



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 2022-2025

SCHEME & SYLLABUS

B.Sc. Hospitality & Hotel Administration

BATCH: 2022-25

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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**

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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

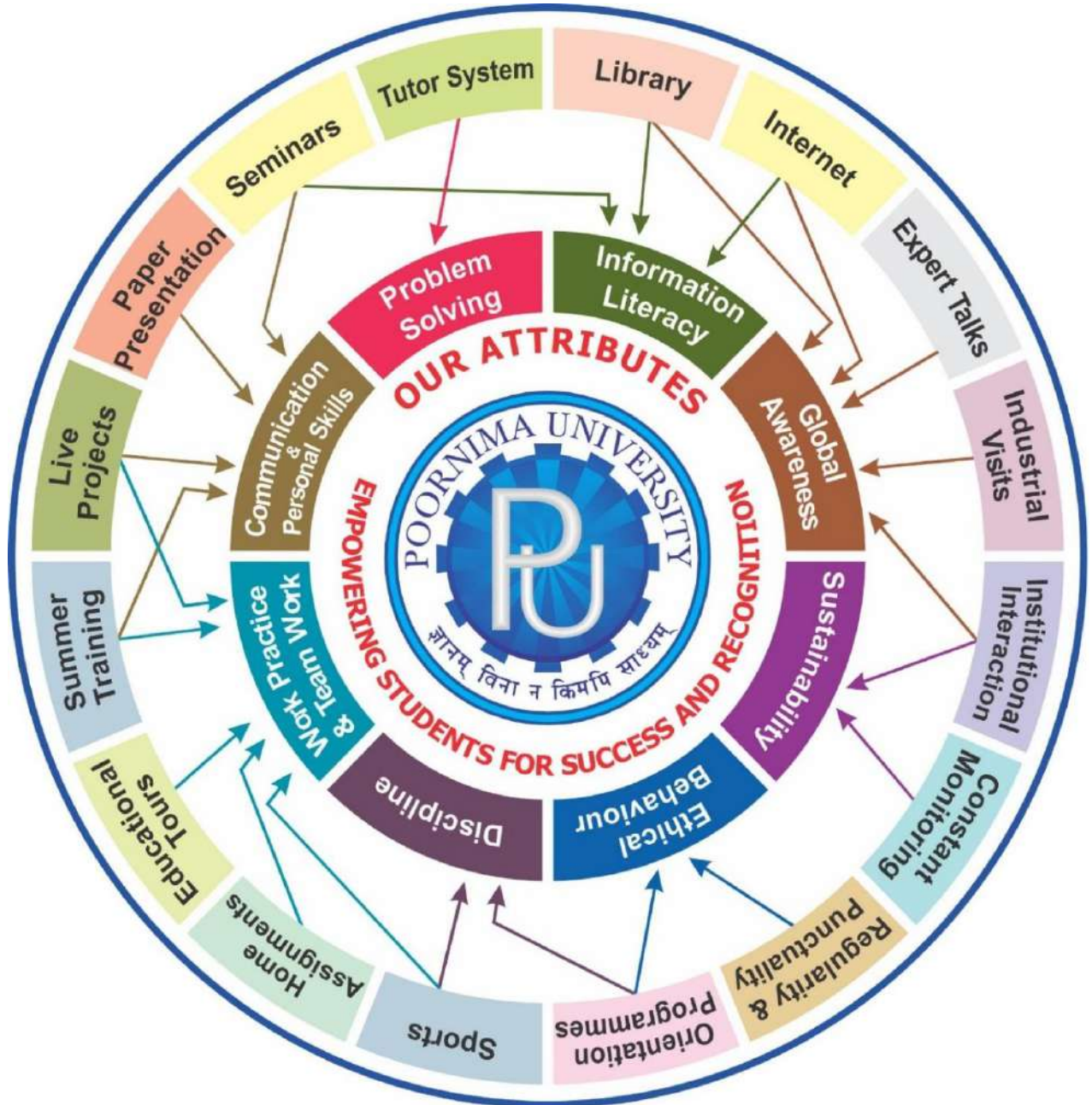
- To Train students so as to develop / acquire professional abilities, attitudes and technical skills within them as per the requirements of Hospitality & Hotel Industry
- To inculcate core values in students to transform them into intellectual Managers and Leaders of Hospitality & Tourism Industry.
- 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:

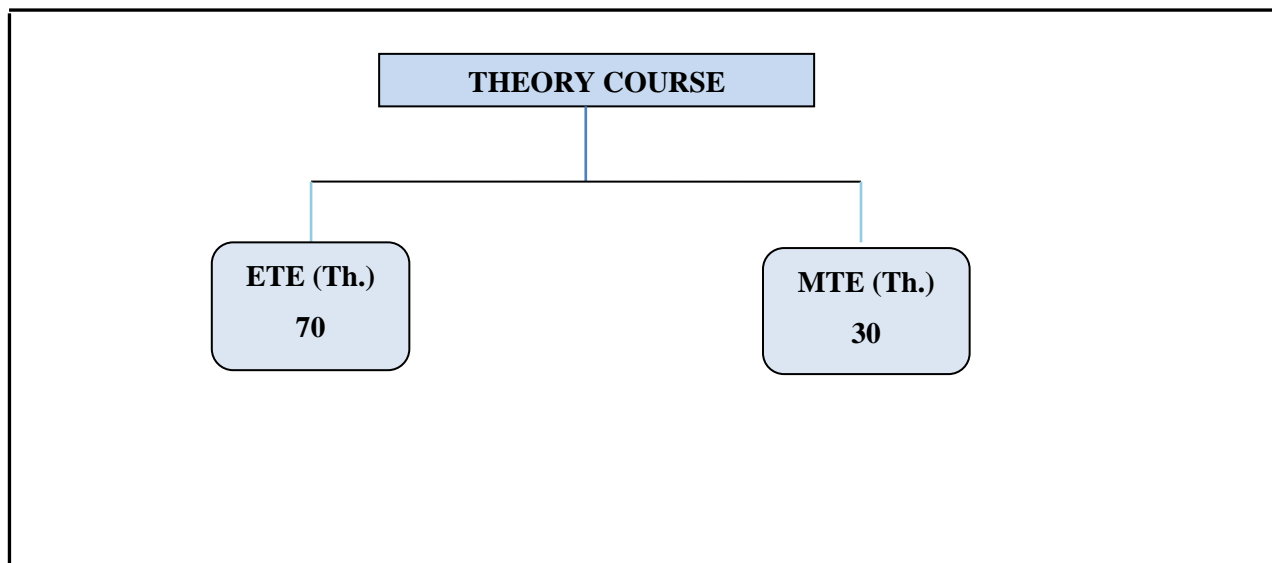
Demonstrate knowledge and understanding of the hospitality and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.

PO12: Lifelong learning:

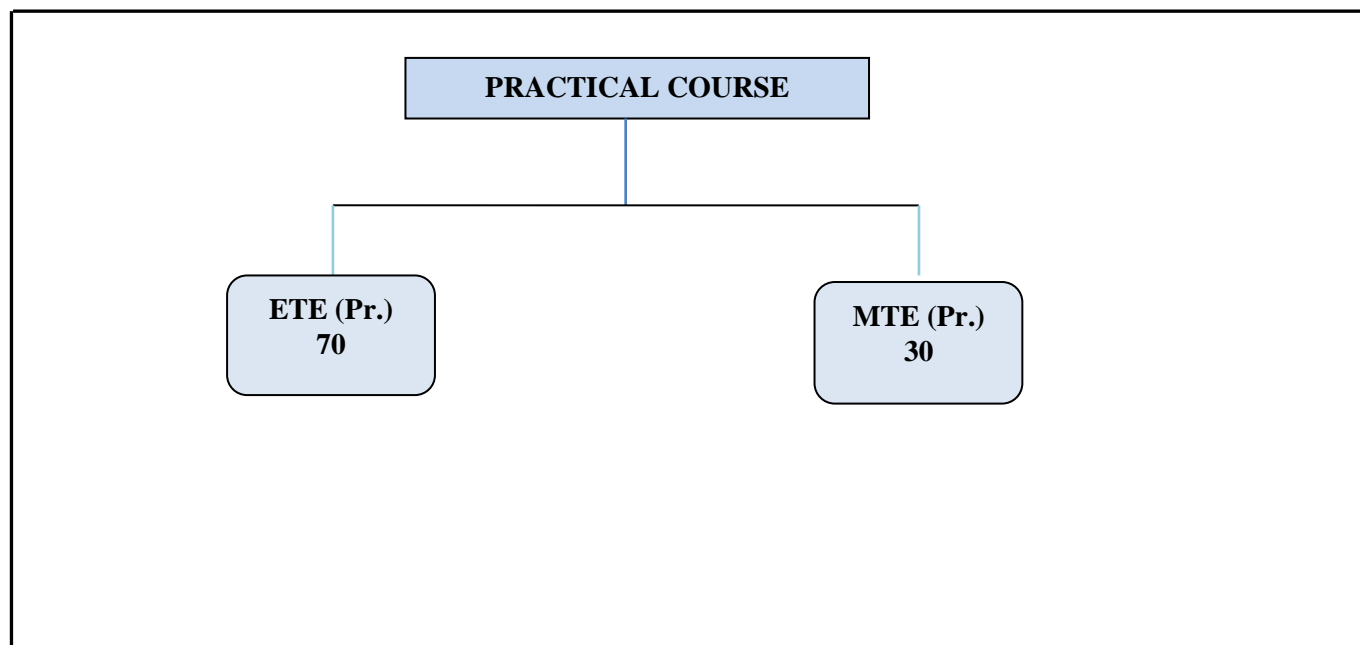
Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

Examination System:

A. Marks Distribution of Theory Course:



B. Marks Distribution of Practical Course :



Th.: Theory, **Pr. :** Practical, **ETE:** End Term Examination, **MTE:** Mid Term Examination,

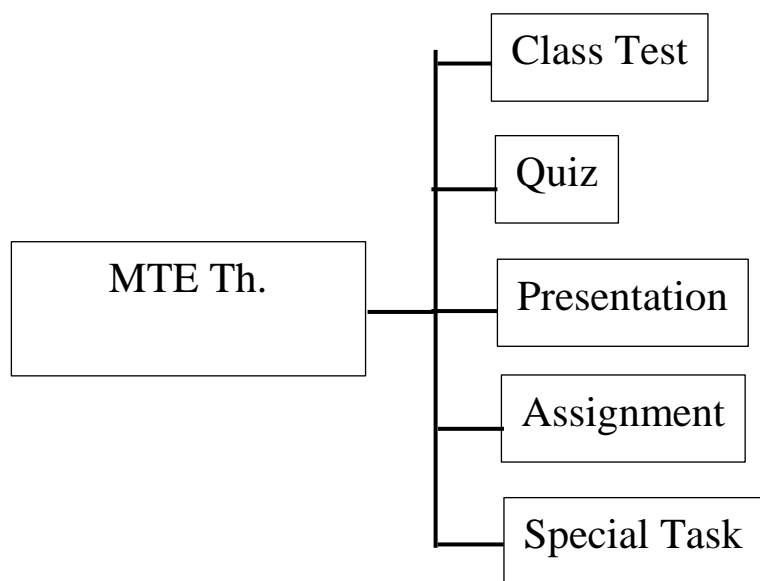
Marks Distribution of Attendance:

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

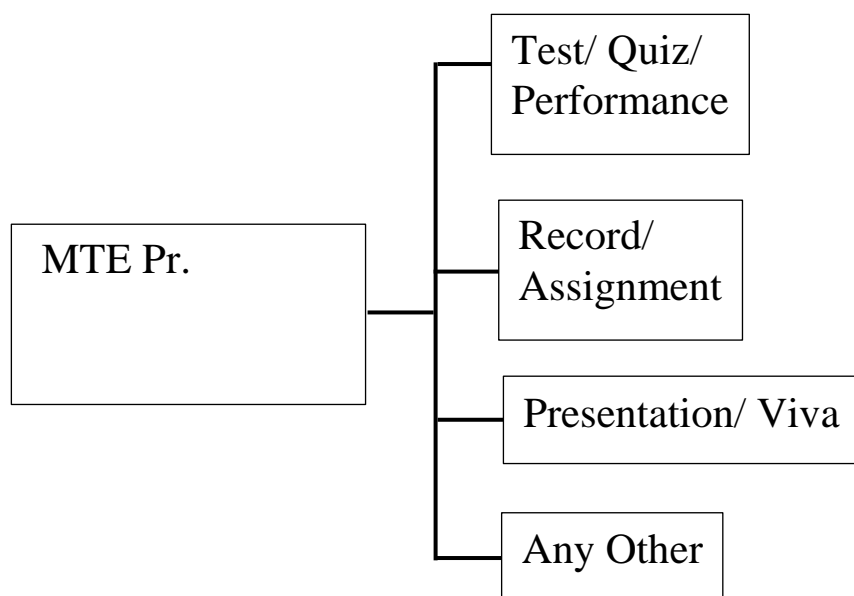
Minimum Passing Percentage in All Exams:

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: 2022-25							
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		
		Lecture (L)	Tutorials (T)	Practical (P)	MTE	ETE	Total Marks
B.	Department Core Courses						
B.1	Theory						
BHMCHM1101	Foundation Course in Food Production-I	02	-	-	30	70	100
BHMCHM1102	Foundation Course in Food & Beverage Service-I	02	-	-	30	70	100
BHMCHM1103	Foundation Course in Front Office-I	02	-	-	30	70	100
BHMCHM1104	Foundation Course in Accommodation Operations-I	02	-	-	30	70	100
BHMCCE1105	Application Of Computers	01	-	-	30	70	50
BHMCEE1106	Hotel Engineering	04	-	-	30	70	100
BHMCHM1107	Nutrition	02	-	-	30	70	100
B.2	Practical						
BHMCHM1201	Foundation Course in Food Production-I	-	-	08	30	70	100
BHMCHM1202	Foundation Course in Food & Beverage Service-I	-	-	04	30	70	100
BHMCHM1203	Foundation Course in Front Office-I	-	-	02	30	70	100
BHMCHM1204	Foundation Course in Accommodation Operations-I	-	-	02	30	70	100
BHMCCE1205	Application Of Computers	-	-	04	30	70	100
E.	Humanities and Social Sciences including Management courses						
BHMCHU1206	Foundation English	-	-	2	-	-	-
	Total	15		22			1150
	Total Teaching Hours		37				

POORNIMA UNIVERSITY

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

Batch: 2022-25

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		
		Lecture (L)	Tutorials (T)	Practical (P)	MTE	ETE	Total Marks
B.	Department Core Courses						
B.1	Theory						
BHMCHM2101	Foundation Course in Food Production - II	02	-	-	30	70	100
BHMCHM2102	Foundation Course in Food & Beverage Service - II	02	-	-	30	70	100
BHMCHM2103	Foundation Course in Front Office - II	02	-	-	30	70	100
BHMCHM2104	Foundation Course in Accommodation Operations - II	02	-	-	30	70	100
BHMCHM2105	Principles of Food Science	02	-	-	30	70	100
BHMCCO2106	Accountancy	04	-	-	30	70	100
BHMCHU2107	Communication	02	-	-	30	70	50
B.2	Practical						
BHMCHM2201	Foundation Course in Food Production - II	-	-	08	30	70	100
BHMCHM2202	Foundation Course in Food & Beverage Service - II	-	-	04	30	70	100
BHMCHM2203	Foundation Course in Front Office - II	-	-	02	30	70	100
BHMCHM2204	Foundation Course in Accommodation Operations - II	-	-	02	30	70	100
E.	Humanities and Social Sciences including Management courses						
BHMCHU2205	Language Lab	-	-	2	-	-	-
	Total	16		18			1050
	Total Teaching Hours	34					

POORNIMA UNIVERSITY							
Faculty of Management & Commerce							
Bachelor of Hospitality & Hotel Administration							
Batch: 2022-25							
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						
BHMCHM3101/ BHMCHM4101	Food Production Operations	02	-	-	30	70	100
BHMCHM3102	Food & Beverage Operations	02	-	-	30	70	100
BHMCHM3103	Front Office Operations	02	-	-	30	70	100
BHMCHM3104	Accommodation Operations	02	-	-	30	70	100
BHMCHM3105	Food & Beverage Controls	02	-	-	30	70	100
BHMCCO3106	Hotel Accountancy	02	-	-	30	70	100
BHMCHM3107	Food Safety & Quality	02	-	-	30	70	50
B.2	Practical						
BHMCHM3201	Food Production Operations	-	-	08	30	70	100
BHMCHM3202	Food & Beverage Operations	-	-	02	30	70	100
BHMCHM3203	Front Office Operations	-	-	02	30	70	100
BHMCHM3204	Accommodation Operations	-	-	02	30	70	100
E.	Humanities and Social Sciences including Management courses						
BHMCHU3205	Communication Skills-I	-	-	2	-	-	-
BHMCHU3206	Communication Skills-II	-	-	2	-	-	-
F.	Skill Enhancement Courses(SEC)OR Project work, Seminar and Internship						
BHMCHM3301	Research Methodology	01	-	-	-	-	-
	Total	15		18			1050
	Total Teaching Hours		33				

POORNIMA UNIVERSITY**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel Administration****Batch: 2022-25****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)	Tutorial s (T)	Practica l (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: 2022-25

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							
BHMCHM5101	Advance Food Production Operations - I	02	-	-	30	70	100	
BHMCHM5102	Advance Food & Beverage Operations – I	02	-	-	30	70	100	
BHMCHM5103	Front Office Management - I	02	-	-	30	70	100	
BHMCHM5104	Accommodation Management - I	02	-	-	30	70	100	
BHMCBE5105	Financial Management	04	-	-	30	70	100	
BHMCBE5106	Strategic Management	02	-	-	30	70	50	
BHMCHM5107	Special topics/Guest speakers	02	-	-	-	-	-	
B.2	Practical							
BHMCHM5201	Advance Food Production Operations - I	-	-	08	30	70	100	
BHMCHM5202	Advance Food & Beverage Operations – I	-	-	02	30	70	100	
BHMCHM5203	Front Office Management - I	-	-	02	30	70	100	
BHMCHM5204	Accommodation Management - I	-	-	02	30	70	100	
E.	Humanities and Social Sciences including Management courses							
BHMCHU5205	Leadership & Management Skills	-	-	2	-	-	-	
F.	Skill Enhancement Courses(SEC)OR Project work, Seminar and Internship							
BHMCHM5301	Research Project	01	-	-	-	-	-	
	Total	17		16			950	
	Total Teaching Hours		33					

POORNIMA UNIVERSITY

**Faculty of Management & Commerce
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Batch: 2022-25

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. B.1	Department Core Courses Theory						
BHMCHM6101	Advance Food Production Operations - II	02	-	-	30	70	100
BHMCHM6102	Advance F&B Operations - II	02	-	-	30	70	100
BHMCHM6103	Front Office Management - II	02	-	-	30	70	100
BHMCHM6104	Accommodation Management - II	02	-	-	30	70	100
BHMCHM6105	Food & Beverage Management	04	-	-	30	70	100
BHMCHM6106	Facility Planning	04	-	-	30	70	100
BHMCHM6107	Special topics/Guest speakers	02	-	-	-	-	--
B.2	Practical						
BHMCHM6201	Advance Food Production Operations - II	-	-	08	30	70	100
BHMCHM6202	Advance F&B Operations - II	-	-	02	30	70	100
BHMCHM6203	Front Office Management - II	-	-	02	30	70	100
BHMCHM6204	Accommodation Management - II	-	-	02	30	70	100
E.	Humanities and Social Sciences including Management courses						
BHMCHU6205	Professional Skills-I	-	-	2	-	-	-
BHMCHU6205	Professional Skills-II	-	-	2	-	-	-
F.	Skill Enhancement Courses(SEC)OR Project work, Seminar and						
BHMCHM6301	Research Project	-	-	03	30	70	100
	Total	18		21			1100
	Total Teaching Hours	39					

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

COURSE OUTCOME: Students will be able to:

CO – 1 Define of culinary history & terminologies

CO – 2 Demonstrate various Cooking methods

CO – 3 Demonstrate Egg Cookery

CO – 4 Learn various bread making processes

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	INTRODUCTION TO COOKERY	2
2.	CULINARY HISTORY	1
3.	HIERARCHY AREA OF DEPARTMENT AND KITCHEN	3
4.	CULINARY TERMS	2
5.	AIMS & OBJECTS OF COOKING FOOD	2
6	BASIC PRINCIPLES OF FOOD PRODUCTION - I	8
7.	METHODS OF COOKING FOOD	4
8	SOUPS	2
9	EGG COOKERY	2
10	COMMODITIES	4

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	INTRODUCTION TO COOKERY
	<ul style="list-style-type: none"> A. Levels of skills and experiences B. Attitudes and behavior in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment
2.	CULINARY HISTORY
	<ul style="list-style-type: none"> A. Origin of modern cookery
3.	HIERARCHY AREA OF DEPARTMENT AND KITCHEN
	<ul style="list-style-type: none"> A. Classical Brigade B. Modern staffing in various category hotels

	<ul style="list-style-type: none"> C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments
4.	CULINARY TERMS
	<ul style="list-style-type: none"> A. List of culinary (common and basic) terms B. Explanation with examples
5.	AIMS & OBJECTS OF COOKING FOOD
	<ul style="list-style-type: none"> A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation
6.	BASIC PRINCIPLES OF FOOD PRODUCTION - I
	<ul style="list-style-type: none"> i) VEGETABLE AND FRUIT COOKERY <ul style="list-style-type: none"> A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings ii) STOCKS <ul style="list-style-type: none"> A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions iii) SAUCES <ul style="list-style-type: none"> A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions
7.	METHODS OF COOKING FOOD

	<ul style="list-style-type: none"> A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking
8.	SOUPS
	<ul style="list-style-type: none"> A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes
9.	EGG COOKERY
	<ul style="list-style-type: none"> A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery
10.	COMMODITIES:
	<ul style="list-style-type: none"> i) Shortenings (Fats & Oils) <ul style="list-style-type: none"> A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties ii) Raising Agents <ul style="list-style-type: none"> A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents <ul style="list-style-type: none"> A. Classification of thickening agents B. Role of Thickening agents iv) Sugar <ul style="list-style-type: none"> A. Importance of Sugar B. Types of Sugar Cooking of Sugar – various

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/			

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

COURSE OUTCOME: The student will be:

CO1: Familiarized with Hotels & Catering Industry

CO2: Having knowledge of Food Service areas as an outlet

CO3: Able to do Service of Tea, Coffee & Non-alcoholic beverages

A. OUTLINE OF THE COURSE

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1	THE HOTEL & CATERING INDUSTRY	06
2	DEPARTMENTAL ORGANISATION & STAFFING	04
3	I FOOD SERVICE AREAS (F & B OUTLETS) II ANCILLIARY DEPARTMENTS	10
4	F & B SERVICE EQUIPMENT	05
5	NON-ALCOHOLIC BEVERAGES	05

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	THE HOTEL & CATERING INDUSTRY
	<ul style="list-style-type: none"> • Introduction to the Hotel Industry and Growth of the hotel Industry in India • Role of Catering establishment in the travel/tourism industry • Types of F&B operations • Classification of Commercial, Residential/Non-residential • Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. • Structure of the catering industry - a brief description of each
2.	DEPARTMENTAL ORGANISATION & STAFFING
	<ul style="list-style-type: none"> • Organization of F&B department of hotel • Principal staff of various types of F&B operations

	<ul style="list-style-type: none"> • French terms related to F&B staff • Duties & responsibilities of F&B staff • Attributes of a waiter • Inter-departmental relationships (Within F&B and other department)
3.	I FOOD SERVICE AREAS (F & B OUTLETS) II ANCILLIARYDEPARTMENTS
	I FOOD SERVICE AREAS (F & B OUTLETS) <ul style="list-style-type: none"> ○ Specialty Restaurants ○ Coffee Shop ○ Cafeteria ○ Fast Food (Quick Service Restaurants) ○ Grill Room ○ Banquets ○ Bar ○ Vending Machines ○ Discotheque II ANCILLIARYDEPARTMENTS <ul style="list-style-type: none"> ▪ Pantry ▪ Food pick-up area ▪ Store ▪ Linen room ▪ Kitchen stewarding
4.	F & B SERVICE EQUIPMENT
	F & B SERVICE EQUIPMENT Familiarization & Selection factors of: <ul style="list-style-type: none"> - Cutlery - Crockery - Glassware - Flatware - Hollowware All other equipment used in F&B Service <ul style="list-style-type: none"> - French terms related to the above
5.	NON-ALCOHOLIC BEVERAGES
	Classification (Nourishing, Stimulating and Refreshing beverages)
	A. Tea
	- Origin & Manufacture
	- Types & Brands
	B. Coffee
	- Origin & Manufacture
	- Types & Brands
	C. Juices and Soft Drinks
	D. Cocoa & Malted Beverages
	- Origin & Manufacture

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/
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Code: BHMCHM1103 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I [LTP: 2-0-0]

COURSE OUTCOME: The student will be:

CO1: Able to classify between Hotel categories

CO2: Having an understanding of various room categories & Meal Plan

CO3: Familiarized with French Language

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY	03
2	CLASSIFICATION OF HOTELS	05
3	TYPES OF ROOMS	02
4	TIME SHARE & VACATION OWNERSHIP	03
5	FRONT OFFICE ORGANIZATION	05
6	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE	03
7	BELL DESK	04
8	FRENCH: To be taught by a professional French language teacher	05

B. DETAILED SYLLABUS:

Unit No.	Unit Details
1.	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY
	<ul style="list-style-type: none">• Tourism and its importance• Hospitality and its origin• Hotels, their evolution and growth• Brief introduction to hotel core areas with special reference to Front Office

2.	CLASSIFICATION OF HOTELS
	<ul style="list-style-type: none"> • Size • Star • Location & clientele • Ownership basis • Independent hotels • Management contracted hotel • Chains • Franchise/Affiliated • Supplementary accommodation • Time shares and condominium
3.	TYPES OF ROOMS
	<ul style="list-style-type: none"> • Single • Double • Twin • Suits
4.	TIME SHARE & VACATION OWNERSHIP
	<ul style="list-style-type: none"> • What is time share? Referral chains & condominiums • How is it different from hotel business? • Classification of timeshares • Types of accommodation and their size
5	FRONT OFFICE ORGANIZATION
	<ul style="list-style-type: none"> • Function areas • Front office hierarchy • Duties and responsibilities • Personality traits
6	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE
	<ul style="list-style-type: none"> • Layout • Front office equipment (non automated, semi automated and automated)
7	BELL DESK
	<ul style="list-style-type: none"> • Functions • Procedures and records
8	FRENCH
	<ul style="list-style-type: none"> • Understanding and uses of accents, orthographic signs & punctuation • Knowledge of cardinaux & ordinaux (Ordinal & cardinal) • Days, Dates, Time, Months and Seasons

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.
Important Web Links				
1.	https://www.ihmnotessite.net/			

Code: BHMCHM1104 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I [LTP: 2-0-0]

COURSE OUTCOME: The student will be:

- CO – 1 Having an understanding of the Role & Importance ACCOMMODATION OPERATIONS
- CO – 2 Familiarized with organization Structure & Hierarchy of the department in small medium large chain Hotels
- CO – 3 Skilled with usage of various cleaning chemicals
- CO – 4 Skilled with usage of cleaning Equipment's
- CO – 5 Aware of composition & Cleaning of various Surfaces

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION	02
2.	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT	08
3.	CLEANING ORGANISATION	04
4.	CLEANING AGENTS	05
5.	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES	05
6.	INTER DEPARTMENTAL RELATIONSHIP	02
7.	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT	04

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION
	<ul style="list-style-type: none"> • Role of Housekeeping in Guest Satisfaction and Repeat Business
2.	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT

	<ul style="list-style-type: none"> • Hierarchy in small, medium, large and chain hotels • Identifying Housekeeping Responsibilities • Personality Traits of housekeeping Management Personnel. • Duties and Responsibilities of Housekeeping staff • Layout of the Housekeeping Department
3.	CLEANING ORGANISATION
	<ul style="list-style-type: none"> • Principles of cleaning, hygiene and safety factors in cleaning • Methods of organizing cleaning • Frequency of cleaning daily, periodic, special • Design features that simplify cleaning • Use and care of Equipment
4.	CLEANING AGENTS
	<ul style="list-style-type: none"> • General Criteria for selection • Classification • Polishes • Floor seats • Use, care and Storage • Distribution and Controls • Use of Eco-friendly products in Housekeeping
5.	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES
	<ul style="list-style-type: none"> • Metals • Glass • Leather, Leatherites, Rexines • Plastic • Ceramics • Wood • Wall finishes • Floor finishes
6.	INTER DEPARTMENTAL RELATIONSHIP
	<ul style="list-style-type: none"> • With Front Office • With Maintenance • With Security • With Stores • With Accounts • With Personnel • Use of Computers in House Keeping department
7.	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT
	<ul style="list-style-type: none"> • USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Hotel Housekeeping	Raghubalan, G	latest	Oxford
2	Hotel House keepings	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/			

Code: BHMCCCE1105 APPLICATION OF COMPUTERS [LTP: 1-0-0]

COURSE OUTCOME: The student would be:

- CO – 1 Able to understand the component of Computer
- CO – 2 Able to operate MS Word Excel & PPT
- CO – 3 having knowledge of Networks- Primary & Secondary Storage Units
- CO – 4 Able to operate Hotel Software's

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	COMPUTER FUNDAMENTALS	05
2.	OPERATING SYSTEMS/ENVIRONMENTS	05
3.	NETWORKS	05

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	COMPUTER FUNDAMENTALS
	INFORMATION CONCEPTS AND PROCESSING A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts ELEMENTS OF A COMPUTERSYSTEM A. Definitions B. Characteristics of Computers

- C. Classification of Computers
- D. Limitations

HARDWARE FEATURES AND USES

- A. Components of a Computer
- B. Generations of Computers
- C. Primary and Secondary Storage Concepts
- D. Data Entry Devices
- E. Data Output Devices

SOFTWARE CONCEPTS

- A. System Software
- B. Application Software
- C. Language Classification
- D. Compilers and Interpreters

2. OPERATING SYSTEMS/ENVIRONMENTS

BASICS OF MS-DOS

- A. Internal commands
- B. External commands

INTRODUCTION TO WINDOWS

- A. GUI/Features
- B. What are Windows and Windows 95 and above?
- Parts of a Typical Window and their Functions

3. NETWORKS

- Network Topology
 1. Bus
 2. Star
 3. Ring
- Network Applications
- Types of Network
 1. LAN
 2. MAN
 3. WAN
- Network Configuration Hardware
 1. Server
 2. Nodes
- Channel
 1. Fibre optic
 2. Twisted
 3. Co-axial
- Hubs
- Network Interface Card
 1. Arcnet
 2. Ethernet
- Network Software
 1. Novel
- Windows NT

C. 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/			

Code: BHMCEE1106

HOTEL ENGINEERING

[LTP:4-0-0]

COURSE OUTCOMES: - Students will have:

CO – 1 Basic Understanding of maintenance department

CO – 2 Knowledge of fuels used in Catering Industry

CO – 3 Knowledge of Various Audio Visual tools

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	MAINTENANCE	03
2.	FUELS USED IN CATERING INDUSTRY	04
3.	GAS	04
4.	ELECTRICITY	06
5.	WATER SYSTEM	04
6.	REFRIGERATION & AIR-CONDITIONING	10
7.	FIRE PREVENTION AND FIREFIGHTING SYSTEM	04
8.	WASTE DISPOSAL AND POLLUTION CONTROL	05
9.	SAFETY	01
10.	SECURITY	01
11.	EQUIPMENT REPLACEMENT POLICY	05
12.	AUDIO VISUAL EQUIPMENT'S	08
13.	CONTRACT MAINTANCE	03

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	MAINTENANCE
	<ul style="list-style-type: none"> • Preventive and breakdown maintenance, comparisons • Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel. • Organization chart of maintenance department, duties and responsibilities of maintenance department
2.	FUELS USED IN CATERING INDUSTRY
	<ul style="list-style-type: none"> • Types of fuel used in catering industry; calorific value; comparative study of different fuels • Calculation of amount of fuel required and cost.
3.	GAS
	<p>A. Heat terms and units; method of transfer</p> <p>B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output. Gas bank, location, different types of manifolds</p>
4.	ELECTRICITY
	<ul style="list-style-type: none"> • Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications • Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side. • Electric wires and types of wiring • Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances. • Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination. • External lighting • Safety in handling electrical equipment.
5.	WATER SYSTEM
	<p>A. Water distribution system in a hotel</p> <p>B. Cold water systems in India</p> <p>C. Hardness of water, water softening, base exchange method (Demonstration)</p> <p>D. Cold water cistern swimming pools</p> <p>E. Hot water supply system in hotels Flushing system, water taps, traps and closets.</p>
6.	REFRIGERATION & AIR-CONDITIONING
	<p>A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants</p> <p>B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. (Demonstration)</p> <p>C. Conditions for comfort, relative humidity, humidification, de- humidifying, dew point control, unit of air conditioning</p> <p>D. Window type air conditioner, central air conditioning, preventive maintenance Vertical transportation, elevators, escalators.</p>
7.	FIRE PREVENTION AND FIREFIGHTING SYSTEM
	<ul style="list-style-type: none"> • Classes of fire, methods of extinguishing fires (Demonstration) • Fire extinguishes, portable and stationery

	<ul style="list-style-type: none"> • Fire detectors and alarm • Automatic fire detectors cum extinguishing devices • Structural protection • Legal requirements
8.	WASTE DISPOSAL AND POLLUTION CONTROL
	<ul style="list-style-type: none"> • Solid and liquid waste, sullage and sewage, disposal of solid waste • Sewage treatment • Pollution related to hotel industry • Water pollution, sewage pollution • Air pollution, noise pollution, thermal pollution • Legal Requirements
9.	SAFETY
	<ul style="list-style-type: none"> • Accident prevention • Slips and falls • Other safety topics
10.	SECURITY
	<ul style="list-style-type: none"> • Security
11.	EQUIPMENT REPLACEMENT POLICY
	<ul style="list-style-type: none"> • Circumstances under which equipment are replaced. • Replacement policy of items which gradually deteriorates • Replacement when the average annual cost is minimum • Replacement when the present cost is minimum • Economic replacement cycle for suddenly failing equipment
12.	AUDIO VISUAL EQUIPMENT'S
	<ul style="list-style-type: none"> • Various audio visual equipment used in hotel • Care and cleaning of overhead projector, slide projector, LCD and power point presentation units • Maintenance of computers: • Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops • Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness
13.	CONTRACT MAINTANCE
	<ul style="list-style-type: none"> • Necessity of contract maintenance, advantages and disadvantages of contract maintenance • Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. • Procedure for inviting and processing tenders, negotiating and finalizing

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Hotel Engineering	Ghosal, Sujit	latest	Oxford Higher Edu.
2.	Hotel Engineering	Bansal, Tarun	latest	Aman Pub.
3.	Text Book of Hotel Engineering	Gupta, R.C.	latest	Aman
Important Web Links				
1.	https://www.ihmnotessite.net/			

Code: BHMCHM1107

NUTRITION

[LTP: 2-0-0]

COURSE OUTCOME: The student will:

CO – 1 Understand the importance of health food & Nutrition

CO – 2 Understand the concept of Carbohydrates

CO – 3 Be familiarized with Macro nutrition & Micro Nutrition

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time Required for the Unit (Hours)
1.	BASIC ASPECTS	01
2.	ENERGY	03
3.	MACRO NUTRIENTS	12
4.	MACRO NUTRIENTS	08
5.	WATER	01
6.	BALANCED DIET	01
7.	MENU PLANNING	02
8.	MASS FOOD PRODUCTION	01
9.	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH	01

B. DETAILED SYLLABUS:

Unit	Contents
1.	BASIC ASPECTS

	<ul style="list-style-type: none"> • Definition of the terms Health, Nutrition and Nutrients • Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. • Classification of nutrients
2.	ENERGY
	<ul style="list-style-type: none"> • Definition of Energy and Units of its measurement(Kcal) • Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) • Factors affecting energy requirements • Concept of BMR, SDA, Thermodynamic action of food • Dietary sources of energy • Concept of energy balance and the health hazards associated with Underweight, Overweight
3.	MACRO NUTRIENTS
	<p style="text-align: center;">Carbohydrates</p> <ul style="list-style-type: none"> • Definition • Classification (mono, di and polysaccharides) • Dietary Sources • Functions • Significance of dietary fibre (Prevention/treatment of diseases) <p style="text-align: center;">Lipids</p> <ul style="list-style-type: none"> • Definition • Classification : Saturated and unsaturated fats • Dietary Sources • Functions • Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA)in maintaining health • Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol <p style="text-align: center;">Proteins</p> <ul style="list-style-type: none"> • Definition • Classification based upon amino acid composition • Dietary sources • Functions • Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)
4.	MACRO NUTRIENTS
	<ul style="list-style-type: none"> • Vitamins <ol style="list-style-type: none"> 1. Definition and Classification (water and fats soluble vitamins) 2. Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E,K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid • MINERALS <ol style="list-style-type: none"> 1. Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine &Fluorine
5.	WATER
	<ul style="list-style-type: none"> • Definition • Dietary Sources (visible, Invisible)

	<ul style="list-style-type: none"> • Functions of water • Role of water in maintaining health (water balance)
6.	BALANCED DIET
	<ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state
7.	MENU PLANNING
	<ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals.
8.	MASS FOOD PRODUCTION
	<ul style="list-style-type: none"> • Effect of cooking on nutritive value of food(QFP)
9.	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH
	<ul style="list-style-type: none"> • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation)

c. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Diet Nutrition and Health	Snyder, Harry	latest	Rohit Pub.
2	Food and Nutrition	Lal, Harbans	latest	CBS Pub.
3	Food Science and Nutrition	Roday, Sunetra	latest	Oxford Univ.
4	Perspective In Nutrition	Wardlaw, Gordan	latest	Mosby
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 :

CO – 1 Aware of culinary history & terminologies

CO – 2 To demonstrate various Cooking methods

CO – 3 To demonstrate Egg in Cookery

CO – 4 Of bread making skills

A. DETAILED SYLLABUS:

Part A

S.No	Topic	Hours
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	04
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	04
3	Identification and Selection of Ingredients - Qualitative and Quantitative measures.	04
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	04

5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	04
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	04
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (Soft &Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	04
8	Demonstration & Preparation of simple menu	04
9	Simple Salads & Soups: <ul style="list-style-type: none"> • Coleslaw, • Potato salad, • Beet rootsalad, • Green salad, • Fruit salad, • Consommé Simple Egg preparations: <ul style="list-style-type: none"> • Scotch egg, • Assorted omelletes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise Simple potato preparations <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes Vegetable preparations <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. 	28
Total		60

Part B

S.No	Topic	Hours
1	Equipments <ul style="list-style-type: none"> • Identification • Uses and handling Ingredients - Qualitative and quantitative measures	04
2	BREAD MAKING <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	10
3	SIMPLE CAKES <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira 	10
4	SIMPLE COOKIES <ul style="list-style-type: none"> • 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. 	16
5	HOT / COLD DESSERTS <ul style="list-style-type: none"> • 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. 	20

Total

60

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.
5	Kitchen Equipment and Design	Aggarwal, D.K.	latest	Aman Pub.

Important Web Links1 | <https://www.ihmnotessite.net/>**Code: BHMCHM1202 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I [LTP: 0-0-4]****COURSE OUTCOME:** The student will be :**CO1:** Familiarized with Hotels & Catering Industry**CO2:** Having knowledge of Food Service areas as an outlet**CO3:** Able to do Service Tea, Coffee & Non-alcoholic beverages**A. OUTLINE OF THE COURSE:**

Unit	Title of the unit	Time required for the Unit (Hours)
1	Food Service areas	04
2	Ancillary F&B Service areas	04
3	Familiarization of F&B Service equipment	08
4	Cleaning / polishing of EPNS items by:	04
5	Basic Technical Skills	16
6	Care & Maintenance of F&B Service equipment	04
7	Tea	04
8	Coffee	04
9	Juices & Soft Drinks	08
10	Cocoa & Malted Beverages	04

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	Food Service areas

	<ul style="list-style-type: none"> • Induction & Profile of the areas
2.	Ancillary F&B Service areas
	<ul style="list-style-type: none"> • Induction & Profile of the areas
3.	Familiarization of F&B Service equipment
	<ul style="list-style-type: none"> • Familiarization of F&B Service equipment
4.	Cleaning / polishing of EPNS items by:
	<ul style="list-style-type: none"> • Plate Powder method • Polivit method • Silver Dip method • Burnishing Machine
5	Basic Technical Skills
	Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware
6	Care & Maintenance of F&B Service equipment
	<ul style="list-style-type: none"> • Care & Maintenance of F&B Service equipment
7	Tea
	<ul style="list-style-type: none"> • Preparation & Service
8	Coffee
	<ul style="list-style-type: none"> • Preparation & Service
9	Juices & Soft Drinks
	<ul style="list-style-type: none"> • Mock tails • Juices, Soft drinks, Mineral water, Tonic water
10	Cocoa & Malted Beverages
	<ul style="list-style-type: none"> • Preparation & Service

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: BHMCHM1203 FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I [LTP: 0-0-2]

COURSE OUTCOME: The student will be:

CO1: Able to classify between Hotel categories

CO2: Having an understanding of various room categories & Meal Plan

CO3: Familiarized with French Language

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	Appraisal of front office equipment and furniture	02
2	Rack, Front desk counter & bell desk	02
3	Filling up of various proforma	04
4	Welcoming of guest	02
5	Telephone handling	04
6	Role play	16

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	Appraisal of front office equipment and furniture
2.	Rack, Front desk counter & bell desk
3.	Filling up of various proforma
4.	Welcoming of guest
5.	Telephone handling
6.	Role play

- Reservation
- Arrivals
- Luggage handling
- Message and mail handling
- Paging

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.
Important Web Links				

Code: BHMCHM1204 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I [LTP: 0-0-2]

COURSE OUTCOME: The student will be:

- CO – 1 Having an understanding of the Role & Importance ACCOMMODATION OPERATIONS
- CO – 2 Familiarized with organization Structure & Hierarchy of the department in small medium large chain Hotels
- CO – 3 Skilled with usage of various cleaning chemicals
- CO – 4 Skilled with usage of cleaning Equipment's
- CO – 5 Aware of composition & Cleaning of various Surfaces

A. OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	Sample Layout of Guest Rooms	02
2	Guest Room Supplies and Position	04
3	Cleaning Equipment-(manual and mechanical)	04
4	Cleaning Agent	02
5	Public Area Cleaning (Cleaning Different Surface)	14
6	Maid's trolley	02
7	Familiarizing with different types of Rooms, facilities and surfaces	02

B. DETAILED SYLLABUS:

S. R.	Units
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room

	<ul style="list-style-type: none"> • Suite
02	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance
04	Cleaning Agent <ul style="list-style-type: none"> • Familiarization according to classification • Function
05	Public Area Cleaning (Cleaning Different Surface) <p>A. WOOD</p> <ul style="list-style-type: none"> • polished • painted • Laminated <p>B. SILVER/EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution(Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1Method • Proprietary solution 1(brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>E. FLOOR - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> • Wooden • Marble • Terrazzo/ mosaic etc. <p>F. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirting • Dado • Different types of paints(distemper Emulsion, oil paint etc)
06	Maid's trolley <ul style="list-style-type: none"> • Contents • Trolley setup
07	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none"> • Twin/double • Suite • Conference etc

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Hotel Housekeeping	Raghubalan, G	latest	Oxford
2	Hotel House keepings	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.ihmnetssite.net/>

Code: BHMCC1205

APPLICATION OF COMPUTERS

[LTP:0-0-4]

COURSE OUTCOME: The student would be:

CO – 1 Able to understand the component of Computer

CO – 2 Able to operate MS Word Excel & PPT

CO – 3 having knowledge of Networks- Primary & Secondary Storage Units

CO – 4 Able to operate Hotel Software's

A. OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	WINDOWS OPERATIONS	05
2	MS-OFFICE 2007 MS WORD	15
3	MS OFFICE 2007 MS-EXCEL	15
4	MS OFFICE 2007 MS-POWER POINT	20
5	Internet & E-mail – PRACTICAL	05

B. DETAILED SYLLABUS:

S. R.	Units
01	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus

MS-OFFICE 2007 MS WORD**CREATING A DOCUMENT**

- A. Entering Text
- B. Saving the Document
- C. Editing a Document already saved to Disk
- D. Getting around the Document
- E. Find and Replace Operations
- F. Printing the Document

FORMATTING A DOCUMENT

- A. Justifying Paragraphs
- B. Changing Paragraph Indents
- C. Setting Tabs and Margins
- D. Formatting Pages and Documents
- E. Using Bullets and Numbering
- F. Headers/Footers
- G. .Pagination

SPECIAL EFFECTS

- A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript
- B. Changing Fonts
- C. .Changing Case

CUT, COPY AND PASTE OPERATION

- A. Marking Blocks
- B. Copying and Pasting a Block
- C. Cutting and Pasting a Block
- D. Deleting a Block
- E. Formatting a Block
- F. Using Find and Replace in a Block

USING MS-WORD TOOLS

- A. Spelling and Grammar
- B. Mail Merge
- C. .Printing Envelops and Labels

TABLES

- A. Create
- B. Delete
- C. Format GRAPHICS

- A. Inserting Clip arts
- B. Symbols(Border/Shading)
- C. WordArt

PRINT OPTIONS

- A. Previewing the Document
- B. Printing a whole Document
- C. Printing a Specific Page
- D. Printing a selected set
- E. Printing Several Documents
- Printing More than one Copies

MS OFFICE 2007 MS-EXCEL

- A. How to use Excel
- B. Starting Excel
- C. Parts of the Excel Screen
- D. Parts of the Worksheet
- E. Navigating in a Worksheet
- F. Getting to know mouse pointer shapes

CREATING A SPREADSHEET

- A. Starting a new worksheet
- B. Entering the three different types of data in a worksheet
- C. Creating simple formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using AutoFill
- G. Blocking data
- H. Saving a worksheet
- I. Exiting excel

MAKING THE WORKSHEET LOOK PRETTY

- A. Selecting cells to format
- B. Trimming tables with AutoFormat
- C. Formatting cells for:
 - Currency
 - Comma
 - Percent
 - Decimal
 - Date
- D. Changing columns width and row height
- E. Aligning text
 - Top to bottom
 - Text wrap
 - Re ordering Orientation
- F. Using Borders

GOING THROUGH CHANGES

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

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing

- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to are port
- G. Inserting page breaks in are port
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET

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

MAINTAINING MULTIPLE WORKSHEET

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

CREATING GRAPHICS/CHARTS

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

EXCEL's DATABASE FACILITIES

- A.Setting up a database
- Sorting records in the database

04

MS OFFICE 2007 MS-POWER POINT

- A. Making a simple presentation
- B. Using Auto content Wizards and Templates
- C. Power Points five views
- D. Slides
 - Creating Slides, re-arranging, modifying
 - Inserting pictures, objects
- Setting up a Slide Show
 - E Creating an Organizational Chart

05

Internet & E-mail – PRACTICAL

C. 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/			

II SEMESTER

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

COURSE OUTCOMES:-Students will:

CO 1: Have the basic knowledge of soups, sauces and their uses.

CO 2: Be familiarized with the basic concepts of MEAT & FISH cookery.

CO 3: Learn basic commodities- milk cheese butter

CO 4: Learn about condiments, spices & Indian Masalas.

CO 5: Understand the various products of bakery

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	SOUPS	02
2.	SAUCES & GRAVIES	03
3.	MEAT COOKERY	04
4.	FISH COOKERY	03
5.	RICE,CEREALS & PULSES	01
6.	i) PASTRY ii) Flour iii) SIMPLE BREADS	05
7.	PASTRY CREAMS	02
8.	BASIC COMMODITIES:	06
9.	BASIC INDIAN COOKERY	02
10.	KITCHEN ORGANIZATION AND LAYOUT	02

B. DETAILED SYLLABUS:

Unit	Unit Details
1	SOUPS Basic recipes other than consommé with menu examples <ul style="list-style-type: none">• Broths• Bouillon• Puree• Cream• Veloute• Chowder• Bisqueetc B. Garnishes and accompaniments C. International soups
2	SAUCES&GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary

3	MEAT COOKERY
	<p>A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats(offals) F. Poultry (With menu examples of each)</p>
4	FISH COOKERY
	<p>A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shellfish E. Cooking offish(effects of heat)</p>
5	RICE, CEREALS & PULSES
	<p>A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals</p>
6	i) PASTRY ii) Flour iii) SIMPLE BREADS
	<p>i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none"> • Recipes and methods of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry ii) Flour A. Structure of wheat B. Types of Wheat C. Types of Flour D. Processing of Wheat–Flour E. Uses of Flouring Food Production F. Cooking of Flour(Starch) iii) SIMPLE BREADS A. Principles of bread making B. Simple yeast breads C. Role of each ingredient in bread making D. Baking temperature and its importance</p>
7	PASTRY CREAMS
	<p>A. Basic pastry creams B. Use in confectionery C. Preparation and care in production</p>
8	BASIC COMMODITIES:
	<p>i) Milk A. Introduction</p>

	<p>B. Processing of Milk C. Pasteurisation – Homogenisation D. Types of Milk–Skimmed and Condensed E. Nutritive Value</p> <p>ii) Cream A. Introduction B. Processing of Cream C. Types of Cream</p> <p>iii) Cheese A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese</p> <p>iv) Butter A. Introduction B. Processing of Butter C. Types of Butter</p>
9	BASIC INDIAN COOKERY
	<p>i) CONDIMENTS & SPICES A. Introduction to Indian food B. Spices used in Indian cookery C. Role of spices in Indian cookery D. Indian equivalent of spices (names)</p> <p>ii) MASALAS A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> • Wet masalas • Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends</p>
10	KITCHEN ORGANIZATION AND LAYOUT
	<p>A. General layout of the kitchen in various organizations B. Layout of receiving areas C. Layout of service and wash up</p>

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.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will:

CO1: Have Understanding about menu planning

CO2: Be able to understand the different KOT control systems used in the Industry

CO3: Be able to describe the classification of non-alcoholic beverages.

CO4: Understand the different types of Tobaccos used in the Industry

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	MEALS & MENU PLANNING	15
2.	I PREPARATION FOR SERVICE II TYPES OF FOOD SERVICE	06
3.	SALE CONTROL SYSTEM	06
4.	TOBACCO	03

B. DETAILED SYLLABUS:

Unit	Unit Details
1	MEALS & MENU PLANNING
	<ul style="list-style-type: none"> A. Origin of Menu B. Objectives of Menu Planning C. Types of Menu D. Courses of French Classical Menu <ul style="list-style-type: none"> • Sequence • Examples from each course • Cover of each course • Accompaniments E. French Names of dishes F. Types of Meals <ul style="list-style-type: none"> • Early Morning Tea • Breakfast(English, American Continental, Indian) • Brunch • Lunch • Afternoon/High Tea • Dinner • Supper
2	IPREPARATION FOR SERVICE IITYPES OF FOOD SERVICE
	I PREPARATION FOR SERVICE <ul style="list-style-type: none"> A. Organising Mise-en-scene B. Organising Miseenplace II TYPES OF FOOD SERVICE <ul style="list-style-type: none"> A. Silver service B. Pre-plated service

	<p>C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service</p>
3	SALE CONTROL SYSTEM
	<p>A. KOT/Bill Control System(Manual)</p> <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill <p>B. Making bill C. Cash handling equipment D. Recordkeeping(Restaurant Cashier)</p>
4	TOBACCO
	<p>A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes–Types and Brand names D. Pipe Tobacco–Types and Brand names E. Cigars–shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars</p>

C. 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/			

COURSE OUTCOME: Students will have

- CO1:** Knowledge of reservation skills
- CO2:** Understanding of Room selling techniques
- CO3:** Understanding of basic guest handling
- CO4:** Knowledge of various room tariff structures

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	TARIFF STRUCTURE	04
2	FRONT OFFICE AND GUEST HANDLING	04
3	RESERVATIONS	07
4	ROOM SELLING TECHNIQUES	02
5	ARRIVALS	05
6.	DURING THE STAY ACTIVITIES	06
7.	FRONT OFFICE CO-ORDINATION	02

B. DETAILED SYLLABUS:

Unit	Unit Details
1	TARIFFS TRUCTURE
	<ul style="list-style-type: none"> A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents
2	FRONT OFFICE AND GUEST HANDLING
	<ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure
3	RESERVATIONS
	<ul style="list-style-type: none"> A. Importance of reservation B. Modes of reservation C. Channel sand sources(FITs, Travel Agents, Airlines, GITs) D. Types of reservations(Tentative, confirmed, guaranteed etc.) E. Systems(non-automatic, semiautomatic fully automatic) F. Cancellation G. Amendments H. Overbooking

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

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.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: students will be able to-

- CO1:** Define and characterize various types of layouts and guest supplies.
- CO2:** Explain various cleaning routine in guest rooms and public area.
- CO3:** Explain various types of beds and mattresses.
- CO4:** Describe various types of lost and found and procedures.
- CO5:** Identify various functions of control desk.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit(Hours)
1.	ROOM LAYOUT AND GUEST SUPPLIES	04
2.	AREA CLEANING	06
3.	ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING DEPARTMENT	10
4.	TYPES OF BEDS AND MATTRESSES	02
5.	PEST CONTROL	06
6.	KEYS	02

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	ROOM LAYOUT AND GUEST SUPPLIES
	<ul style="list-style-type: none"> A. Standard rooms, VIP ROOMS B. Guest’s special requests
2.	AREACLEANING
	<ul style="list-style-type: none"> A. Guestrooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.
3.	ROUTINE SYSTEMS AND RECORDS OF HOUSEKEEPING
	<ul style="list-style-type: none"> A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid’s Report and House keeper’s Report G. Hand over Records H. Guest’s Special Requests Register I. Record of Special Cleaning J. Call Register
4.	TYPES OF BEDS AND MATTRESSES
	TYPES OF BEDS AND MATTRESSES

5.	PEST CONTROL
	A. Areas of infestation B. Preventive measures and Control measure
6.	KEYS
	A. Types of keys B. Computerised keycards C. Key control

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Hotel Housekeeping	Raghubalan, G	latest	Oxford
2	Hotel House keepings	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 OUTCOMES: students will be able to-

CO1: Understand food science & various fields

CO2: Having knowledge of fats & oils in cooking

CO3: Define the theory of emulsion & colloids

A. OUTLINE OF THE COURSE

Unit No.	Title of the unit	Time required for the
1.	Introduction	02
2.	CARBOHYDRATES	04
3.	FAT & OILS	05
4.	PROTEINS	04
5.	FOOD PROCESSING	03
6.	EVALUATION OF FOOD	03
7.	EMULSIONS	03
8.	COLLOIDS	02
9.	FLAVOUR	02
10.	BROWNING	02

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	Introduction <ul style="list-style-type: none"> • Definition and scope of food science and • It 'sinter-relationship with food chemistry, food microbiology and food processing.
2.	CARBOHYDRATES <ul style="list-style-type: none"> A. Introduction B. Effect of cooking(gelatinization and retro gradation) C. Factors affecting texture of carbohydrates(Stiffness of CHO gel & Dextrinization D. Uses of carbohydrates in food preparations
3.	FAT&OILS <ul style="list-style-type: none"> A. Classification(based on the origin and degree of saturation) B. Autoxidation(factors and prevention measures) C. Flavour reversion D. Refining, Hydrogenation & winterisation E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats(with emphasis on shortening value of different fats)
4.	PROTEINS <ul style="list-style-type: none"> A. Basic structure and properties B. Type of proteins based on their origin(plant/animal) C. Effect of heat on proteins(Denaturation, coagulation) D. Functional properties of proteins(Gelation, Emulsification, Foam ability, Viscosity) E. Commercial uses of proteins indifferent food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues,

5.	FOOD PROCESSING
	<ul style="list-style-type: none"> A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkaline food constituents
6.	EVALUATION OF FOOD
	<ul style="list-style-type: none"> A. Objectives B. Sensory assessment of food quality C. Methods D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food
7.	EMULSIONS
	<ul style="list-style-type: none"> A. Theory of emulsification B. Types of emulsions C. Emulsifying agents D. Role of emulsifying agents in food emulsions
8.	COLLOIDS
	<ul style="list-style-type: none"> • Definition • Application of colloid systems in food preparation
9.	FLAVOUR
	<ul style="list-style-type: none"> • Definition • Description of food flavours (tea, coffee, wine, meat, fish spices)
10.	BROWNING
	<ul style="list-style-type: none"> • Types(enzymaticandnon-enzymatic) • Role in food preparation • Prevention of undesirable browning

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Diet Nutrition and Health	Snyder, Harry	latest	Rohit Pub.
2	Food and Nutrition	Lal, Harbans	latest	CBS Pub.
3	Food Science and Nutrition	Roday, Sunetra	latest	Oxford Univ.
4	Perspective In Nutrition	Wardlaw, Gordan	latest	Mosby
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able to:-

CO1: Define basic accounting technique

CO2: Draw & understand formats of primary & secondary books

CO3: Explain capital & revenue expenditure

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit
1.	INTRODUCTION TO ACCOUNTING	04
2.	PRIMARY BOOKS (JOURNAL)	10
3.	SECONDARY BOOK(LEDGER)	06
4.	SUBSIDIARYBOOKS	06
5.	CASHBOOK	10
6.	BANKRECONCILIATIONSTATEMENT	04
7.	TRIALBALANCE	06
8.	FINALACCOUNTS	12
9.	CAPITALANDREVENUEEXPENDITURE	02

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	INTRODUCTION TO ACCOUNTING
	A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles(GAAP)
2.	PRIMARY BOOKS (JOURNAL)
	A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals
3.	SECONDARY BOOK (LEDGER)
	A. Meaning and Uses B. Formats C. Posting D. Practicals
4.	SUBSIDIARY BOOKS
	A. Need and Use B. Classification <ul style="list-style-type: none"> • Purchase Book • Sales Book • Purchase Returns • Sales Returns

5.	CASHBOOK
	<p>A. Meaning</p> <p>B. Advantages</p> <p>C. Simple, Double and Three Column</p> <p>D. Petty Cash Book with Imprest System(simple and tabular forms)</p> <p>E. Practicals</p>
6.	BANK RECONCILIATION STATEMENT
	<p>A. Meaning</p> <p>B. Reasons for difference in Pass Book and Cash Book Balances</p> <p>C. Preparation of Bank Reconciliation Statement</p> <p>D. No Practicals</p>
7.	TRIAL BALANCE
	<p>A. Meaning</p> <p>B. Methods</p> <p>C. Advantages</p> <p>D. Limitations</p> <p>E. Practicals</p>
8.	FINAL ACCOUNTS
	<p>A. Meaning</p> <p>B. Procedure for preparation of Final Accounts</p> <p>C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet</p> <p>D. Adjustments(Only four)</p> <ul style="list-style-type: none"> • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation
9.	CAPITAL AND REVENUE EXPENDITURE
	<p>A. Meaning</p> <p>B. Definition of Capital and Revenue Expenditure</p>

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Hotel Accounting	Kathuria, Anil	Latest	Sonali Pub.
2.	A dictionary of accounting.	D C Mathur	Latest	Oxford University Press,
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: students will -

CO1: Have effective speaking skills required in hospitality industry.

CO2: Be able to demonstrate Telephone handling & etiquettes

CO3: Be aware of various types of communications

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	BUSINESS COMMUNICATION	07
2.	LISTENING ON THE JOB	06
3.	EFFECTIVE SPEAKING	07
4.	NON VERBAL COMMUNICATION	04
5.	SPEECH IMPROVEMENT	04
6.	USING THE TELEPHONE	02

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	BUSINESS COMMUNICATION
	<ul style="list-style-type: none"> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers
2.	LISTENING ON THE JOB
	<ul style="list-style-type: none"> A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking
3.	EFFECTIVE SPEAKING
	<ul style="list-style-type: none"> A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech
4.	NON VERBAL COMMUNICATION

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

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
3.	Written Communication	Singh, Shailendra K	latest	Aman Pub.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES:-Students will:

- CO 1:** Have the basic knowledge of soups, sauces and their uses.
- CO 2:** Be familiarized with the basic concepts of MEAT & FISH cookery.
- CO 3:** Learn basic commodities- milk cheese butter
- CO 4:** Learn about condiments, spices & Indian Masalas.
- CO 5:** Understand the various products of bakery

A. DETAILED SYLLABUS:

S.No	Topic (Part A)	
1	<ul style="list-style-type: none"> • Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds of fish 	04
2	<ul style="list-style-type: none"> • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing 	04
3	<p>Preparation of menu</p> <p>Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p>Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd’s pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer</p>	52

S.No	Topic (Part B)	
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles 	20
2	COLD SWEET <ul style="list-style-type: none"> • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	20
3	HOT SWEET <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	12
4	INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	08

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:

CO1: Have Understanding about menu planning

CO2: Be able to understand the different KOT control systems used in the Industry

CO3: Be able to describe the classification of non-alcoholic beverages.

CO4: Understand the different types of Tobaccos used in the Industry

A. DETAILED SYLLABUS:

S.No	Topic	Hours
01	REVIEW OF SEMESTER-1	04
02	<p>TABLE LAY-UP & SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d'Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP & SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>	16
03	<p>PREPARATION FOR SERVICE (RESTAURANT)</p> <p>A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties</p>	04
04	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Ordertaking & Recording Task-04: Order processing (passing order to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests</p>	08

05	Social Skills Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes	04		
	Restaurant French: To be taught by a professional French language teacher. <ul style="list-style-type: none"> • Restaurant Vocabulary (English & French) • French Classical Menu Planning • French for Receiving, Greeting & Seating Guests 	12		
06	Special Food Service - (Cover, Accompaniments & Service) Task-01: Classical Hors d'oeuvre	12		
	<table border="0"> <tr> <td> <ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td> <td> <ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus </td> </tr> </table>		<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus
<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 			
	Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts) <ul style="list-style-type: none"> • Service of Tobacco • Cigarettes & Cigars 			

B. 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/			

COURSE OUTCOME: Students will have

CO1: Knowledge of reservation skills

CO2: Understanding of Room selling techniques

CO3: Understanding of basic guest handling

CO4: Knowledge of various room tariff structures

A. DETAILED SYLLABUS:

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

B. 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.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: students will be able to-

CO1: Define and characterize various types of layouts and guest supplies.

CO2: Explain various cleaning routine in guest rooms and public area.

CO3: Explain various types of beds and mattresses.

CO4: Describe various types of lost and found and procedures.

CO5: Identify various functions of control desk.

A. DETAILED SYLLABUS:

S.No.	Topic	Hours
01	Review of semester1	2
02	Servicing guestroom(checkout/occupied and vacant) <u>ROOM</u> Task1-open curtain and adjust lighting Task2-clean as hand remove trays if any Task3-strip and make bed Task4-dust and clean drawers and replenish supplies Task5-dust and clean furniture, clock wise or anti clockwise Task6-clean mirror Task7-repleni shall supplies Task8-clean and replenish mini bar Task9-vaccum clean carpet Task10-check for stains and spot cleaning <u>BATHROOM</u> Task1-disposeds oiled linen Task2-clean ash tray Task3-clean WC Task4-clean bath and bath area Task5-wipe and clean shower curtain Task6-clean mirror Task7-clean tooth glass Task8-clean vanitory unit Task9-replenish bath supplies Task10-mop the floor	6
03	Bed making supplies(daybed/night bed) Step1-spread the first sheet(from one side) Step2-make miter corner (on both corner of your side) Step3-spread second sheet(upside down) Step4-spread blanket Step5-Spread crinkle sheet Step6-make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step7-tuck the fold son your side Step8-make miter corner with all three on your side Step9-change side and finish the bed in the same way Step10-spread the bed spread and place pillow	8

04	Records <ul style="list-style-type: none"> • Room occupancy report • Checklist • Floor register • Work/ maintenance order] • Lost and found • Maid's report • Housekeeper's report • Log book • Guest special request register • Record of special cleaning • Call register • VIP list 	4
05	Guestroom inspection	2
06	Minibar management <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date 	2
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry • stock taking 	4
08	Guest handling <ul style="list-style-type: none"> • Guest request • Guest complaints 	2

B. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Hotel Housekeeping	Raghubalan, G	latest	Oxford
2	Hotel House keepings	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 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	07
2.	VOLUME FEEDING	07
3.	REGIONAL INDIAN CUISINE	16

B. DETAILED SYLLABUS:

Unit	Unit Details
1	<p>QUANTITY FOOD PRODUCTION</p> <p>EQUIPMENT</p> <p>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> <p>MENU PLANNING</p> <p>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> <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

PLANNING

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

	<ul style="list-style-type: none"> • 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 G. Storage of wines H. Wine terminology (English & French)</p>
4	BEER
	<p>A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage</p>
5	SPIRITS
	<p>A. Introduction & Definition 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 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 B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin)</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.	INDOOR PLANTS	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/
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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 , Marchevangan 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/			

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 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 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.

* * * * *

PERFORMANCE APPRAISAL FORM (PAF)

Industrial Training

Institutes of Hotel Management & Catering Technology

Name of Student: _____ Institute: IHM, _____ Name of the Hotel: _____	PU RollNo: _____ Duration: 4 weeks (24 working days) From: __ To: _____
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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	<p>LARDER</p> <p>I. LAYOUT & EQUIPMENT</p> <p>A. Introduction of Larder Work</p> <p>B. Definition</p> <p>C. Equipment found in the larder</p> <p>D. Layout of a typical larder with equipment and various sections</p> <p>II. TERMS & LARDER CONTROL</p> <p>A. Common terms used in the Larder and Larder control</p> <p>B. Essentials of Larder Control</p> <p>C. Importance of Larder Control</p> <p>D. Devising Larder Control Systems</p> <p>E. Leasing with other Departments</p> <p>F. Yield Testing</p> <p>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</p> <p>A. Functions of the Larder</p> <p>B. Hierarchy of Larder Staff</p> <p>C. Sections of the Larder</p> <p>D. Duties & Responsibilities of larder Chef</p>	<p>02</p> <p>03</p> <p>03</p>

	<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. Tallo 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	<p>PLANNING & OPERATING VARIOUS F&B OUTLET</p> <p>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.</p>	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 • % 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	Routledge
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	ORGANISATIONAL STRATEGY A. MISSION <ul style="list-style-type: none"> • Mission Statement Elements and its importance B. OBJECTIVES <ul style="list-style-type: none"> • Necessity of formal objectives • Objective Vs Goal C. STRATEGY <ul style="list-style-type: none"> • DEVELOPING STRATEGIES <ul style="list-style-type: none"> - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach 	04
02	ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS A. NEED FOR ENVIRONMENTAL ANALYSIS B. KEY ENVIRONMENTAL VARIABLE FACTORS C. OPPORTUNITIES AND THREATS <ul style="list-style-type: none"> • Internal resource analysis D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX E. STRENGTHS AND WEAKNESSES <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
<u>MENU 01</u> <ul style="list-style-type: none"> • Consommé Carmen • Poulet Sauté Chasseur • Pommes Loretta • Haricots Verts 	4
<u>MENU 02</u> <ul style="list-style-type: none"> • Bisque D'écrevisse • Escalope De Veau viennoise • Pommes Batailles • Epinards au Gratin 	4
<u>MENU 03</u> <ul style="list-style-type: none"> • Crème Du Barry • Darne De Saumon Grille • Sauce paloise • Pommes Fondant • Petits Pois A La Flamande 	4
<u>MENU 04</u> <ul style="list-style-type: none"> • Veloute Dame Blanche • Cote De Porc Charcuterie • Pommes De Terre A La Crème • Carottes Glace Au Gingembre 	4
<u>MENU 05</u> <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</p> <p>B. Historical background</p> <p>C. Staple food with regional Influences</p> <p>D. Specialties</p> <p>E. Recipes</p> <p>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</p> <p>B. Historical background</p> <p>C. Regional cooking styles</p> <p>D. Methods of cooking</p> <p>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 <ul style="list-style-type: none"> • Cocktail • Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice welletc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties	06

08	<p>COCKTAILS & MIXED DRINKS</p> <p>A. Definition and History</p> <p>B. Classification</p> <p>C. Recipe, Preparation and Service of Popular Cocktails</p> <ul style="list-style-type: none"> - 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	<p>FACILITIES PLANNING</p> <p>The systematic layout planning pattern (SLP)</p> <p>Planning consideration</p> <p>A. Flow process & Flow diagram</p> <p>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</p> <p>Architectural consideration</p> <p>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)</p> <p>B. Approximate cost of construction estimation</p> <p>C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guestroom</p> <p>D. Approximate requirement and Estimation of water/electrical load gas, ventilation</p>	02 04 05
03	<p>STAR CLASSIFICATION OF HOTEL</p> <p>Criteria for star classification of hotel (Five, four, three, two, one & heritage)</p>	04
04	<p>KITCHEN</p> <p>A. Equipment requirement for commercial kitchen</p> <ul style="list-style-type: none"> • Heating -gas/electrical • Cooling (for various catering establishment) <p>B. Developing Specification for various Kitchen equipments</p> <p>C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)</p>	02 02 02
05	<p>KITCHEN LAY OUT & DESIGN</p> <p>A. Principles of kitchen layout and design</p> <p>B. Areas of the various kitchens with recommended dimension</p> <p>C. Factors that affect kitchen design</p> <p>D. Placement of equipment</p> <p>E. Flow of work</p> <p>F. Space allocation</p> <p>G. Kitchen equipment, manufacturers and selection</p> <p>H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen)</p> <p>I. Budgeting for kitchen equipment</p>	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 	4
<u>MENU 02</u> <ul style="list-style-type: none"> • Hot & Soursoup • Beans Sichwan • Stir Fried Chicken &Peppers • Chinese Fried Rice 	4
<u>MENU 03</u> <ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice 	4
<u>MENU 04</u> <ul style="list-style-type: none"> • Wanton Soup • Spring Rolls • Stir Fried Beef &Celery • Chow Mein 	4
<u>MENU 05</u> <ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles 	4

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.