

Bachelor of Hotel Management and Catering Technology

(BHM&CT)

Proposed Course Outline New Education Policy

Approved by

Board of Studies of Hotel Management & Catering Technology

Submitted by

Department of Hotel Management & Catering Technology

Faculty of Management

M.J.P. Rohilkhand University

BAREILLY

Prof. Dr. Meera

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Proposed Ordinance and Course Outline

For

Bachelor of Hotel Management and Catering Technology (BHM&CT)

1. Eligibility for Admission:

10+2 or equivalent qualification with at least 45% marks; relaxation of 5% marks for SC/ST candidates.

Maximum age of candidate – no age bar for any candidate of any category

2. Intake: 40 seat as per Govt. /A.I.C.T.E. norms

3. Reservation:

Reservation shall be applicable as per State Government/University norms.

4. Duration of the Course:

a) Duration of the Course leading to the Degree of Bachelor of Hotel Management and Catering Technology (BHMCT) shall be four academic years, spread-over *eight semesters* i.e., two semesters in each academic year: *July to December/January* and *January to May/June*, respectively.

4. Admission

a) Admissions to BHM&CT Course shall be as per NEP-2020/University norms.

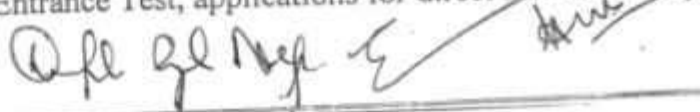
b) Entrance Test - As per NEP-2020/University norms.

c) Counseling

Counseling will be conducted by the agency conducting the entrance examinations (as per NEP-2020/University norms) and students will be allotted seats as per their ranking and availability.

d) Admission against Vacant Seats

If the seats remain vacant after giving opportunity to all the eligible candidates standing in the merit of the Entrance Test, applications for direct admission may



be invited by the Department (as per University norms) through appropriate notification. Admissions, in such case, shall be strictly made on the merit of the qualifying examination (i.e., 10+2 or equivalent) of the applicant.

- e) In any eventuality, if entrance test is not conducted for some reasons, the admissions shall be made on the basis of the performance of the candidates in their qualifying examination (i.e., marks obtained in 10+2 or equivalent)

5. Course Fee

- a) The course fee shall be remitted annually at the time of admission as prescribed by the University from time to time. Information to this effect will be specifically incorporated in the Admission Bulletin/Brochure of the concerned Academic Year. Candidates failing to deposit the fee in time shall be liable for penalty as prescribed by the University.
- b) The fee structure laid down in the Admission Bulletin of the specific year will remain applicable all through the course duration of the candidates.

6. Teaching

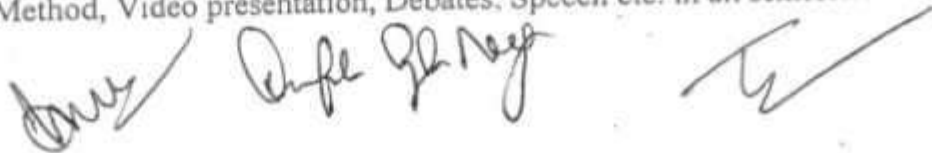
There shall be actual teaching for a minimum of 90 days, excluding admission, preparatory and examination period in all semesters except semesters devoted to industrial training.

7. Medium of Instruction

Medium of Instruction in BHMCT course shall be 'English'.

The condition of English medium has been laid down in view of the industry requirement vis-à-vis better entrepreneurial/employment opportunities for the incumbent students.

Personality Development and Proficiency in English shall be encouraged via Classroom Method, Video presentation, Debates, Speech etc. in all semesters.



To further employment opportunities students will be encouraged to gain proficiency in one of the multiple foreign language course offered within the university campus.

8. Attendance

It shall be mandatory for the students to fulfill the minimum requirement of attendance as per the University rules to qualify to appear in end semester exams.

9. Examination

a) Mid-Semester Examination/Internal Assessment:

In every semester except semesters devoted to training, 30% marks shall be assigned for mid-semester examinations in each theory and practical subject/paper. Appearance in the mid-semester exams is mandatory for all students.

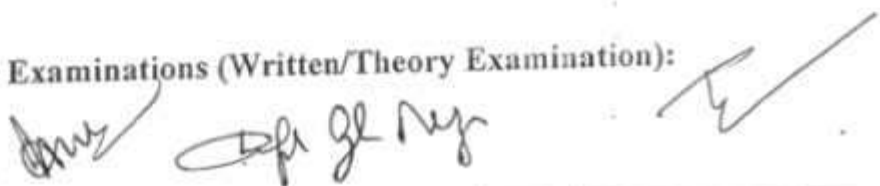
Whenever the score in internal evaluation (theory papers) is 75% or more the written test answer book shall be re-evaluated by two senior teachers of the department.

It is mandatory for all internal practical marks to be duly approved & counter signed by respective lab in-charge.

The department shall have to preserve the records of internal assessment for at least for six months after declaration of result of the concerned end semester examination.

In case, if any student fails to appear in one or more papers on medical ground/ genuine ground then he/she may be provided one more chance to appear in the mid-term exams during the same semester with the due permission of the Dean/Head on payment of re-examination fee of Rs 1000/- for one or more papers. The exam shall be conducted before the end semester exam.

b) End Semester Examinations (Written/Theory Examination):



Examination of *odd* and *even* semesters shall normally be conducted during the month of *December* and *May*, in that order. The question paper will be set by examiners appointed by the Vice-Chancellor on the recommendation of the Board of Studies. The pattern of the question paper will be prescribed and duly notified by the University from time to time. The weightage of each theory paper will be 70 marks and duration of the examination shall be 3 hours each.

c) Practical Examinations

Practical examinations shall be normally convened before the theory examinations. However, in unavoidable circumstances, practical examinations may be held after the theory papers.

d) Industrial Training/Extensive On the Job Training

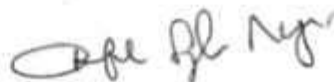
Immediately after their 3 & 7 semester Examinations, the Students shall be required to undertake 6 months/Twenty-Two weeks' training in a leading hotel/resort property not less than 4 Star Category duly approved by the Training In-charge/Department Head.

The evaluation of the Training Reports and Log Books submitted by the students on the prescribed format as well as viva voce will be conducted by a team of internal and external expert.

IMP- Last date for submission of the reports shall be notified by the Department and will usually be at least one week prior to the commencement of the end semester examination.

The department shall also arrange for students of 1, 2 semesters visit to reputed/star rated hotels in or near Bareilly. The visits shall be mandatory for all students who will be required to pay for their own transportation cost and adhere to rules and regulations as followed within the dept.

e) Research Project:



At the outset of Seventh Semester, every Student shall be assigned an applied topic (problem) for Research under the supervision of one of the core faculty members of the Department who is expert on the subject. A panel, comprising of one external and one of the internal expert who is in charge of Research project shall evaluate the Projects and conduct viva voce examination on the same.

Last date for submission of the project shall be notified by the Department and will usually be at least 15 days prior to the commencement of the end semester examination examinations.

Note: Students will be allowed to submit their Research project only if the respective supervisor is satisfied with the work and has accordingly recommended it for evaluation.

10. Qualifying Marks and Promotion:

- a) The minimum passing marks in each individual paper will be 40% and in aggregate 50% in each Semester. This percentage will apply on aggregate marks of internal evaluation and end semester examination. Any candidate who fails to secure minimum of 40% marks but secures 30% or more marks (internal+ external) in not less than three papers in end semester exam will be promoted to the next semester if the candidates aggregate is min 50% or more.

If a student secures a total of less than 30 marks (Internal + External) in any theory paper and less than 50 marks (Internal + External) in any practical exam, he/she will be declared as failed and treated as ex-student when he/she appears next time in the end semester examinations.

b) Declaration of result for 4 year degree program:

In the first seven semesters the candidate will be declared only as "Pass" or "Fail". Division will be awarded only on the basis of combined result of all the eight semesters of BHM & CT program.

- c) In the end semester if any candidate fails to appear in any Practical /Seminar /Training Report /Logbook /Project Report /Viva-Voce Examination, etc. then

Chauhan *Prof. R. K. Negi*

he/she may be provided a second chance after obtaining due permission from the Head of the Dept. as well the Exam Controller on the payment of prescribed fee decided by university authorities.

If a candidate fails in Practical /Seminar /Training Report /Logbook /Project Report /Viva Voce, Examination of any Semester then he/she will be declared as fail.

- d) No regular admission will be given to failed students. Any candidate who fails in the exams or who is entitled to carry over papers as "back papers" may reappear in the next subsequent exams. Only two attempts shall be allowed to the student to clear his back papers. However the marks obtained previously by the candidate in the internal evaluation of the paper concerned shall be retained and added with the marks obtained in the subsequent end semester exams.

In case the fail student has obtained less than 50 % marks in the internal exams the candidate may also appear in the mid semester exams also on the condition that max 50% marks of the max 30 marks will be considered in the total assessment of the subject total even if the students obtains more than 50% marks in the mid -term exam.

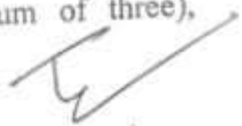
This student shall appear in the mid-term exam as per schedule decided by the dept.

- e) There shall be no re-evaluation or supplementary exams.

- f) The syllabi will be prescribed by the Board of Studies and necessary amendments made as and when required. Seeing the recent developments taking place in the hospitality industry the dept. shall endeavor to revise the syllabus every two/three years.

- g) A candidate who in any semester has secured minimum marks to pass in each paper but has not secured minimum required aggregate may reappear in any of the paper(s) of the semester concerned (subject to maximum of three),



according to his/her choice in order to secure the minimum marks (50%), prescribed to pass in the aggregate:(i.e. to clear back in aggregate)

h) The award of the division to the successful candidate will be on the basis of the combined results of BHM&CT part I, II and III , IV year (of eight semesters) as follows:

I. Candidates securing 60% and above I Division

II. All others II Division

i) In each semester Grace Mark of one mark may be granted in any one paper. This mark will not be counted in Grand Total. This rule will also apply in case of Back in Aggregate.

Evaluation Pattern for BHM&CT: Award of Grades Grade Points Based on Absolute Marks

Marks Range (out of 100)	Grade	Grade Point
90 — 100	O	10
80 — 89	A	9
70.— 79	B	8
60 — 69	C	7
50 — 59	D	6
40 — 49	E	5
20 — 39	Bp	4
00 — 19	F	0
Absent	Ab	0

Letter grades O, A, B, C, D & E in a paper means that the student has been able to clear that paper (i.e. passed in paper), Letter grade Bp in a paper means that the student has not been able to clear the paper and is entitled to appear in the back paper examination if he/she satisfies other conditions for Back Paper examination.

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Letter grade F means that the student has failed in the semester. Letter grade Ab means that the student was absent.

Calculation of SGPA, YGPA and CGPA

The following procedure shall be used to calculate the Semester Grade Point Average (SGPA), Yearly Grade Point Average (YGPA) and Cumulative Grade Point Average (C-GPA)

The SGPA is the ratio of sum of the product of the number of credits multiplied with the grade points scored by a student in all the courses of the semester divided by the sum of the credits of all the courses of the semester i.e.

$$SGPA = \frac{\sum (C_i \times G_i)}{\sum C_i}$$

Where:

C_i is the number of credits of the i^{th} paper

G_i is the grade point scored by the student in the i^{th} paper

The YGPA is also calculated in the same manner taking into account all the semesters undergone by a student over a year, i.e.

$$YGPA = \frac{\sum (C_j \times S_j)}{\sum C_j}$$

The CGPA is also calculated in the same manner taking into account all the semesters undergone by a student over the programme, i.e.

$$CGPA = \frac{\sum (C_j \times S_j)}{\sum C_j}$$

Where:

S_j is the SGPA of the that semester

C_j is the total number of credits in that semester.

The SGPA, YGPA and CGPA shall be rounded off to 2 decimal points and reported in the transcripts.

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Illustration of Calculation of SGPA, YGPA and CGPA

Illustration for SGPA

Paper	Credit	Grade Letter	Grade Point	Credit Point
Paper 1	4	B	8	4 x 8 = 32
Paper 2	4	C	7	4 x 7 = 28
Paper 3	4	O	10	4 x 10 = 40
Paper 4	4	E	5	4 x 5 = 20
Paper 5	3	D	6	3 x 6 = 18
Paper 6	3	A	9	3 x 9 = 27
Paper 7	3	C	7	3 x 7 = 21
Paper 8	3	D	6	3 x 6 = 18
Paper 9	2	B	8	2 x 8 = 16
Paper 10	2	C	7	2 x 7 = 14
Paper 11	3	A	9	3 x 9 = 27
35				261

Thus,

$$\text{SGPA} = 261/35$$

$$= 7.45$$

Illustration for YGPA

Semester I	Semester II
Credit : 35 SGPA : 7.4	Credit : 35 SGPA : 6.8

$$\text{YGPA} = \frac{\sum (C_j \times S_j)}{\sum C_j}$$

$$\text{YGPA} = \frac{\{(35 \times 7.4) + (35 \times 6.8)\}}{\sum C_j}$$

Thus,

$$\text{YGPA} = 497/70$$

$$\text{YGPA} = 7.1$$

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Illustration for CGPA

Semester I	Semester II	Semester III	Semester IV	Semester V	
Credit : EU	Credit : 35	Credit : 32	Credit : 50	Credit : 34	Credit : 32
SGPA : 7.4	SGPA : 6.8	SGPA : 7.1	SGPA : 6.2	SGPA : 6.9	SGPA : 6.4

$$CGPA = \frac{\sum (C_j \times S_j)}{\sum C_j}$$

$$CGPA = \frac{\{(35 \times 7.4) + (35 \times 6.8) + (32 \times 7.1) + (50 \times 6.2) + (34 \times 6.9) + (32 \times 6.4)\}}{\sum C_j}$$

Thus,

$$CGPA = 1473.6/218$$

$$CGPA = 6.75$$

The conversion formula for converting YGPA OF SGPA to the corresponding Percentage of Marks will be as follows

$$X = 10$$

$$Y = 5$$

Where,

X = Percentage of Marks

Y = YGPA or CGPA

The award of division to the successful candidate will be on the basis of the combined results of BHM&CT-I, II, III & IV Year (of all 8 semesters) as follows:

- | | | |
|-----|--|-------------|
| I | Candidates securing YGPA or CGPA 6.5 and above | I-Division |
| II | Candidates securing YGPA or CGPA 5.5 to 6.49 | II-Division |
| III | Candidates securing YGPA or SGPA less than 5.5 | Fail |

21. The student will have to fulfill the minimum requirement of attendance as per the university rule.

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2. No person shall be admitted as a candidate for the examinations of any of the part after the lapse of eight years after admission to the first year of BHM&CT course. However, under special circumstances, this period may be extended by one additional year (ie. total nine years) with special permission of Dean.

23. Declaration of Results and Award of Degree:

The result of the concerned semester examination shall normally be declared as per University rules/norms.

24. Ex-Student

In case a student fails in the examination as per relevant provisions, he/she may be allowed to re-appear in subsequent examination as an ex-student, without having the need to attend classes. He/she shall be required to appear and clear all end semester papers, practical, dissertation, exam etc. as per provision of the syllabus of that year.

13. Scrutiny

Scrutiny facility will be given to the student in two papers on payment of prescribed fee as decided by the University from time to time.

14. Amendment:

Course structure, course fee, eligibility condition for admission, intake capacity and, examination/evaluation procedure are subject to amendment from time to time as may be decided by own University.

Prof. G. N. Nigam

Chairman

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YEAR WISE STRUCTURE OF BACHELOR OF HOTEL MANAGEMENT

Bachelor of Hotel Management & Catering Technology- First Year

BHM&CT-I Sem.

Paper Code	Paper Code	Paper Name/Subject	Theory/Practical	Total Credit
IM-101	23001	Food Productions-I	T	4
IM-102	23002	Food & Beverage Service-I	T	4
IM-103	23003	Front Office Operations-I	T	4
IM-104	23004	Accommodation Operations-I	T	4
IM-105	23005	Basics of Hotel Accounting	T	3
IM-106	23006	Communication Skills for Hotel Industry	T	3
IM-107	81001	Food Production Practical-I	P	3
IM-108	81002	Food & Beverage Service Practical-I	P	3
IM-109	81003	Front Office Operation Practical-I	P	2
IM-110	81004	Accommodation Operation Practical-I	P	2
IM-111	81005	Personality development Practical-I	P	3
			<i>Total</i>	<i>35</i>

BHM&CT-II Sem.

Paper	Paper Code	Paper Name	Theory/Practical	Total Credit
IM-201	23007	Food Productions-II	T	4
IM-202	23008	Food & Beverage Service-II	T	4
IM-203	23009	Front Office Operations-II	T	4
IM-204	23010	Accommodation Operations-II	T	4
IM-205	23011	Hygiene and Sanitation	T	3
IM-206	23012	IHI (Introduction to Hospitality Industry)	T	3
IM-207	81006	Food Production Practical-II	P	3
IM-208	81007	Food & Beverage Service Practical-II	P	3
IM-209	81008	Front Office Operations Practical-II	P	2
IM-210	81009	Accommodation Operations Practical-II	P	2
IM-211	81010	Personality Development Practical-II	P	3
			<i>Total</i>	<i>35</i>

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Bachelor of Hotel Management & Catering Technology- Second Year

BHM&CT-III Sem.

Paper	Paper Code	Paper Name	Theory/Practical	Total Credit
BHM-301	23015	Food Production Operations- III	T	4
BHM-302	23016	Food & Beverage Operations-III	T	4
BHM-303	23017	Front Office Operations-III	T	4
BHM-304	23018	Accommodation Operations-III	T	4
BHM-305	23019	Principles of Management	T	3
		or		
BHM-306	23020	Hotel Accounting	T	3
BHM-307	23021	Environmental Studies		
BHM-308	81011	Food Production Practical-III	P	3
BHM-309	81012	Food & Beverage Service Practical-III	P	3
BHM-310	81013	Front Office Operations Practical-III	P	2
BHM-311	81014	Accommodation Operations Practical-III	P	2
			<i>Total</i>	<i>32</i>

BHM&CT-IV Sem.

Paper	Paper Code	Paper Name	Theory/Practical	Total Credit
		Industrial Training in 4 Star or above category Hotel		
BHM-401	81015	Training Report	P	10
BHM-402	81016	Log Book	P	10
BHM-403	81017	Appraisal/ Performance/Attendance certified by concerned Hotel Training Manager/Supervisor	P	10
BHM-404	81018	Presentation & Viva -Voce	P	20
			<i>Total</i>	<i>50</i>

Asst. Hk. Insp.

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Bachelor of Hotel Management & Catering Technology- Third Year

BHM&CT-V Sem.

Paper	Paper Code	Paper Name	Field Trip	Total Credit
BHM-501	23022	Advance Food Production Operations-IV	T	4
BHM-502	23023	Advance Food & Beverage Operations-IV	T	4
BHM-503	23024	Room Division Management-I	T	4
BHM-504	23025	Food Science & Nutrition	T	3
BHM-505	23026	Travel & Tourism Operations	T	3
BHM-506	23027	Hotel Property Management System	T	3
BHM-507	81019	Advance Food Production Practical-IV	P	3
BHM-508	81020	Advance Food & Beverage Service Practical-IV	P	3
BHM-509	81021	Room Division Management Practical-I	P	2
BHM-510	81022	Hotel Property Management System Practical	P	2
BHM-511	81023	General Proficiency in Hotel Operations	P	3
			Total	34

BHM&CT-VI Sem.

Paper	Paper Code	Paper Name	Theory Practical	Total Credit
BHM-601	23028	Advanced Food Production-V	T	4
BHM-602	23029	Advanced Food & Beverage Service and Controls-V	T	4
BHM-603	23030	Room Divisions Management-II	T	4
BHM-604	23031	Hospitality and Tourism Marketing	T	4
BHM-605	23032	I-Financial Management	T	3
		Or		
BHM-606	23033	II-Human Resource Management	T	3
BHM-607	23034	I-Strategic Management		
		Or		
BHM-608	23035	II-Entrepreneurship	P	3
BHM-609	81024	Food Production Practical-V	P	3
BHM-610	81025	Food & Beverage Service Practical-V	P	2
BHM-611	81026	Room Divisions Management Practical-II	P	2
BHM-612	81027	Personality Development Practical-II	P	2
			Total	32

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Bachelor of Hotel Management & Catering Technology- Fourth Year

BHM&CT-VII Sem.

Paper	Paper Code	Paper Name	Theory/Practical	Total Credit
		Professional Elective Theory- any one of the following-		
V-701	23036	I- Food Production	T	4
V-702	23037	II- Food & Beverage Service		
V-703	23038	III- Room Division Management		
V-704	23039	Hospitality Law & Ethics	T	3
V-705	23040	1. Customer Relation Management	T	3
		or		
V-706	23041	2. Organizational Behavior	T	3
V-707	23042	Research Methodology	T	3
V-708	23043	Facility Planning	T	3
		Professional Elective Practical-any one of the following-		
V-709	81028	I- Food production	P	3
V-710	81029	II- Food & Beverage Services		
V-711	81030	III- Room Division Management		
		Extensive Research Project on any one topic under any Sr. Faculty of the Dept.	P	5
V-712	81031	I- Hotel Operation		
V-713	81032	II- Tourism Industry	P	2
V-714	81033	III- Airlines Industry		
			<i>Total</i>	<i>26</i>

BHM&CT-VIII Sem.

Paper	Paper Code	Paper Name	Theory/Practical	Total Credit
		Industrial Training 22 weeks/On the Job Training in minimum 4/5 Star Category Hotel recommendation by Dept. /Training-in-Charge.		
M-801	81034	Log Book	P	10
M-802	81035	Training Report	P	10
M-803	81036	Appraisal/ Performance/Attendance certified by concerned Hotel Training Manager/Supervisor	P	10
M-804	81037	Viva Voce/Presentation	P	20
			<i>Total</i>	<i>50</i>

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Internal Assessment & External Assessment			
Internal Assessment (Theory)	Marks 30	External Assessment (Theory)	Marks 70
Assignment and Seminars for all theory papers throughout the semester in all semesters	05	Theory paper Semester 01	70
		Theory paper Semester 02	70
Overall performance throughout the semester including (Behavior, Discipline and Attendance)	05	Theory paper Semester 03	70
		Theory paper Semester 04	70
Class test, oral presentation and presentation related to each subject and topic	20	Theory paper Semester 05	70
		Theory paper Semester 06	70
Internal Assessment (Practical)		External Assessment (Practical)	
Viva voce for all related papers with hardcopy (Dissertation, Project, Industrial Training Report etc.)	10	Practical Presentation Evaluator's	Work-Product Tasting by 50
Viva Voce for all related papers Grooming and overall dress sense (Uniform)	10	Viva voce for all related papers with hardcopy (Dissertation, Project, Industrial Training Report etc.)	15+5
Viva voce presentation and question handling	10		

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**Bachelor of Hotel Management & Catering Technology-First Year
BHM&CT-I Sem.
(THEORY)**

Course Code: BHM 101

Course Title: Food Production Foundation-I

Course Outcome:

1. Do the basic Mise-en-Place in operational kitchen
2. Use the basic kitchen tools and equipment's
3. Demonstrate cooking methods in Basic vegetable, fruits and egg preparations
4. Introduction to continental cuisine

Unit	Topics
I	Introduction to the Art of Cookery: Culinary history Nouvelle Cuisine Aims and objectives of Cooking Food Classification of Raw Materials Function and preparation of Ingredients, Culinary terms
II	Kitchen Hygiene : Personal Hygiene, its Importance Importance of Kitchen Uniform Safety & Hygiene in Kitchen
III	Kitchen Organization: Kitchen layout: Modern kitchen Brigade/Hierarchy Duties and Responsibilities of Executive Chef, Sous Chef and Chef de Partie Brief Introduction to Different Sections of Kitchen & Liaison among all the sections
IV	Equipment and Tools: Classification of different type of Equipment's, new age equipment's Uses, Maintenance & criteria for selection of equipment's Menu Planning, Types, Principles, Application
V	Methods of Cooking: Classification of Cooking Methods Conventional and Modern Methods of Cooking
VI	Introduction to Indian Cuisine: Indian Spices Cooking equipment's, Gravies Regional Cuisine: Kashmiri, Punjabi, Mughlai, Rajasthani, Awadhi, Uttar Pradesh, Uttarakhand, Gujrati, Goan, Hyderbadi, Kerala, Bengali etc. Brief study of Indian Sweets: Rajasthan, Bengal, Maharashtra, Punjab, U.P., Uttrakhand etc.
VII	Cooking terms: Indian, Continental

Suggested Reading-

1. Theory of Cookery- Krishna Arora
2. Theory of Cookery-A Text Book Prof Pranshu Champlay & Prof Shalendra Singh
3. Textbook of Food Production- Basic Training Kitchen-Vikas Singh & Subhad.p Majumdar
4. Food Production Operations-Parvinder Ball

Further Suggestions:

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Course Code: BHM-102

Course Title: Food & Beverage Service Foundation-I

Course Outcome:

1. Do the basic Mise-en Place and Mise-en Scene in F&B area.
2. Use the basic tools and equipment's.
3. Demonstrate basic F&B service skills.

Unit	Topics
I	The Food & Beverage Service Industry: Introduction to the Food & Beverage Industry Classification and various sectors of Catering Industry
II	Introduction to F & B Service Operations: Type of Catering Establishments: Restaurant, Fine Dining Room, Specialty Restaurant, Coffee Shop, Bar, Pubs, Family, Restaurant Bistro, Fast Food etc.
III	F & B Service Tools, Equipment and Furnishings: Classification of various Tools and Equipment's, special equipment Usage of Equipment's Types, Sizes and use of Furniture, Restaurant Linen, Chinaware, Silverware, Glassware, Special & Other Equipment etc. Tools and Furnishings: PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props etc.
IV	Food & Beverage Service Personnel: Basic Etiquettes for F&B staff Attitude & Attributes of a Food & Beverage personnel Food & Beverage Service Organization Job Descriptions & Job Specifications of F& B Service Staff Interdepartmental Coordination.
V	Mise-en-Scene and Mise-en-place: in different F& B operations/outlets
VI	Food & Beverage Service Methods: Table Service-Silver/English, Family American/Pre plated, Butler/French, Russian Self Service-Buffer & Cafeteria Specialized Service, Lounge Service, Room Service/IRD etc. Single Point Service- Take Away, Vending, Kiosks, Food Courts & Bars, Automats etc.
VII	Food & Beverage Terminology

Suggested Readings:

1. Food & Beverage Service - Lillierup & Cousins, ELBS;
2. Modern Restaurant Service - John Fuller, Hutchinson;
3. Food & Beverage Service - Bobby George.

Further Suggestions:

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Course Code: BHM-103

Course Title: Front Office Operations-I

Learning Outcomes:

1. Classification criteria of Hotels
2. Use the basic tools and equipment's
3. Duties and responsibilities of front office personals
4. The front office process
5. Handling various types of Guest

Sl	Topics
I	INTRODUCTION TO HOSPITALITY INDUSTRY: Hospitality and its Origin/History/Meaning & Definition Hotel evolution and growth with special reference to India
II	CLASSIFICATION OF HOTELS: On the basis of Size /Star /Location /Clientele /Ownership /Length of stay /Level of service, Management and Affiliation etc. Hotel Organization; Hierarchy
III	INTRODUCTION TO FRONT OFFICE: Front office functional area Sections /Ancillary areas Front office layout & Equipment's
IV	FRONT OFFICE ORGANIZATION: Front Office Staff, Hierarchy Duties and Responsibilities of Front Office Persons Qualities/Attributes of Front Office Personnel
V	THE GUEST: Defining Guest & their basic requirements Types of Guests- F.I.T, Business Travelers, G.I.T, S.I.T, Domestic, Foreigner etc. Guest Services/complaints
VI	FRONT OFFICE OPERATIONS: Guest cycle Reservation-Types, Mode, Source Registration-Process Check Out-Settlement of Guest Bills

Suggested Readings:

1. Hotel front office management by James Bardi
2. Front Operation & Administration, By- Dennis Foster
3. Front office procedures & Management, By- Peter Abbot
4. Front Office Management by S. K. Bhatnagar
5. Hotel F.O. Training manual by Suvradeep Gauranga Ghosh
6. Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari
7. Managing front office operations by M. Kasavana

Further Suggestions:

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Code: BHM 104

Course Title: Accommodation Operations-I

Topics:

Usage of tools and equipment's
Housekeeping basic procedures
Basic room amenities and basic room setups
Handling guest queries

Topics

INTRODUCTION:

Sanitation, Definition & Importance of Housekeeping
Housekeeping functional area/Ancillary areas
Housekeeping layout

HOUSEKEEPING ORGANIZATION:

House Keeping Organization Structure
Duties and Responsibilities of Housekeeping staff
Housekeeping co-ordination with other Departments
Attributes of Housekeeping Personnel

HOUSEKEEPING TOOLS & Equipment's:

Classification of House Keeping equipment's and tools & their use
Care and maintenance of Cleaning equipment's

THE HOTEL GUEST ROOMS:

Types of guest rooms
Layout of guest rooms (Types)
Layout of Floor pantry
Basic Room amenities

House Keeping Procedures:

Basics of cleaning Procedures
Type of cleaning Procedures
Housekeeping Control Desk, Importance & Role
Co-ordination, Key Handling & Control
Control Forms, Formats & registers used in Control
Desk Handling Guest query & request

Glossary of H.K. TERMS (With reference to above topics)

Recommended Readings:

Housekeeping Operation & Management, By- Malini Singh
Hotel Housekeeping Operations & Management, - G. Raghubalan & Sunita Raghubalan

Teacher's Suggestions:

Dr. M. S. ...

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Course Code: BHM 105

Course Title: Basics of Hotel Accounting

Course Outcome:

1. Basic Knowledge of Hotel Accounting
2. Revenue generating departments of hotel (Major/Minor)
3. Importance of accounting in Hotel Industry

Unit	Topics
I	Introduction to accountancy : Definition, objective, scope Branches of accounting Generally accepted accounting principles Use and limitations of accounting Accounting standards in hospitality industry
II	System of accounting followed in hotels Tabular system of accounting and its importance in hotel industry Revenue producing departments of a hotel Types of ledger maintained in hotels Visitor Tabular Ledger/importance, use, preparation Guest Weekly Bill
III	Accounts department organization in Hotel Industry Duties & responsibilities of Accounts Staff Procedure of handling Foreign exchange Use of computers in Hotel Industry, advantages, common software's used
IV	Guest accounting, allowances, V.P.O. Hotel statistical information Bill Summary
V	Hotel sales record & room sales control Departmentalization of hotel revenue including operating costs Night auditor- role, importance, reports
VI	Cash control- maintaining record of incoming & outgoing cash Preparation of reports- revenue, city ledger Summary report, guest account control report, management information report Uniform system of accounts in hotels- objectives, advantages, systems & procedures
Suggested Readings: 1. Financial and cost accounting, S.N. Maheshwari, Sultan Chand & Sons. 2. Financial accounting for Hotel, JP Prasanna Kumar, Tata Mc Grew Hill Edu. Pvt. Ltd 3. Elements of Hotel Accounting, GS Rawat, Himalayan 4. Principle of accounting, R. L. & V. K. Gupta, Sultan Chand & Sons.	
Further Suggestions:	

Dr. P. J. Negi

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Course Code: BHM 106		Course Title: Communication Skills for Hotel Industry	
Course Outcomes:			
<ol style="list-style-type: none"> 1. Usage of English language in routine communication 2. Note making, Report making, drafting routine correspondence handling 3. Demonstrate basic professional Etiquettes 			
Unit	Topics		
I	Communication: Definition, objective, principles, importance, Type of communication: Formal, Informal, Verbal, Written, Horizontal, Vertical		
II	Significance of Communication: Non-verbal communication, signs, symbols, eye-contact, facial expressions and posture. Communication in Hospitality organization and its effects on hotel performance		
III	Letter Writing: Application, Business, Official, Informal Resume		
IV	Skills of written English: Note Making, Report Writing, Circular, Memo, Notice, Precise Writing etc.		
IV	Oral skills (listening and speaking) for effective communication: Pronunciations, Stress, Accent, Common Phonetic Difficulties. Use of Telephone, Telephone Etiquettes etc.		
Suggested Readings:			
<ol style="list-style-type: none"> 1. Bhaskar, W.W.S., and Prabhu, N. S. "English through reading". 2. MacMillan, 1978 D'Souza Eunice and Shahani, 3. G., "Communication Skills in English", Noble Publishing, 1977 			
Further Suggestions:			

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Bachelor of Hotel Management & Catering Technology-First Year
BHM&CT-I Sem.
(PRACTICAL)

Course Code: BHM-107

Course Title: Food Production Practical-I

Topics

Familiarization and Understanding the usage of equipment and tools.
Proper usage of a kitchen knife and hand tools.
Familiarization & identification of commonly used raw material: For commodities listed in theory.
Basic hygiene practices to be observed in the kitchen & Importance of Kitchen Uniform.
First aid for cuts & burns & Safety practices to be observed in the kitchen
Basic cuts of vegetables: Julienne, Jardinière, Brunnoise, Macedoine, Payssane, Chiffonade, Wedges, Mirepoix, Fluting, Turned.

Methods of Cooking:

- a. Boiling: Potato and Rice (Drain and Absorption method)
- b. Poaching: Egg and Fruits
- c. Steaming: Pudding and Vegetables
- d. Stewing: Vegetable stew and Bean Stew
- e. Frying: Fritters and Patties
- f. Sauteing and Stir Frying: Vegetable and Noodles
- g. Roasting: Potato and Vegetable roast
- h. Grilling: Vegetable and Cottage Cheese,
- i. Braising: Vegetables
- j. Broiling: Breads, Spices
- k. Baking: Potato and vegetable
- l. Egg cookery including 5 classical preparations

Course Code: BHM-108

Course Title: Food & Beverage Service Practical-I

Topics

1. Restaurant Etiquettes
 2. Restaurant Hygiene practices
 3. Practicising Mis- En -Scene activities
 4. Practicising Mis- En -Place activities
 5. Identification of Tools, Equipment's, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc.
 6. Care and Maintenance of various Tools, Equipment's, Flatware's, Hollowware's etc.
 7. Side board Organization
 8. Laying & Relaying of Table cloth
 9. Practicising 7 to 10 Napkin folds
 10. Rules for Laying a basic Cover
 11. Carrying a Salver/Tray
 12. Service of Water
 13. Handling the Service Gear
 14. Carrying Plates, Glasses & other Equipment's
 15. Clearing an Ashtray
 16. Handling precautions.
- W. P. S. S.* *W. P. S. S.*

Code: BHM-109

Course Title: Front Office Operations Practical-I

Topics

- Introduction to different sections of the front office.
- Role playing of student in the various sections.
- Guest handling-receiving of the Guest at the front desk.
- 1. Guest registration formalities
- 5. Bell desk operation
- 5. Handling of guest luggage
- 7. Handling of room key to the guest
- 8. Reservation procedures-types
- 9. Complaint handling
- 10. Telephone etiquettes

Course Code: BHM-110

Course Title: Housekeeping Operations Practical-I

Topics

- 1. Introduction to various housekeeping equipment and tools
- 2. Cleaning of guest room
- 3. Cleaning of guest wash room
- 4. Daily cleaning
- 5. Evening service
- 6. Use of vacuum cleaner in guest room
- 7. preparation of various housekeeping reports
- 8. Handling guest queries
- 9. Bed making traditional method
- 10. Bed making modern method

Course Code: BHM-111

Personality Development Practices-I

Topics

- 1. Elements of Personality Development
 - a. Understanding Elements of Personality. Advantages and Disadvantages.
- 2. Personality Enrichment
 - a. Grooming, Personal hygiene, Basic Etiquettes, Social, Business and Dining Etiquettes. Body Language -use and misuse
- 3. Developing Communication Skills
 - a. Writing phrases, stories, short notes, news briefs
 - b. Practicing routine dialogues between -Friends (one to one, Group), Teacher, developing class room participation.
 - c. Presentation Skills- Dressing for presentation, preparing short notes, Using PPT.
- 4. Interpersonal Skills
 - a. Dealing with seniors, colleagues, juniors, teachers etc. at work place, Art of good Conversation, Art of Intelligent Listening.
- 5. Telephone conversation
 - a. Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.

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