Service of Aperitifs	03
4.	Service of Beer	02
5.	Service of Spirits	04
6.	Service of Liqueurs	03
7.	Wine & Drinks List	04
8.	Matching Wines with Food	04

B. DETAILED SYLLABUS:

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 <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine 	04
	TOTAL	30

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	World Atlas of Wine	Johnson, Hugh	latest	Mitchell Beazley
2.	Food and Wine Tourism	Croce, Erica	latest	CABI
3.	The Beverage Manager's Guide to Wines , Beers, and Spirits	Laloganes, John Peter	latest	Pearson
4.	Simplified Alcoholic Beverages	Gupta, Suyasha	latest	Unistar
5.	Academic Dictionary of Food and Beverages	Krishan, J.K.	latest	Isha Books
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: The students will be able to:

CO1: Understand Computer applications in front operations

CO2: Perform Check out Procedure

CO3: Have an understanding of Night Auditing

CO4: Speak Basic French terminologies

DETAILED SYLLABUS:

- 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

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No	Topic
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier 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	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source

22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages
26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report

A. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Checkin Checkout	Ghosh, Suvradeep Gauranga	latest	Aman Pub.
2.	Front Office Management	Bhatnagar, S.K.	latest	Frank Bros and company
3.	Hotel Front Office Management	Bardi, James A	latest	Wiley Pub.
4.	Front Office Operations	Dix, Colin	latest	Pearson Pub.
5.	Professional Hotel Front Office Management	Bhakta, Anutosh	latest	McGraw Hill
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able to-

CO1: Understand the laundry operations.

CO2: Perform linen & uniform handling operations.

CO3: Perform wash cycle & dry-cleaning procedure.

CO4: Identify various types of flower arrangements.

A. DETAILED SYLLABUS:

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

B. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Textile and Laundry in Hotel Industry	Aggarwal, D. K.	latest	Aman Pub.
2.	Industrial Laundry	Rastogi, Meenakshi	latest	Sonali Pub.
3.	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
4.	Hotel Housekeeping	Raghubalan, G	latest	Oxford
5.	Hotel Housekeeping Management and Operations	Andrews, Sudhir	latest	McGraw Hill
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Industrial training will

CO 1– provide the students the feel of actual operations and environment and to gain knowledge and skills which in turn will motivate develop and built the confidence of the students

CO 2– also provides the students basis to identify their area of interest

Detailed Information:-

- 1) Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2nd year would be calculated separately for the two components of in-institute training and industrial training. Industrial Training will require an input of 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.
- 5) Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- 6) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

Industrial Training

Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

- 1 Should be punctual.
- 2 Should maintain the training logbook up-to-date.
- 3 Should be attentive and careful while doing work.
- 4 Should be keen to learn and maintain high standards and quality of work.
- 5 Should interact positively with the hotel staff.
- 6 Should be honest and loyal to the hotel and towards their training.
- 7 Should get their appraisals signed regularly from the HOD's or training manager.
- 8 Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 Should attend the training review sessions / classes regularly.
- 10 Should be prepared for the arduous working condition and should face them positively.
- 11 Should adhere to the prescribed training schedule.
- 12 Should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

3. should give proper briefing to students prior to the industrial training
4. Should make the students aware of the industry environment and expectations.
5. Should notify the details of training schedule to all the students.
6. Should coordinate regularly with the hotel especially with the training manager.
7. Should visit the hotel, wherever possible, to check on the trainees.
8. Should sort out any problem between the trainees and the hotel.
9. Should take proper feedback from the students after the training.
10. Should brief the students about the appraisals, attendance, marks, logbook and training report.
11. Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
12. Should ensure that change of I.T. batch is not permitted.
13. Should ensure trainees procure training completion certificate from the hotel before joining institute.

14. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

Hotels:

1. Should give proper briefing session/orientation/induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should co-ordinate with the institute regarding training Programme.
6. Should be strict with the trainees regarding attendance during training.
7. Should check with trainees regarding appraisals, training report, log book etc.
8. Should inform the institute about truant trainees.
9. Should allow the students to interact with the guest.
10. Should specify industrial training's "Dos and Don'ts" for the trainee.
11. Should ensure issue of completion certificate to trainees on the last day of training.

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PERFORMANCE APPRAISAL FORM (PAF)

Industrial Training

Institutes of Hotel Management & Catering Technology

Name of Student: _____	PU RollNo: _____
Institute: IHM, _____	Duration: 4 weeks (24 working days) From: __ To: _____
Name of the Hotel: _____	

Department: F&BS / FP / HK / FO

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / disheveled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance(____days present out of 30days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
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Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve Progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

Reliability / Comprehension

Is totally trust worthy in any working situation? Understands in detail, why and how the job is done.	5
Can be depended upon to identify work requirements and willing to complete them. Readily Appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total _____/50

Stipend Paid: Rs. _____ per month.

Name of Appraiser: _____ **Signature:** _____

Designation of Appraiser: _____ **Date:** _____

Signature of Student: _____ **Date:** _____

COURSE OUTCOMES: Students will be able to -

- CO1:** Recognize different international styles of cuisine and special features with respect to ingredients, methods, presentation style.
- CO2:** Do develop an understanding of Larder Section.
- CO3:** Do Identification of various products of CHARCUTIERIE
- CO4:** Do Classification & Preparation of Various Sandwiches
- CO5:** Understand the use of wine and herbs in International cuisine

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	LARDER	08
2.	CHARCUTIERIE	17
3.	APPETIZERS & GARNISHES	02
4.	SANDWICHES	02
5.	USE OF WINE AND HERBS IN COOKING	01

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
01	LARDER	
	I. LAYOUT & EQUIPMENT	02
	A. Introduction of Larder Work	
	B. Definition	
	C. Equipment found in the larder	
	D. Layout of a typical larder with equipment and various sections	
		03
	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	
		03
	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	

	<p>VIII. CHAUDFROID</p> <p>A. Meaning of Chaud froid B. Making of chaud frod & Precautions C. Types of chaud froid D. Uses of chaud froid</p> <p>IX. ASPIC &GELEE</p> <p>A. Definition of Aspic and Gelee B. Difference between the two C. Making of Aspic and Gelee D. Uses of Aspic and Gelee</p> <p>X. QUENELLES, PARFAITS,ROULADES</p> <p>Preparation of Quenelles, Parfaits and Roulades</p>	01
	<p>XI. NON EDIBLEDISPLAYS</p> <p>A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermanol work</p>	03
03	<p>APPETIZERS & GARNISHES</p> <p>A. Classification of Appetizers B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes</p>	02
04	<p>SANDWICHES</p> <p>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</p>	02
05	<p>USE OF WINE AND HERBS IN COOKING</p> <p>A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking</p>	01
TOTAL		30

C. RECOMMENDED STUDYMATERIAL:

Sr.No	ReferenceBook	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to gar de manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-**CO1:** Plan and operate various food and beverage outlets**CO2:** Understand various Function caterings like BANQUETS**CO3:** Acknowledge skilled services like Guardian Service / Flambéetc.**CO4:** Understand and operate KST department**A. OUTLINE OF THE COURSE:**

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	PLANNING & OPERATING VARIOUS F&B OUTLET	08
2.	FUNCTION CATERING	08
3.	FUNCTION CATERING	08
4.	GUERIDON SERVICE	04
5.	KITCHEN STEWARDING	02

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
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.	08

02	<p>FUNCTION CATERING</p> <p>BANQUETS</p> <ul style="list-style-type: none"> • History • Types • Organisation of Banquet department • Duties & responsibilities • Sales • Booking procedure • Banquet menus <p>BANQUET PROTOCOL</p> <ul style="list-style-type: none"> • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures <p>INFORMAL BANQUET</p> <ul style="list-style-type: none"> • Réception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows • Trade Fair • Wedding • Outdoor catering 	08
03	<p>FUNCTION CATERING</p> <p>BUFFETS</p> <ol style="list-style-type: none"> A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organization 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 	08

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	04
05	KITCHEN STEWARDING A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory	02
TOTAL		30

C. RECOMMENDED STUDYMATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Food and Beverage Management & Cost Control	Kant, Jay Prakash	latest	Aman Pub.
3.	Banquet Management & Room Division	Aggarwal, D.K.	latest	Aman Pub.
4.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
5.	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-

CO1: Handle the operations at Front desk – Forecasting Techniques

CO2: Understand the Departmental Budget and its Cycle

CO3: Operate PMS – IDS

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	PLANNING & EVALUATING FRONT	12
2.	BUDGETING	12
3.	PROPERTY MANAGEMENT SYSTEM	06

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
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 <ul style="list-style-type: none"> • % 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	12
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	12
03	PROPERTY MANAGEMENT SYSTEM A. Fidelio / IDS / Shawman B. Amadeus	06
TOTAL		30

c. RECOMMENDED STUDYMATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Front Office Management	Woods, Robert H	latest	Pearson
2.	Hotel Front Office	Tewari, Jatashankar R	latest	Oxford Higher Edu.
3.	Professional Hotel Front Office Management	Bhakta, Anutosh	latest	McGraw Hill
4.	Front Office Operations	Dix, Colin	latest	Pearson Pub.
5.	Fundamental of Hotel Management and Operations	Singh, S.K.	latest	Centrum Press
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-

CO1: Handle and control the Housekeeping Desk

CO2: Know how to initialize operations of housekeeping department.

CO3: Acknowledge about Institution House Keeping

CO4: Conserve Energy and other Resources for Future generation

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT	15
2.	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN	04
3.	CONTRACT SERVICES	04
4.	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING	05
5.	FIRST AID	02

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
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	15
02	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS	04
03	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services	04
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS	05
05	FIRST AID	02
TOTAL		30

c. RECOMMENDED STUDYMATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Housekeeping Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Hotel Housekeeping Necessary Features	Gusain, K. S.	latest	Cyber Tech.Pub.
3.	Personality & Body Language for the Hospitality Professionals	Aggarwal, Neeraj	latest	Aman Publication
4.	First Aid Manual	Andrews	latest	DK
5.	Hotel Maintenance: security safety and first aid	Deshmuh, Suwarna	latest	Naman Pub.
6.	Housekeeping Management	Aggarwal, D. K.	latest	Aman Pub.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to –

CO1: Understand the Importance of Financial Management

CO2: Prepare various financial statements

CO3: Do financial planning

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	FINANCIAL MANAGEMENT MEANING & SCOPE	02
2.	FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION	07
3.	RATIO ANALYSIS	12
4.	FUNDS FLOW ANALYSIS	10
5.	CASH FLOW ANALYSIS	10
6.	FINANCIAL PLANNING MEANING & SCOPE	05
7.	CAPITAL EXPENDITURE	05
8.	WORKING CAPITAL MANAGEMENT	02
9.	BASICS OF CAPITAL BUDGETING	07

B. DETAILED SYLLABUS:

S. No.	Topic	Hours
01	FINANCIAL MANAGEMENT MEANING & SCOPE A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management	02
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	07
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	12

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	10
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	10
06	FINANCIAL PLANNING MEANING & SCOPE A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalization D. Practical problems	05
07	CAPITAL EXPENDITURE A. Meaning of Capital Structure B. Factors determining capital structure C. Point of indifference D. Practical problems	05
08	WORKING CAPITAL MANAGEMENT A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading	02
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	07
TOTAL		60

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Principles of Management for the Hospitality Industry	Tesone, Dona	latest	Routeldge
2.	Financial management: : text, problems and cases	Khan, M. Y.	latest	Aman
3.	Financial Management in Hotels	Singh, D.K.	latest	Aman
4.	Hotel Finance	Iyengar, Anand	latest	Oxford
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to

CO1: Develop an understanding of the strategic management process.

CO2: Prepare Vision, Mission statements & objectives for an organization.

CO3: Evaluate various strategic options & Design a growth strategy and expansion plan for an organization.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	ORGANISATIONAL STRATEGY	04
2.	ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS	05
3.	STRATEGY FORMULATION	08
4.	STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)	06
5.	POLICIES IN FUNCTIONAL AREAS	03
6.	STRATEGIC IMPLEMENTATION REVIEW	04

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
01	<p>ORGANISATIONAL STRATEGY</p> <p>A. MISSION</p> <ul style="list-style-type: none"> • Mission Statement Elements and its importance <p>B. OBJECTIVES</p> <ul style="list-style-type: none"> • Necessity of formal objectives • Objective Vs Goal <p>C. STRATEGY</p> <ul style="list-style-type: none"> • DEVELOPING STRATEGIES <ul style="list-style-type: none"> - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach 	04
02	<p>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</p> <p>A. NEED FOR ENVIRONMENTAL ANALYSIS</p> <p>B. KEY ENVIRONMENTAL VARIABLE FACTORS</p> <p>C. OPPORTUNITIES AND THREATS</p> <ul style="list-style-type: none"> • Internal resource analysis <p>D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX</p> <p>E. STRENGTHS AND WEAKNESSES</p> <ul style="list-style-type: none"> • Marketing • Finance • Production 	05

	<ul style="list-style-type: none"> • Personnel • Organisation 	
03	<p>STRATEGY FORMULATION</p> <p>A. STRATEGY (GENERAL) ALTERNATIVES</p> <ul style="list-style-type: none"> • Stability Strategies • Expansion Strategies • Retrench Strategies • Combination Strategies <p>B. COMBINATION STRATEGIES</p> <ul style="list-style-type: none"> • Forward integration • Backward integration • Horizontal integration • Market penetration • Market development • Product development • Concentric diversification • Conglomerate diversification • Horizontal diversification • Joint Venture • Retrenchment • Divestiture • Liquidation • Combination 	08
04	<p>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</p> <p>A. FACTORS INFLUENCING CHOICE</p> <ul style="list-style-type: none"> • Strategy formulation <p>B. INPUT STAGE</p> <ul style="list-style-type: none"> • Internal factor evaluation matrix • External factor evaluation matrix • Competitive profile matrix <p>C. MATCHING STAGE</p> <ul style="list-style-type: none"> • Threats opportunities – weaknesses – strengths matrix (TOWS) • Strategic position and action evaluation matrix (SPACE) • Boston consulting group matrix (BCGM) • Internal – External matrix • Grand Strategy matrix <p>D. DECISION STAGE</p> <ul style="list-style-type: none"> • Quantitative Strategic Planning matrix (QSPM) 	06

05	POLICIES IN FUNCTIONAL AREAS A. POLICY B. PRODUCT POLICIES C. PERSONNEL POLICIES D. FINANCIAL POLICIES E. MARKETING POLICIES F. PUBLIC RELATION POLICIES	03
06	STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION A. MCKINSEY 7-S FRAMEWORK B. LEADERSHIP AND MANAGEMENT STYLE C. STRATEGY REVIEW AND EVALUATION <ul style="list-style-type: none"> • Review underlying bases of Strategy • Measure Organizational Performance • Take corrective actions 	04
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Business Strategies and Economic Growth: the way forward	Shekhawat, Himanshu	latest	Excel
2.	Hospitality Business Strategic Management	Rana, Vinay	latest	The Hospitality Press
3.	Strategic Questions in Food and Beverage Management	Wood, Roy C	latest	Butterworth Pub.
4.	Hospitality Strategic Management	Kant, Jay Prakash	latest	Aman Publication
5.	Advance Business Strategic Management for Hospitality Industry	Pant, Yogita	latest	The Hospitality Press
Websites				
https://www.ihmnotessite.net/				

COURSEOUTCOMES: Students will be able to:

CO1: Solve queries & doubts.

CO2: Develop confidence

CO3: Learn speaking & interaction skills.

USING EXTERNAL GUEST AND EXPERT SPEAKERS

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute.

COURSE OUTCOMES: Student will be able to:

CO1: Learn research methodology.

CO2: Develop opinions on his chosen research field

CO3: Innovate & explore.

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

In the SEM V, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done during SEM VI before a panel of internal and external examiners through a report and viva voce.

COURSE OUTCOMES: Students will be able to -

- CO1:** Recognize different international styles of cuisine and special features with respect to ingredients, methods, presentation style.
- CO2:** Do develop an understanding of Larder Section.
- CO3:** Do Identification of various products of CHARCUTIERIE
- CO4:** Do Classification & Preparation of Various Sandwiches
- CO5:** Understand the use of wine and herbs in International cuisine

Detailed Syllabus:-

Part A

Topic	Contact hours
<p><u>MENU 01</u></p> <ul style="list-style-type: none"> • Consommé Carmen • Poulet Sauté Chasseur • Pommes Loretta • Haricots Verts 	4
<p><u>MENU 02</u></p> <ul style="list-style-type: none"> • Bisque D'écrevisse • Escalope De Veau viennoise • Pommes Batailles • Epinards au Gratin 	4
<p><u>MENU 03</u></p> <ul style="list-style-type: none"> • Crème Du Barry • Darne De Saumon Grille • Sauce paloise • Pommes Fondant • Petits Pois A La Flamande 	4
<p><u>MENU 04</u></p> <ul style="list-style-type: none"> • Veloute Dame Blanche • Cote De Porc Charcuterie • Pommes De Terre A La Crème • Carottes Glace Au Gingembre 	4
<p><u>MENU 05</u></p> <ul style="list-style-type: none"> • Cabbage Chowder • Poulet A La Rex • Pommes Marguises • Ratatouille 	4

<u>MENU 06</u> <ul style="list-style-type: none"> • Barquettes Assortis • Stroganoff De Boeuf • Pommes Persilles • Riz Pilaf 	4
<u>MENU 07</u> <ul style="list-style-type: none"> • Duchesse Nantua • Poulet Maryland • Croquette Potatoes • Banana fritters • Corn gallets 	4
<u>MENU 08</u> <ul style="list-style-type: none"> • <u>Kromeskies</u> • <u>Filet De Sols Walweska</u> • <u>Pommes Lyonnaise</u> • <u>Funghi Marirati</u> 	4
<u>MENU 09</u> <ul style="list-style-type: none"> • <u>Vol-Au-Vent De Volaille Et Jambon</u> • <u>Poulet a la kiev</u> • <u>Creamy Mashed Potatoes</u> • <u>Butter tossed green peas</u> 	4
<u>MENU 10</u> <ul style="list-style-type: none"> • <u>Quiche Lorraine</u> • <u>Roast Lamb</u> • <u>Mint sauce</u> • <u>Pommes Parisienne</u> 	4
<u>Plus 5 Buffets</u> <ul style="list-style-type: none"> • <u>Cold Buffet</u> • <u>Hot Continental</u> • <u>Hot Indian</u> • <u>Buffet Desserts</u> • <u>Bread Displays</u> 	20
<u>TOTAL</u>	60

Part B

S.No	Topic	Contact hours
1	Brioche Baba au Rhum	4
2	Soft Rolls Chocolate Parfait	4
3	French Bread Tarte Tartin	4
4	Garlic Rolls Crêpe Suzette	4
5	Harlequin Bread Chocolate Cream Puffs	4
6	Foccacia Crème Brûlée	4
7	Vienna Rolls Mousse Au Chocolat	4
8	Bread Sticks Souffle Milanaise	4
9	Brown Bread Pâte Des Pommes	4
10	Clover LeafRolls Savarin desfruits	4
11	Whole Wheat Bread Charlotte Royal	4
12	Herb & Potato Loaf Doughnuts	4
13	Milk Bread Gateaux des Peache	4
14	Ciabatta Chocolate Brownie	4
15	Buffet desserts Modern Plating Styles	4
TOTAL		60

A. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to gar de manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.
Websites				
https://www.ihmnotessite.net/				

COURSEOUTCOMES: Students will be able to-

CO1: Plan and operate various food and beverage outlets

CO2: Understand various Function caterings like BANQUETS

CO3: Acknowledge skilled services like Guardian Service / Flambéetc.

CO4: Understand and operate KST department

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	Planning & Operating Food & Beverage Outlets	08
2.	Function Catering – Banquets	08
3.	Function Catering – Buffets	04
4.	Gueridon Service	08
5.	Kitchen Stewarding	02

Detailed Syllabus:-

S.No	Topic	Hours
01	Planning & Operating Food & Beverage Outlets <u>Class room Exercise</u> <ul style="list-style-type: none"> Developing Hypothetical Business Model of Food & Beverage Outlets Case study of Food & Beverage outlets - Hotels & Restaurants 	08
02	Function Catering – Banquets <ul style="list-style-type: none"> Planning & organizing Formal & Informal Banquets Planning & organizing Outdoor caterings 	08
03	Function Catering – Buffets Planning & organizing various types of Buffet	04
04	Gueridon Service <ul style="list-style-type: none"> Organizing Mise-en-place for Gueridon Service Dishes involving work on the <ul style="list-style-type: none"> Gueridon Task-01 Crepesuzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak 	08
05	Kitchen Stewarding <ul style="list-style-type: none"> Using & operating Machines Exercise – physical inventory 	02
TOTAL		30

B. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Food and Beverage Management & Cost Control	Kant, Jay Prakash	latest	Aman Pub.
3.	Banquet Management & Room Division	Aggarwal, D.K.	latest	Aman Pub.
4.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
5.	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-

CO1: Able to handle the operations at Front desk – Forecasting Techniques

CO2: Understanding of Departmental Budget and its Cycle

CO3: Able to Operate PMS – IDS

A. DETAILED SYLLABUS:-

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

**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE
OPERATION SYSTEM**

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system

28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

B. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Front Office Management	Woods, Robert H	latest	Pearson
2.	Hotel Front Office	Tewari, Jatashankar R	latest	Oxford Higher Edu.
3.	Professional Hotel Front Office Management	Bhakta, Anutosh	latest	McGraw Hill
4.	Front Office Operations	Dix, Colin	latest	Pearson Pub.
5.	Fundamental of Hotel Management and Operations	Singh, S.K.	latest	Centrum Press

Websites

<https://www.ihmnotessite.net/>

COURSE OUTCOMES: Students will be able to-

CO1: Handle and control the Housekeeping Desk

CO2: Know how to initialize operations of housekeeping department.

CO3: Acknowledge about Institution House Keeping

CO4: Conserve Energy and other Resources for Future generation

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	Team cleaning	04
2.	Inspection checklist	02
3.	Time and motion study	12
4.	Devising/ designing training module	12

B. Detailed Syllabus:-

S.No.	Topic	Hours
1	Team cleaning <ul style="list-style-type: none"> • Planning • Organizing • Executing • Evaluating 	4
2	Inspection checklist	2
3	Time and motion study <ul style="list-style-type: none"> • Steps of bed making • Steps in servicing a guest room etc 	12
4	Devising/ designing training module <ul style="list-style-type: none"> • Refresher training(5days) • Induction training(2days) • Remedial training(5days) 	12
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Housekeeping Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Hotel Housekeeping Necessary Features	Gusain, K. S.	latest	Cyber Tech.Pub.
3.	Personality & Body Language for the Hospitality Professionals	Aggarwal, Neeraj	latest	Aman Publication
4.	First Aid Manual	Andrews	latest	DK
5.	Hotel Maintenance: security safety and first aid	Deshmuh, Suwarna	latest	Naman Pub.

Websites

<https://www.ihmnotessite.net/>

COURSE OUTCOMES: Students will be able-

- CO1:** To prepare & understand international cuisines like French, Italian, Chinese, German, and Mexican
- CO2:** To understand the various products of bakery and confectionery as an integral part of Global cuisine.
- CO3:** To allocate job description & duty roasters
- CO4:** To understand various classical French terminology

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTERNATIONAL CUISINE	16
2.	BAKERY & CONFECTIONERY	09
3.	PRODUCTION MANAGEMENT	05
4.	FRENCH	--

B. DETAILED SYLLABUS:-

S.No.	Topic	Hours
01	<p>INTERNATIONAL CUISINE</p> <p>A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialties E. Recipes F. Equipment in relation to:</p> <ul style="list-style-type: none"> • Great Britain • France • Italy • Spain & Portugal • Scandinavia • Germany • Middle East • Oriental • Mexican • Arabic <p>CHINESE</p> <p>A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensils</p>	<p>12</p> <p>04</p>

	PRODUCT & RESEARCH DEVELOPMENT A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation	
04	FRENCH <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettes classique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary Note: Should be taught along with the relevant topics	--
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to gar de manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able-

CO 1: For the categorization of the staffing.

CO 2: To manage and operate any food & Beverage outlet following SOP.

CO3: To understand various bar operations & its controlling

CO4: To prepare popular cocktails & mock tails like Bloody Mary, Martini etc.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	FOOD & BEVERAGE STAFF ORGANISATION	08
2.	MANAGING FOOD & BEVERAGE OUTLET	06
3.	BAR OPERATIONS	06
4.	COCKTAILS & MIXED DRINKS	10

B. DETAILED SYLLABUS:

S. No.	Topic	Hours
01	FOOD & BEVERAGE STAFF ORGANISATION A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster	08
02	MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure	06
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 welletc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties	06

08	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	10
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Around the World in 80 Cocktails	Parkhil, Chad	latest	Jaico Publishing House
3.	Bar and Beverage Management	Singh, R.K.	latest	Aman Pub.
4.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
5.	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able-

CO1: Aware of yield management concepts

CO2: Having an understanding of concepts like time share & vacation ownership

CO3: To speak & understand the basics of French language

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	YIELD MANAGEMENT	14
2.	TIME SHARE & VACATION OWNERSHIP	10
3.	FRENCH	06

B. DETAILED SYLLABUS:

S. No.	Topic	Hours
01	YIELD MANAGEMENT A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"> • Capacity management • Discount allocation • Duration control C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team	14
02	TIMESHARE & VACATION OWNERSHIP <ul style="list-style-type: none"> • Definition and types of timeshare options • Difficulties faced in marketing timeshare business • Advantages & disadvantages of timeshare business • Exchange companies -Resort Condominium International, Intervals International • How to improve the timeshare / referral/condominium concept in India- Government's role/industry role 	10
03	FRENCH Conversation with guests <ul style="list-style-type: none"> • Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centers and worship places etc. • Departure (Cashier, Bills Section and Bell Desk) 	06
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Front Office Management	Woods, Robert H	latest	Pearson
2.	Hotel Front Office	Tewari, Jatashankar R	latest	Oxford Higher Edu.
3.	Professional Hotel Front Office Management	Bhakta, Anutosh	latest	McGraw Hill
4.	Front Office Operations	Dix, Colin	latest	Pearson Pub.
5.	Fundamental of Hotel Management and Operations	Singh, S.K.	latest	Centrum Press
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to -

CO1: Identify various emergency situations and ways to face and tackle them.

CO2: Identify various safety and security practices followed in hotel.

CO3: Identify various types of elements and principles of design.

CO4: Understand steps followed in new property countdown

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	SAFETY AND SECURITY	06
2.	INTERIOR DECORATION	15
3.	LAYOUT OF GUEST ROOMS	06
4.	NEW PROPERTY COUNTDOWN	03

B. DETAILED SYLLABUS:

S. No.	Topic	Hours
01	SAFETY AND SECURITY A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation	06
02	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. Floor finishes F. Carpets G. Furniture and fittings H. Accessories	15
03	LAYOUT OF GUEST ROOMS A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration	06
04	NEW PROPERTY COUNTDOWN	03
TOTAL		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Safety and Security in Hotels and Restaurants	Singh,R.K.	latest	Aman Pub.
2.	Hotel Maintenance : : security safety and first aid	Deshmuh, Suwarna	latest	Naman Pub
3.	Housekeeping Management	Sudan, Amrik Singh	latest	Anmol Pub.
4.	First Aid Manual	Andrews	latest	DK
5.	Personality & Body Language for the Hospitality Professionals	Aggarwal, Neeraj	latest	Aman Publication
Websites				
https://www.ihmnotessite.net/				

COURSEOUTCOMES: Students will be able to-

CO1: Demonstrate the management skills required for the successful operation of a restaurant.

CO2: Design and organize detailed and profitable restaurant menus

CO3: Perform cash control & budgetary control

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	COST DYNAMICS	02
2.	SALES CONCEPTS	02
3.	INVENTORY CONTROL	10
4.	BEVERAGE CONTROL	10
5.	SALES CONTROL	05
6.	BUDGETARY CONTROL	05
7.	VARIANCE ANALYSIS	05
8.	BREAKEVEN ANALYSIS	07
9.	MENU MERCHANDISING	05
10.	MENU ENGINEERING	05
11.	MIS	04

B. DETAILED SYLLABUS:

S.No.	Topic	Hours
01	COST DYNAMICS A. Elements of Cost B. Classification of Cost	02
02	SALES CONCEPTS A. Various Sales Concept B. Uses of Sales Concept	02
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	10

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	10
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	05
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	05
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	05
08	BREAKEVEN ANALYSIS A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost E. Graphs	07

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	05
10.	MENU ENGINEERING A. Definition and Objectives B. Methods C. Advantages	05
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	04
TOTAL		60

c. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Food and Beverage: management and cost control	Negi, Jagmohan	latest	Kanishka Pub.
2.	Food and Beverage Management & Cost Control	Kant, Jay Prakash	latest	Aman Pub.
3.	Food Costing	Sarkar, Amit	latest	Naman Pub.
Websites				
https://www.ihmnotessite.net/				

COURSEOUTCOMES: Students will be able to-

CO1: Define criteria's for classification of hotels

CO2: Do systematic layout planning.

CO3: Acknowledge Necessity & methods for energy conservation.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	HOTEL DESIGN	04
2.	FACILITIES PLANNING	11
3.	STAR CLASSIFICATION OF HOTEL	04
4.	KITCHEN	06
5.	KITCHEN LAY OUT & DESIGN	10
6.	KITCHEN STEWARDING LAYOUT AND DESIGN	04
7.	STORES – LAYOUT AND DESIGN	04
8.	ENERGY CONSERVATION	04
9.	CAR PARKING	01
10.	PLANNING FOR PHYSICALLY CHALLENGED	02
11.	PROJECT MANAGEMENT	10

B. DETAILED SYLLABUS:

S.No	Topic	Hours
01	HOTEL DESIGN A. Design Consideration <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management 	04

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 guestroom D. Approximate requirement and Estimation of water/electrical load gas, ventilation	02 04 05
03	STAR CLASSIFICATION OF HOTEL Criteria for star classification of hotel (Five, four, three, two, one & heritage)	04
04	KITCHEN A. Equipment requirement for commercial kitchen <ul style="list-style-type: none"> • Heating -gas/electrical • Cooling (for various catering establishment) B. Developing Specification for various Kitchen equipments C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)	02 02 02
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	10

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	04
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	04
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	01 01 02
09	CAR PARKING Calculation of car park area for different types of hotels	01
10	PLANNING FOR PHYSICALLY CHALLENGED	02
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	01 02 02 01 02 02
TOTAL		60

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Hotel Facility Planning	Bansal, Tarun	latest	Oxford
2.	Environmental and Facilities Planning in Hotel Industry	Singh, D.K.	latest	Naman Pub.
3.	Human Resource Planning	Bhattacharyya, Dipak Kumar	latest	Excel Books
Websites				
https://www.ihmnotessite.net/				

COURSEOUTCOMES: Students will be able to:

CO1: Solve queries & doubts.

CO2: Develop confidence

CO3: Learn speaking & interaction skills.

USING EXTERNAL GUEST AND EXPERT SPEAKERS

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute.

COURSE OUTCOMES: students will be -

- CO1:** Able to prepare & understand international cuisines like French, Italian, Chinese, German, and Mexican
- CO2:** Understand the various products of bakery and confectionery as an integral part of Global cuisine.
- CO3:** Able to allocate job description & duty roasters
- CO4:** Able to understand various classical French terminology

A. DETAILED SYLLABUS:

Part A (COOKERY)

Menu	Hours
CHINESE	4
<u>MENU 01</u>	
<ul style="list-style-type: none"> • Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noddles 	
<u>MENU 02</u>	4
<ul style="list-style-type: none"> • Hot & Soursoup • Beans Sichwan • Stir Fried Chicken &Peppers • Chinese Fried Rice 	
<u>MENU 03</u>	4
<ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice 	
<u>MENU 04</u>	4
<ul style="list-style-type: none"> • Wanton Soup • Spring Rolls • Stir Fried Beef &Celery • Chow Mein 	
<u>MENU 05</u>	4
<ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles 	

INTERNATIONAL SPAIN	4
<u>MENU 06</u> <ul style="list-style-type: none"> • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana 	
ITALY	4
<u>MENU 07</u> <ul style="list-style-type: none"> • Minestrone • Ravioli Arabeata • Fettocine Carbonara • PolloAlla Cacciatore • Medanzane Parmigiane 	
GERMANY	4
<u>MENU 08</u> <ul style="list-style-type: none"> • Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad 	
U.K.	4
<u>MENU 09</u> <ul style="list-style-type: none"> • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato 	
GREECE	4
<u>MENU 10</u> <ul style="list-style-type: none"> • SoupeAvogolemeno • Moussaka A La Greque • Dolmas • Tzaziki 	
<u>DEMONSTRATION OF</u> <ul style="list-style-type: none"> • Charcuterie Galantines • Pate • Terrines • Mousselines New Plating Techniques	20
TOTAL	60

Part B (BAKERY)

S.No.	Topic	Hours
1	Grissini Tiramisu	4
2	Pumpernickle Apfel Strudel	4
3	Yorkshire Curd Tart Crusty Bread	4
4	Baklava Harlequin Bread	4
5	Baugette Crepe Normandy	4
6	Crossiants Black Forest Cake	4
7	Pizza base Honey Praline Parfait	4
8	Danish Pastry Cold Cheese Cake	4
9	Soup Rolls Chocolate Truffle cake	4
10	Ginger Bread Blancmange	4
11	Lavash Chocolate Parfait	4
12	Cinnamon & Raisin Rolls SouffleChaudVanille	4
13	Fruit Bread Plum Pudding	4
14	Demonstration of <ul style="list-style-type: none">• Meringues• Icings &Toppings	4
15	Demonstration of <ul style="list-style-type: none">• Wedding Cake & Ornamentalcakes	4
TOTAL		60

B. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to gar de manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able-

CO1: For the categorization of the staffing.

CO2: To manage and operate any food & Beverage outlet following SOP.

CO3: To understand various bar operations & its controlling

CO4: To prepare popular cocktails & mock tails like Bloody Mary, Martini etc.

A. OUTLINE OF THE COURSE:

UNIT NO.	UNIT NAME	HOURS
1	F&B Staff Organization	08
2	Supervisory Skills	12
3	Bar Operations	10

B.DETAILED SYLLABUS:

S.No.	Topic	Hours
01	F&B Staff Organization <u>Class room Exercise (Case Study method)</u> <ul style="list-style-type: none"> Developing Organization Structure of various Food & Beverage Outlets Determination of Staff requirements in all categories Making Duty Roster Preparing Job Description & Specification 	08
02	Supervisory Skills <ul style="list-style-type: none"> 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 	12
03	Bar Operations <ul style="list-style-type: none"> Designing & Setting the bar Preparation & Service of Cocktail & Mixed Drinks 	10
TOTAL		30

C.RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Food and Beverage Management & Cost Control	Kant, Jay Prakash	latest	Aman Pub.
3.	Banquet Management & Room Division	Aggarwal, D.K.	latest	Aman Pub.
4.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
5.	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press

Websites

<https://www.ihmnotessite.net/>

COURSE OUTCOMES: Students will be able-

CO1: Understand yield management concepts

CO2: Have an understanding of concepts like time share & vacation ownership

CO3: Speak & understand the basics of French language

A. DETAILED SYLLABUS:

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

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation

27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold

B. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Front Office Management	Woods, Robert H	latest	Pearson
2.	Hotel Front Office	Tewari, Jatashankar R	latest	Oxford Higher Edu.
3.	Professional Hotel Front Office Management	Bhakta, Anutosh	latest	McGraw Hill
4.	Front Office Operations	Dix, Colin	latest	Pearson Pub.
5.	Fundamental of Hotel Management and Operations	Singh, S.K.	latest	Centrum Press

Websites

<https://www.ihmnotessite.net/>

COURSEOUTCOMES: Students will be able to -

CO1: Identify various emergency situations and ways to face and tackle them.

CO2: Identify various safety and security practices followed in hotel.

CO3: Identify various types of elements and principles of design.

CO4: Understand steps followed in new property countdown

A. OUTLINE OF THE COURSE:

UNIT NO.	UNIT NAME	HOURS
1	Standard operating procedure	04
2	First aid	04
3	Fire safety fire fighting	04
4	Special decoration (theme related to hospitality industry)	06
5	Layout of guest room	12

B. DETAILED SYLLABUS:

S.No.	Topics	Hours
1	Standard operating procedure <ul style="list-style-type: none"> skill oriented task (e.g. cleaning and polishing glass, brass etc) 	4
2	First aid <ul style="list-style-type: none"> first aid kit dealing with emergency situation maintaining records 	4
3	Fire safety fire fighting <ul style="list-style-type: none"> safety measures fire drill(demo) 	4
4	Special decoration (theme related to hospitality industry) <ul style="list-style-type: none"> indenting costing planning with time split executing 	6
5	Layout of guest room <ul style="list-style-type: none"> to the scale earmark pillars specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used 	12
Total		30

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Safety and Security in Hotels and Restaurants	Singh,R.K.	latest	Aman Pub.
2.	Hotel Maintenance : : security safety and first aid	Deshmuh, Suwarna	latest	Naman Pub
3.	Housekeeping Management	Sudan, Amrik Singh	latest	Anmol Pub.
4.	First Aid Manual	Andrews	latest	DK

Websites

<https://www.ihmnotessite.net/>

COURSE OUTCOMES: Student will be able to:

CO1: Learn research methodology.

CO2: Develop opinions on his chosen research field

CO3: Innovate & explore.

DETAILED SYLLABUS:

Once you have finalized the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.