

**B.VOC (HOTEL MANAGEMENT)**  
**B.VOC (HOM)**  
**YEAR 1 (Diploma)**

<b>I Semester</b>				
<b>S. No.</b>	<b>Code</b>	<b>Subject</b>	<b>Category</b>	<b>Credit</b>
1	BVHOM-101	Foundation in Food Production – I	Skill	3
2	BVHOM-102	Foundation in Food and Beverage Service – I	Skill	3
3	BVHOM-103	Foundation in Front Office Operations – I	Skill	2
4	BVHOM-104	Foundation in House Keeping Operations – I	Skill	2
5	BVHOM-105	Travel & Tourism Management	General	6
6	BVHOM-106	Communication Skills	General	6
7	BVHOMP-107	Vocational Practical- I	Skill	8
<b>Total</b>				<b>30</b>

<b>II Semester</b>				
<b>S. No.</b>	<b>Course Code</b>	<b>Subject</b>	<b>Category</b>	<b>Credits</b>
1	BVHOM-201	Food Production-II	Skill	3
2	BVHOM-202	Food and Beverage Services-II	Skill	3
3	BVHOM-203	Front Office Operations-II	Skill	2
4	BVHOM-204	Housekeeping Operations-II	Skill	2
5	BVHOM-205	Basics of Event Management	General	6
6	BVHOM-206	Business Communications	General	6
7	BVHOMP-207	Vocational Practical-II with Internship	Skill	8
<b>Total</b>				<b>30</b>

**B.VOC (HOTEL MANAGEMENT)**  
**B.VOC (HOM)**  
**YEAR 2 (Advanced Diploma)**

<b>III Semester</b>				
<b>S. No.</b>	<b>Code</b>	<b>Subject</b>	<b>Category</b>	<b>Credit</b>
1	<b>BVHOM-301</b>	Food Production – III	Skill	3
2	<b>BVHOM-302</b>	Food and Beverage Services – III	Skill	3
3	<b>BVHOM-303</b>	Front Office Operation – III	Skill	2
4	<b>BVHOM-304</b>	Housekeeping Operations-III	Skill	2
5	<b>BVHOM-305</b>	Ethical, Legal & Regulatory Aspects of Hotel Industry	General	6
6	<b>BVHOM-306</b>	Basic of Hotel Accountancy	General	6
7	<b>BVHOMP-307</b>	Vocational practical- III	Skill	8
<b>Total</b>				<b>30</b>

<b>IV Semester</b>				
<b>S. No.</b>	<b>Course Code</b>	<b>Subject</b>	<b>Category</b>	<b>Credits</b>
1	BVHOM-401	Food Production-IV	Skill	3
2	BVHOM-402	Food and Beverage Services-IV	Skill	3
3	BVHOM-403	Front Office Operations-IV	Skill	2
4	BVHOM-404	Housekeeping Operations-IV	Skill	2
5	BVHOM-405	Hospitality Marketing	General	6
6	BVHOM-406	Allied Hospitality Management	General	6
7	BVHOMP-407	Vocational Practical-IV with Internship	Skill	8
<b>Total</b>				<b>30</b>

**B.VOC (HOTEL MANAGEMENT)**  
**B.VOC (HOM)**  
**YEAR 3 (DEGREE)**

<b>V Semester</b>				
<b>S.No.</b>	<b>Course Code</b>	<b>Subject</b>	<b>Category</b>	<b>Credits</b>
1	BVHOM-501	Food Production-V	Skill	3
2	BVHOM-502	Food and Beverage Services-V	Skill	3
3	BVHOM-503	Housekeeping Operations-V	Skill	2
4	BVHOM-504	Front Office Operations-V	Skill	2
5	BVHOM-505	Food & Beverage Controls & Management	General	6
6	BVHOM-506	Hotel Budget & Budgeting	General	6
7	BVHOMP-507	Vocational Practical-V	Skill	8
<b>Total</b>				<b>30</b>

<b>VI Semester</b>				
<b>S.No.</b>	<b>Course Code</b>	<b>Subject</b>	<b>Category</b>	<b>Credits</b>
1	BVHOM-601	Garde Manger	Skill	2
2	BVHOM-602	Bar Management	Skill	2
3	BVHOM-603	Yield Management	Skill	2
4	BVHOM-604	Facility Planning and Budgeting of Housekeeping	General	4
5	BVHOM-605	Ecology of Tourism	General	4
6	BVHOM-606	Entrepreneurship Development in Hotel Industry	General	4
7	BVHOMP-607	Vocational Practical-VI with Internship	Skill	6
8	BVHOMP-608	Project Work in Hotel	Skill	6
<b>Total</b>				<b>30</b>

**SEM 1**

**BVHOM-101**

**Foundation in Food Production – I**

<b>Introduction and Course Objectives</b>	This course mainly focuses on the fundamentals of working in a kitchen, starting from hygiene standards and their knowing their ethics to handle food, understand the guidelines of HACCP and other ethics. It also focuses on the various areas of the Kitchen area and the equipment is used in it. It also emphasis with the nature of commodities used in the kitchen too.
<b>Main concepts</b>	Comprehend the standards and ethics for food handlers, food commodities & kitchen equipment
<b>Student Learning Objectives</b>	To study the basics of Kitchen in the form of food production that is required to be learnt as a basic. These objectives need to correspond with NOS framework.

**UNIT - 1 PROFESSIONAL STANDARD AND ETHICS FOR FOOD HANDLERS:** Personal hygiene, General kitchen hygiene and sanitation, HACCP (Hazard Analysis and Critical Control Points) Ethics in the kitchen

**UNIT - 2 FOOD COMMODITIES:** Classification of Ingredients Characteristics of Ingredients Uses of Ingredients, Food and its relation to health Definition of Basal Metabolism, Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre.

**UNIT - 3 COOKING FUELS AND KITCHEN EQUIPMENT:** Types of cooking fuels Uses of cooking fuels Safety precautions, Classification of Kitchen Equipment Uses of Kitchen Equipment, Care and maintenance.

**UNIT - 4 PROCESSING OF COMMODITIES:** Cleaning and pre-preparation of food commodities, Quality points & cuts of fruit, vegetables, fish, lamb, beef, pork, poultry and game

## **Practical's**

- Lay out of the kitchen. Kitchen organization chart
- Identifying & Use of Kitchen equipment Cuts of vegetables
- Cuts of meat and fish

<b>Introduction and Course Objectives</b>	The intention of this course is to know the knowledge about the basics of food service, which includes the types of service area and the expected attributes of the personnel working within. It will also include the knowledge about equipment's used in the F&B service areas.
<b>Main Concepts</b>	Basics of Food & Beverage Service
<b>Student Learning Objectives</b>	To learn about the industry, service areas, personnel and equipment used These objectives need to correspond with NOS framework.

**UNIT - 1 FOOD & BEVERAGE SERVICE INDUSTRY:** Introduction to Food and Beverage Service  
Types of catering operations

**UNIT - 2 Attributes of Food & Beverage Service Personnel Food & Beverage Service Organization:** Organizational Hierarchy of the F & B Department, Job Specifications for the F & B Department, Job Descriptions, (Director de Restaurant (Restaurant Manager), Maitre d'hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d'etage (Floor Waiter)

**UNIT - 3 FOOD & BEVERAGE SERVICE AREAS WITH HIERARCHIES:**  
Restaurant, Coffee Shop, Room Service, Bar, Banquets

**UNIT - 4 F & B SERVICE EQUIPMENT:** Furniture, Linen, Chinaware, Silverware, (Flatware, Hollowware), Glassware, Disposables, Special Equipment (Trolleys, Electrical equipment etc), Personal Equipment

## Practical's

- Briefing / Debriefing
- Restaurant Etiquette
- Mise- en- Scene/ Mise -en Place
- Identification of Equipment
- Laying and relaying a table cloth
- Rules for laying a cover
- Napkin folds
- Service of water

<b>Introduction and Course Objectives</b>	This UNIT is prescribed to appraise the basics of Front of the house in the Hotel industry. It also aims to understand the working pattern of the organization while handling the guest in the hotel.
<b>Main Concepts</b>	Understanding the significance of Front Office
<b>Student Learning Objectives</b>	Introduction to the hotel industry, and highlight the role of front office while dealing with the guest. These objectives need to correspond with NOS framework.

**UNIT -1 INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY:** Tourism and its importance, Concept of Hospitality and its origin, Origin, History, Growth and Development of hotel industry – India and global, Classification and Categorization of Hotel Industry.

**UNIT – 2 HOTEL ORGANIZATION:** Introduction to Front Office, Basic Activities of Front Office, F O Layout & Equipment, Various Sections of Front Office, Organization Structure of Front Office department of a 5 star and 3-star Component hotel.

**UNIT - 3 FRONT OFFICE PRODUCTS:** Types of rooms, Types of room rates, Types of plans  
Room status definitions

**UNIT - 4 INTRODUCTIONS TO GUEST CYCLE HANDLING:** Pre-arrival, Arrival,  
Occupancy, Departure

### Practical's

- Grooming and Hospitality etiquette
- Welcoming/ greeting the guest
- Basic telephone handling

<b>Introduction and Course Objectives</b>	To provide the fundamentals of Housekeeping operations in any organization and also explaining the objectives and the set-up of the department. Also, to understand the various guest rooms which are the product of this department has also been dealt in this course.
<b>Main Concepts</b>	Know the structure & identity of the department learning objectives of the department and how to maintain the Guest rooms
<b>Student Learning Objectives</b>	These objectives need to correspond with NOS framework.

**UNIT - 1 HOUSE KEEPING DEPARTMENT:** Organizational frame work of the department (large, medium, small), Role of key personnel in housekeeping, Job description and job specification of staff in the department, Qualities of the house keeping staff, Skills of a good house keeper (Managerial, technical, Conceptual), Inter departmental coordination with more emphasis on front office and maintenance, Department and the relevant sub sections.

**UNIT – 2 HOTEL GUEST ROOM:** Types of guest rooms, Layout out of guest rooms (types), Layout of floor pantry

**UNIT – 3 FURNITURE AND FIXTURE:** Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only), Accessories, Daily cleaning of occupied, departure, vacant, under repair, VIP rooms

**UNIT – 4 CLEANING:** Weekly cleaning, spring cleaning, Evening service, Systems and procedures involved, Cleaning process, Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)

## Practical's

- Personal hygiene in house keeping
- Housekeeping etiquette
- Bed Making
- Cleaning Rooms & Public Areas

<b>Introduction and Course Objectives</b>	The course aims at creating a basic understanding on the nature of tourism. Defining important core tourism concepts, it gradually unfolds the personality of world's fastest growing industry by explaining its growth patterns over the years, factors responsible for its dramatic growth. Also understand the various national and international organization which coordinates with the tourism prospects and to put a guideline to promote the tourism as a whole.
<b>Main Concepts</b>	Tourism and Travel industry and its relevance to the Hospitality industry
<b>Student Learning Objectives</b>	Understand the various phenomenon of Tourism. Also, to comprehend the bio- diversity of tourism. Also, to know the various formalities and understand the regulations during travelling.

**UNIT - 1 TOURISM PHENOMENA:** Understanding tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism, Origin growth and development of tourism.

**UNIT – 2 GEOGRAPHY AND TOURISM:** India's bio diversity. Landscape – Physiographical structure of India, Climate and Seasons of India

**UNIT – 3 TRAVEL MANAGEMENT:** Transport Systems – Air, Rail, Road, Waterways, Travel Agencies – Definition, history, Role and functions, Types, Tourism Organization and Associations – Introduction, functions and organization of IATA, ICAO, WTO, STA, UFTAA, PATA, TAAI, Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions

**UNIT – 4 TRAVEL FORMALITIES AND REGULATIONS:** Passport - definition, types in India, other passports, procedure for obtaining passport in India, Visa – definition, types, procedure for obtaining visa in India, related definitions, Foreign Exchange – Definition of currency and BTQ, Countries and currencies, RBI regulation on foreign exchange, related definitions, Brief information on Immigration, Travel insurance, health certificates, PIO cards and baggage rules.

<b>Introduction and Course Objectives</b>	The basic objective of this course is to help the students to acquire and develop communication skills necessary for efficient management, and, also to understand the fundamental concepts of communication in any organization.
<b>Main Concepts</b>	The course has been designed keeping in mind the various aspects of communication necessary for day to day transactions. Special emphasis has been placed on communication in Hotels and Restaurants.
<b>Student Learning Objectives</b>	Understand the various aspects of communication which should be fruitful in the professional career of the student.

**UNIT - 1 COMMUNICATION:** definition, need, purpose, process, Importance of Communication in Tourism Industry, Barriers and gateways to communication, Directions of communication: Upward, Downward and Horizontal, Communication Networks: Circle, All Channel, Y, Chain, Formal and Informal Communications, Essentials of effective communication Choice of Communication Channel

**UNIT – 2 LISTENING:** definition, types, levels of listening, Keys to effective listening, Roadblocks to listening, The importance of feedback in interpersonal communication, Characteristics of effective feedback

**UNIT – 3 EFFECTIVE SPEAKING:** Essential qualities of a good speaker, Organizing the ideas of a speech, Purpose of Speech, Audience Analysis, Appearance and Bodily actions, Use of Voice, Use of visual Aids, Using the Telephone: Need for favorable voice quality

**UNIT – 4 NON-VERBAL COMMUNICATION:** Classification of nonverbal communication: Kinesics, Proxemics, Time Language, Paralanguage, Physical Context

**UNIT – 5 WRITTEN COMMUNICATION:** Principles of business communication, Process of preparing effective business messages, Planning a Message, Composing a Message, Revising a Message

<b>Introduction and Course Objectives</b>	To impart technical skills of food production. To familiarize the students with the various regions of the country with their traditional cuisines. Also, to induce the students with professional competencies for preparing the types of cookery with the basics.
<b>Main Concepts</b>	Objectives & Methods of Cooking. Cooking as an art
<b>Student Learning Objectives</b>	Aims and Methods of cooking. Introduction to Indian & Continental Cuisine
<b>Prospects</b>	After completion of first year this course the students will acquire the basic knowledge and can easily enter the industry at entrant level.

**UNIT – 1 AIMS AND OBJECTIVES OF COOKING FOOD:** Importance of cooking food, Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds

**UNIT – 2 METHODS OF COOKING:** Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.

**UNIT – 3 REGIONAL INDIAN CUISINE:** Characteristics, ingredients used, equipment used, cooking methods for regional cuisines – Punjabi, Awadhi, Bengali, Hyderabadi, Chettinad, Coastal India, Karnataka. Glossary of Indian Culinary Terms and Popular dishes.

**UNIT – 4 ART OF COOKERY:** Styles of Cookery-Oriental/ Asian/ European/ Continental/ Pan American, History and Development of Modern Cuisine-Classical and Contemporary.

**UNIT – 5 STOCKS, SAUCES AND SOUPS:** Types of Stocks, Mirepoix, Bouquet Garni, & its Uses, Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie, Soups–Classification, principles, garnishing and accompaniments, Popular international soups

## Practical's

- Methods of cooking
- Preparations of Stock
- Preparations of Basic Mother Sauces
- Preparations of Soups
- Preparation of marinades, masalas, pastes and gravies

<b>Introduction and Course Objectives</b>	To develop a thorough knowledge of all Food and Beverage Outlets. The basic rules for preparing the menu for any organization. Also, get familiar with the types of service and description about certain specialized service.
<b>Main Concepts</b>	Menu Planning and Types of Food Service.
<b>Student Learning Objectives</b>	To learn about Menu Planning, Types of Service, Banquets, Buffet and Room Service
<b>Prospects</b>	After completion of first year this course the students will acquire the basic knowledge and can easily enter the service industry at entrant level

**UNIT – 1 TYPES OF SERVICE AND MENUS:** Table Service- French, Russian, English, American, Silver, Assisted service-carvery, Buffet, Self-service-, cafeteria, Specialized service- gueridon, automated, tray, trolley etc

**UNIT – 2 MENU PLANNING:** Introduction, Types of menus, Rules to be observed while planning menus, Classical French Menu - 13 courses, Menu Terms, Food and its accompaniments with cover, Menu Design

**UNIT - 3 BREAK FAST:** Types – Continental, English, Buffet, Indian, Menu, Cover setup and service

**UNIT - 4 IN ROOM DINING AND BUFFET:** Hierarchy, Layout and design, Cycle of Service, Forms and formats- RSOT control sheet, Waiter's card, Breakfast Door Knob, Amenity Voucher, Types of Buffet services – Finger, Fork, sit down, Types of Buffet – Themes, Equipment

**UNIT – 5 FUNCTION CATERING:** Types of functions, Banquet menu, Table and seating plans, Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day,, Banquet seating calculation

### Practical's

- Cover Set up, Service sequence, clearance\ Silver service, Pre-plated service
- Compiling of a menu in French
- Breakfast cover setup
- Service of non-alcoholic beverages Room service tray set ups
- Room service tray setup
- Setting up of a BFC and making a bill

<b>Introduction and Course Objectives</b>	This UNIT prescribes to appraise students about hotel front office and various functioning of the front office desk, and the importance & operations of the Lobby.
<b>Main Concepts</b>	Reservation of Rooms in a Hotel. Lobby.
<b>Student Learning Objectives</b>	To learn about the Lobby & Bell desk operations. To learn about the concept of Reservation
<b>Prospects</b>	After completion of first year this course the students will acquire the basic knowledge and can easily work in the front office area at entrant level.

**UNIT – 1 LOBBY:** Layout of a lobby, Concept of Uniformed Services & it's function, Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet

**UNIT – 2 BELL DESK OPERATIONS:** Layout & equipment of Bell Desk, Luggage handling Procedure on guest arrival – FIT, VIP, and Group, Luggage handling Procedure on guest Departure – FIT, VIP, and Group, Left Luggage procedure, Scanty Baggage procedure

**UNIT – 3 RESERVATION CONCEPTS:** Sources and modes, Types – Guaranteed & non- guaranteed, Reservation Record, Method of receiving a reservation, Handling special requests.

**UNIT – 4 RESERVATION PROCESS:** Confirmation of reservation, Modification of reservation, Cancellation of reservation, Reservation Charts, Records and forms used, Job description and specification – Reservation Assistant

## Practical's

Countries, capitals, currencies and official airlines of the world (assignment) Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest. Reservations.

- Taking down a reservation for FIT, FFIT, Corporate guest and group
- Special requests
- Amendment of reservation
- Cancellation of reservation

<b>Introduction and Course Objectives</b>	To enable the students to understand works performed over control desk, linen room and various public areas. It also focusses on briefing the students about the various cleaning agents used for cleaning various stains.
<b>Main Concepts</b>	Housekeeping Control desk, Uniform Room and Cleaning Equipment
<b>Student Learning Objectives</b>	To learn about the Housekeeping control desk, Uniform & Tailor room and cleaning equipment used in the department
<b>Prospects</b>	After completion of first year this course the students will acquire the basic knowledge and can easily work in the housekeeping area in service industry at entrant level.

**UNIT – 1 CLEANING EQUIPMENTS:** Types of equipment's, Operating principles of equipment's, Characteristics of good equipment (Mechanical, manual), Storage, upkeep, maintenance of equipment.

**UNIT – 2 HOUSE KEEPING CONTROL DESK:** Importance, role, co-ordination, checklist, Forms, formats & registers used in the desk reports, Role of computers, snapshots of software, Lost & found, Key control, Gate pass, Indenting from stores

**UNIT – 3 LINEN, UNIFORM:** Lay out, Types of linen, sizes, linen exchange procedures, Storage facilities and conditions, Par stock. (Introduction & definition), Discard procedure, use of discard

**UNIT - 4 TAILOR ROOM:** Inventory system, Functions of uniform room, Functions of tailor room

## Practical's

- Applying Brasso.
- Bed making – traditional
- Glass cleaning tasks – mirror, glass, window pane
  - Sweeping, Scrubbing and Mopping
  - Wet and Dry dusting
  - High ceiling cleaning – cobwebs
- Demonstration of Public area cleaning – Restaurant
- Demonstration of Public area cleaning - Offices, corridors
- Forms and formats – occupancy slip, gate passes, job order, lost and found register, key register

<b>Introduction and Course Objectives</b>	To familiarize the students with the fundamentals for conducting various events at different phases. To inherit, the various professional qualities to organize all categories of events
<b>Main Concepts</b>	Elements of Event management, Planning & Conduction.
<b>Student Learning Objectives</b>	To learn about the concept of Event Management, how to plan, organize and conduct events and make them profitable.

**UNIT - 1 Introduction to Event Management:** Defining an event. Importance & scope of events, Size & type of Events, Advantages offered by events

**UNIT - 2 Team Organization & Work Distribution:** Event Team, Code of ethics, Supervising skills, Management skills, Distribution of responsibilities.

**UNIT – 3 Key Elements of Events:** Core concept, Core People, Core Talent, Core Structure, Event Infrastructure, Main infrastructure & facilities.

**UNIT - 4 Event planning:** Role of an event planner, Qualities of a good event planner, Aim of event. Develop a map, Establish objectives, Preparing event proposal, Use of planning tools, Legal formalities & permission from competent authorities, Cost estimation.

**UNIT - 5 Promotion & Media:** Purpose of Promotion, Use of Different Media- print, networking, TV, Radio, Internet, outdoor media etc, Sponsorships, Factors to make promotions effective, Organizing, Staffing, Systematic supervision to ensure proper distribution and discharge of duties, Leading, Coordination, Controlling, Firefighting skill, Putting things back to the place.

<b>Introduction and Course Objectives</b>	The basic objective is to help the students to acquire and develop both written and oral communication skills necessary in the Hospitality Trade, and also to understand the basic concepts of communication in an organization.
<b>Main Concepts</b>	The course has prepared with the view to enhance the business ethics in the form of communication.
<b>Student Learning Objectives</b>	Understand the various aspects of business communication and inculcate the different approaches at the various hierarchy of the organization.

**UNIT - 1 INTRODUCTION:** Nature and Scope of Business Communication, Principles of Effective Communication (7Cs of communication), Process of Communication, Barriers to Communication and ways to overcome them.

**UNIT - 2 ORAL COMMUNICATION:** Listening: Process of Listening, Types of Listening, Barriers to Listening Making Effective Presentations, Elements of a Presentation, Format of a good Presentation, Preparation of Visual aids, Handouts and feedback forms, Meetings: Purpose of Meetings, Types of Meetings, Conducting Meetings.

**UNIT - 3 WRITTEN COMMUNICATION:** Structures and Layout of Business Letters, Writing E- mails, Memorandums, Notices and Circular. Reports: Essentials of Good Reports, Types of Reports, Report writing process.

**UNIT - 4 NON-VERBAL COMMUNICATIONS:** Importance of Non-Verbal communication, Classification of Non –Verbal Communication: Kinesics, Proxemics, Time language, Paralanguage, Sign language

**UNIT - 5 GROUP DISCUSSIONS:** (Do's and Don'ts, Guidelines to succeed in a G.D), Extempore, Debates

SEM-3

BVHOM-201

Food Production – III

<b>Introduction and Course Objectives</b>	To induce professional competence among all the professionals by imparting knowledge of food preservation and the skills required to handle the basics of bakery.
<b>Main Concepts</b>	Learning about food preservation and bakery.
<b>Student Learning Objectives</b>	To familiarize with the basics of Food preservation & Cheese, and also the fundamentals of Bakery.

**UNIT - 1      FOOD PRESERVATION:** Methods of Food Preservation, Physical and chemical agents in food preservation, Preservation of perishable foods

**UNIT - 2      CHEESE:** Manufacturing process, Types of cheese according to texture, Uses of cheese in cookery, Famous cheese of the world

**UNIT - 3      BAKERY:** Role of Ingredients in Baking, Types of Dough-bread,

**UNIT - 4      Breads:** Names and description of Breakfast, Lunch, Snacks and International breads, Glossary of Bakery Terms

### Practical's

- Demonstration of Breakfast, Lunch, Snack items and International breads  
Demonstration of pancakes

<b>Introduction and Course Objectives</b>	This UNIT aims at making the students flawless in the operational and control activities of food and beverage service particularly in relation to the various wines. It also emphasis on the various classification of the non-alcoholic drinks.
<b>Main Concepts</b>	Learning Beverages—Alcoholic & Non-Alcoholic.
<b>Student Learning Objectives</b>	Objectives are to learn their nature, features, manufacture, storage & service of alcoholic and non-alcoholic beverages.
<b>Main Concepts</b>	Learning about food preservation and bakery.
<b>Learning Objectives</b>	Food preservation & Cheese. Basics of Bakery

**UNIT -1 NON-ALCOHOLIC BEVERAGES:** Classification, Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service, Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service.

**UNIT - 2 ALCOHOLIC BEVERAGES:** Consumption – Benefits, abuse, sensible drinking, Introduction and classification of alcoholic beverages

**UNIT - 3 WINE:** Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases, Classification of wines – still, sparkling, fortified, aromatized, Control of Quality – France, Italy, German, Grape varieties – 10 red and 10 white, Wine service temperatures.

**UNIT - 4 WINE & FOOD HARMONY:** Wine manufacture – red, white, rose, Wine producing countries and regions (handout provided) - France, Italy, Germany, Wine names – France, Italy, Germany, California, Australia, India, Champagne – Introduction, manufacture, types and shippers, Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands, Aromatised – Vermouth and other aromatized wines

## Practical's

- Service of non-alcoholic beverages
- Reading of the wine maps of France, Italy, Germany
- Reading of wine labels
- Service of Still wines

- Service of Sparkling wines
- Service of fortified, aromatized wines
- Matching food and wine

<b>Introduction and Course Objectives</b>	This UNIT aims at learning about all the Front office operations in detail including Reservation, Reception, Information and Telephone operations.
<b>Main Concepts</b>	Reception, Information & Telephone areas of the front office.
<b>Student Learning Objectives</b>	At the end of the course the student should be in a position to understand the full operations of the front of the hotel

**UNIT - 1 RESERVATION OPERATIONS:** Reservations and sales, Reservation inquiry – CRS, Intersell Agencies, GDS, Internet and Property Direct. Group Reservations, Reservation reports

**UNIT - 2 FRONT DESK OPERATIONS:** Information, Role of Information, Handling of mails, registered posts, parcels etc. Handling of messages, Handling of guest room keys. Paging, Providing information to the guest. Aids used in Information section,

**UNIT - 3 RECEPTION:** Introduction to reception, Coordination between FO and other departments Types of keys and their control, Room change procedure, Preparation of expected arrival & Departure Reports Preparation of other documents, Preparation of Guest History Card, Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group, Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Records and forms used, Job description and specification – Receptionist.

**UNIT - 4 TELEPHONE:** Role of telephone Department Staff organization, Telephone etiquette Records and forms used, Special features for hotels – HOBIC, CAS etc. Types of calls

### Practical's

- Handling messages,
- Handling keys
- Providing information to the guest
- Handling group reservations
- Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/crew guest Security
- Deposit Box handling,
- Credit Card Handling procedure,
- Foreign Currency exchange procedure

<b>Introduction and Course Objectives</b>	To impart the various elements of interior decoration and the lighting, furniture and furnishing with reference to hospitality operation. It also focusses on the aspects of color choices; the wall & Floor finishing being used.
<b>Main Concepts</b>	Interior Decoration
<b>Student Learning Objectives</b>	At the end of the semester the student should have a vivid knowledge about the interior decoration followed in the industry.

**UNIT - 1 INTERIOR DECORATION,** Introduction Definition Design, Elements of Design Principles of Design

**UNIT - 2 COLOR AND LIGHT,** Introduction Color wheel Importance, Classification characteristics Color Schemes, Layout of room lighting plan Types, classification, Sources Uses

**UNIT - 3 FURNITURE AND FURNISHINGS,** Introduction Types of Furniture Types of Joints, Principles of furniture arrangement, Styles of furniture – Chippendale, Victorian, French, Royal, Contemporary, Oriental, Scandinavian, Types of furnishings Use of furnishings Care of furnishings

**UNIT - 4 WALL COVERINGS AND FLOOR FINISHES,** Types – Paints, fabric, wood, plastic, tiles, wall paper. Selection of wall coverings, Care of wall coverings, Types of Windows – 10 types, Window treatment – stiff (blinds, shutters, shades, screens), soft (curtains, swags, valances) Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, wood, Soft-carpet and types of carpets, rugs, dhurries), Selection, advantages, disadvantages, care and cleaning

### Practical's

- Bed making with turn down and foot fold (single sheet covering and duvet) Planning a colorscheme of a room based on different schemes
- Interior design – analyzing a picture with respect to elements of interior design Setting of ChamberMaid's Trolley – all supplies provided
- Sewing tasks

<b>Introduction and Course Objectives</b>	To provide an overview to the students regarding the legal provisions under various central, state government and local authority acts, rules and regulations in India as applicable to the Hospitality and tourism Industry.
<b>Main Concepts</b>	Hotel Law, Licenses & Permits & Food legislation
<b>Student Learning Objectives</b>	At the end of the semester the student will have sufficient knowledge of the elements of Law and legal procedures which are applicable to the Hotel industry.

**UNIT - 1 THE INDIAN CONTRACT ACT**, Definition of Contract – essential elements of a valid contract – classification of contracts – voidable contract – void contract – illegal agreement – express contract – implied contract – executed contract – executable contract – warranties, Contractual relationship: Advance Booking/ hotel reservation – terms and conditions – laws relating to registration of guest – Infectious diseases – Hotel Register – Guests in residence – Death at the hotels – Guests causing disturbance – Property lost and found – Animal – Price display – Overbooking – Breach of contract – Registered letters – Damage to property – service charge – Settlement of payments – Guests who have left.

**UNIT - 2 HOTEL LICENSES AND PERMITS**, Licenses and permits, Liquor licensing laws – Licensed premises – General permitted hours – Quantities and measures – Billiards and similar games – Music and dancing licenses – Performing right – Late night refreshment house – Tobacco and cigars – Betting, gaming and gaming machines – copyrights

**UNIT - 3 FOOD LEGISLATION**, Prevention of Food Adulteration Act: – Objectives – definition - Adulterated and Misbranded Food - Provisions- Appointment and Powers of Food Inspector under the act - procedure for taking a sample

**UNIT - 4 CONSUMER PROTECTION ACT**, Definitions - Consumer protection councils - procedure for redressal of grievances

<b>Introduction and Course Objectives</b>	To create awareness about the need and necessity of accounting in business organization and to have the practical knowledge of accounting. This UNIT presents the accounting information in business decision making.
<b>Main Concepts</b>	Book keeping & Final Accounts.
<b>Student Learning Objectives</b>	At the end of the semester the student should be in a position to maintain and decipher all books of accounts used in the Hotel industry

**UNIT - 1 DOUBLE ENTRY BOOK KEEPING, Meaning of Book-keeping and Double Entry Book-keeping, Meaning of Accounting, Objectives, Advantages, Users of Accounting Information and Relationship with other disciplines, Accounting Concepts and Conventions**

**UNIT - 2 JOURNAL AND LEDGER, Meaning, Advantages and Limitations, Classification of Accounts – personal, real and nominal, rules for debiting and crediting Journalizing – simple and compound entries, Posting from journal to ledger, balancing of accounts & preparation of Trial balance.**

**UNIT - 3 SUBSIDIARY BOOKS, Meaning, objectives, Advantages and Limitations, Types of subsidiary books - Purchase Book, Purchase Returns Book, Sales Book, Sales Returns Book, Cash Book – Simple and three columnar - Petty Cash Book**

**UNIT - 4 FINAL ACCOUNTS, Meaning, Objectives, Advantages and limitations Trading and Profit and Loss Account, Balance Sheet Types of assets and liabilities, Income Statement and Balance Sheet and Schedules (Simple problems without adjustments)**

**SEM-4**

**BVHOM-202**

**Food Production – IV**

<b>Introduction and Course Objectives</b>	This course primarily aims in imparting the next stage of Bakery i.e., Pastry along with which sugar work will also be taught. The knowledge related to menu planning and its association with food production department will be another part of this semester's study. Standards of food production and its maintenance as per WHO standards is also included.
<b>Main Concepts</b>	Menu Planning & Pastry.
<b>Student Learning Objectives</b>	At the end of the semester it is expected of the student to have definite knowledge about pastry work of the Bakery and the Food standards dictated by the WHO.
<b>Prospects</b>	After completion of second year this course the students will be having a clarity in the professionalism required in the area and can enter the industry at second level of the operations

**UNIT - 1 MENU PLANNING:** Principles of menu planning, Types of menus, Names and description of popular national and international dishes

**UNIT - 2 PASTRY:** Pastry, Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux pastry, Types of Sponge cakes, Types of Gateaux,

**UNIT - 3 ICING AND DESSERTS:** Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache, Types of desserts-hot and cold desserts, Petits fours- Definition and examples

**UNIT - 4 FOOD STANDARDS:** Importance, WHO standards-voluntary and compulsory standards, Common adulterants and their detection, Classification of additives and their role, Mislabeling

### **Practical's**

- Punjabi cuisine
- Awadhi cuisine
- Bengali cuisine
- Hyderabadi cuisine
- Chettinad cuisine
- Goan cuisine
- Kerala cuisine

<b>Introduction and Course Objectives</b>	This Course makes the students perfect in the fundamentals of Beer and all distilled alcoholic beverages, their production, storage & service.
<b>Main Concepts</b>	To impart the knowledge related to Beer processing and also focus on the various alcoholic beverages and their manufacturing process
<b>Student Learning Objectives</b>	On completion of this UNIT the students should possess thorough knowledge on the various essentials of Beer along with the various processing of the Alcoholic beverages.
<b>Prospects</b>	After completion of second year this course the students will be having a clarity in the professionalism required in the area and can enter the industry at second level of the operations

**UNIT - 1 BEER AND OTHER FERMENTED BEVERAGES:** Introduction to Beer,

Ingredients for Beer Manufacture, Production of Beer, Beer classification and styles, Service of Beer, Beer brands with countries – 10 countries with 5 brands each, Cider, Sake, Toddy

**UNIT - 2 ALCOHOLIC BEVERAGES:** Introduction, Effect of alcohol on health Classification of alcoholic beverages Pot still distillation, Patents still distillation Proof systems,

**UNIT - 3 WHISKY, RUM AND GIN:** Whisky, Scotch - manufacturing, types, regions, brands Irish – history, manufacture, brands, American – history, manufacture, types, brands Brand names – Canadian, Indian, Brandy, History, Cognac - Manufacturing, region, types, brands, Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge, Rum, History, Manufacture, Styles, Brand names with countries, Gin.

**UNIT - 4 VODKA AND TEQUILA:** History, Manufacture, Types, Brand names with countries, Vodka, History, Manufacture, Brand names with countries, flavoured vodkas, Tequila, History, Manufacture, Styles, Brand names

### Practical's

- Service of beer
- Service of spirits and liqueurs.
- Preparation of popular Cocktails

<b>Introduction and Course Objectives</b>	To have thorough understanding on the registration process, and to handle the front office accounting at various levels. It also emphasis on the various aspects of guest safety and security
<b>Main Concepts</b>	Familiarize the students in handling the registration process and the accountingflow process followed in the front office.
<b>Student Learning Objectives</b>	The concept of the students should be very much clear with the registration process and should be able to handle flawless accounting procedure of the front office.
<b>Prospects</b>	After completion of second year this course the students will be having a clarity in the professionalism required in the area and can enter the front office operations of small and medium star Component.

**UNIT – 1 REGISTRATION,** Objectives, Legal obligations, Pre-registration, Registration procedure – FIT, FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests, When guests cannot be accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations., Reports, Records and forms used, Equipment

**UNIT - 2 FO CASH AND ACCOUNTING,** Role of FO Cash section at stages of the guest cycle, Job description of FOC, Departure procedure - FIT, FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests, Security Deposit Box handling, Credit Card Handling procedure, Foreign Currency exchange procedure, Reports, Records and forms used, Equipment.

**UNIT – 3 ACCOUNTING FUNCTION:** Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers, FO accounting cycle, Creation and maintenance of accounts, Guest and non- guest accounts, Accounting system – non automated, semi-automated and fully automated

**UNIT - 4 FRONT OFFICE AND GUEST SAFETY AND SECURITY,** Importance of security system, Safe Deposit, Key Control, Emergency situations – accident, illness, theft, fire, bomb threat etc.

### Practical's

- Calculation of room occupancy percentages and room position
- Preparation of a guest folio
- Check-out procedure PMS activities

- Feeding a reservation
- Amendment, Cancellation and Reinstating a reservation, Feeding messages
- Check in guest
- Room and rate assignment, Room change
- Emergency situation Handling Fire Death
- Natural Disasters – Floods, earthquake, epidemics, etc.
- Accident, Lost & Found, Damage to Hotel property. Vandalism, Drunk Guest, Scanty Baggage Theft, Sick Guests
- Bomb and Terrorism Threats

<b>Introduction and Course Objectives</b>	To further familiarize students with various types of floral arrangements, and also impart the science of cleaning involved in the housekeeping
<b>Main Concepts</b>	To impart the professionalism required while handling the floral/ horticulture department. The different cleaning agents required to remove unlike stains.
<b>Student Learning Objectives</b>	To impart the various techniques required to become professional florist, and also, to acquaint the housekeeper to use the cleaning agents for stain removal.
<b>Prospects</b>	After completion of second year this course the students will be having a clarity in the professionalism required in the housekeeping operations existing in the various service sector.

**UNIT -1 HORTICULTURE:** Indoor and outdoor plants – five each, Care and upkeep, Bonsai, Landscaping,

**UNIT -2 FLOWER ARRANGEMENTS:** Identification of flowers, Types of arrangements, Principles of arrangement, Arrangements by location, Points to be remembered.

**UNIT -3 CLEANING SCIENCE:** Cleaning principles, PH scale and cleaning agent with their application, Types of cleaning agents, Cleaning products – hotel specific, Characteristics of a good cleaning agent

**UNIT -4 SUPERVISION IN HOUSEKEEPING:** Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry), Supervisors Check list, Guest complaints & Guest complaint handling, VIP Room Checking, Leave handling procedures

## Practical's

- Flower arrangement (circular, horizontal, triangular, vertical, one sided triangular, ikebana)

<b>Introduction and Course Objectives</b>	To familiarize students with the sales and marketing techniques especially related to hotel industry. It also aims at analyzing the various customer behavior in the hotel industry.
<b>Main Concepts</b>	To know the marketing probability and to understand the various marketing mix of the sector. It also clarifies the various marketing segmentation of the area.
<b>Student Learning Objectives</b>	To thoroughly professionalize the concept of marketing, and the strategies followed to boost the overall hotel business.

**UNIT - 1 INTRODUCTION TO HOSPITALITY MARKETING,** Meaning and definition - Nature and Scope - Feature / Characteristics - Concepts of Marketing, Customer Expectations from hospitality services - Solving Customers problems, Relevance of Sales & marketing in the Hospitality Industry.

**UNIT - 2 HOSPITALITY MARKETING MIX,** Meaning and Definition of Marketing Mix, PRODUCT / SERVICE MIX, Elements /Components, Difference between goods and services Product life Cycle, Stages of New product/ service development, PRICE MIX, Factors influencing pricing methods and strategies, PROMOTION MIX, Objectives of promotion Elements of promotions mix, Advertising, sales, promotion, personal selling, publicity, public relations, PLACE MIX, Distribution channels/channel intermediaries, PEOPLE, Elements of People mix, Role of Employees and Internal Marketing Role of customers and Relationship Marketing

**UNIT – 3 THE MARKETING ENVIRONMENT,** The importance of Environmental scanning - Types of Environments, SWOT Analysis, The Future of HospitalityMarketing in India

**UNIT - 4 MARKETING SEGMENTATION, TARGETING AND POSITIONING,** Meaning, Importance and Basis of Market Segmentation, Essentials of sound market segmentation, STP Strategy- Segmentation, Targeting & Positioning strategies

**UNIT - 5 CONSUMER BEHAVIOUR IN HOTEL INDUSTRY,** Factors influencing Consumer behavior, Buying decision process

<b>Introduction and Course Objectives</b>	This UNIT is designed to deliver an overview on the various essential perspectives of hospitality, particularly hoteliering sector, so that the incumbents are better prepared to perceive and subsequently practice the dynamic operational and managerial functions of this sector.
<b>Main Concepts</b>	To acquaint the students with the diversification existing in the hospitality management.
<b>Student Learning Objectives</b>	The incumbents should be through with the various management acts which exist in the hotel sector.

**UNIT - 1 RETAIL MANAGEMENT**, The Retail Environment, Retail Operations, Systems & Inventory, Retail Advertising and Promotion, Retail Supply Chain Management

**UNIT - 2 FACILITIES MANAGEMENT**, Introduction to Facility Management – Areas of control, Housekeeping-Area cleaning, Pest Control, Horticulture, Vendor Management, Inventory, Engineering – Equipment maintenance, Energy Saving measures, Procurement & Finance, Miscellaneous – Security, Front Office, Training, Events

**UNIT - 3 EVENT MANAGEMENT**, Role of events for promotion of tourism, Types of Events- Cultural, festivals, religious, business etc., Need of event management, Key factors for best event management., Case study of some cultural events

**UNIT – 4 MICE**, Concept of MICE., Introduction of meetings, incentives, conference/conventions, and exhibitions., Definition of conference and the components of the conference market., The nature of conference markets and demand for conference facilities., The impact of conventions on local and national communities

SEM-5

BVHOM-301

Food Production –V

<b>Introduction and Course Objectives</b>	This course of Food Production inculcates the knowledge of various cuisines outside India. This includes the study about these countries, their culinary regions & styles and their popular dishes. Besides a concise knowledge about Kitchen organization and the development of the kitchen staff is also being imparted in this semester.
<b>Main Concepts</b>	Continental, Latin American & Oriental cuisines. Kitchen organization.
<b>Student Learning Objectives</b>	At the end of the semester the students will be expected to have a fair knowledge about French, Italian, Spanish, Mexican & Oriental cuisine. They will also be aware about the organization structure of the kitchen and the road to Training & development of the Kitchen staff.

**UNIT - 1 FRENCH CUISINE**, Features, regional classification, ingredients, methods of cooking, courses of the menu, Glossary of French Culinary Terms

**UNIT - 2 ITALIAN CUISINE**, Features, regional classification, ingredients, methods of cooking, courses of the menu, Glossary of Italian Culinary Terms

**UNIT – 3 SPANISH /MEXICAN CUISINE**, Features, regional classification, ingredients, methods of cooking, courses of the menu, Glossary of Spanish/Mexican Culinary Terms

**UNIT - 4 ORIENTAL CUISINE**, Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu, Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu, Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

**UNIT - 5 KITCHEN ORGANIZATION AND HUMAN RESOURCE**, The classical kitchen brigade-the partie system, Job description and job specification of executive chef, chef de partie and commis, Recruitment and selection, Induction, training and development

## Practical's

- Demonstrations of basic principles of French cuisine
- Preparation of Puff pastry, short crust pastry-sweet and savoury, choux pastry
- Menus of French, Italian, Thai & Japanese cuisine

<b>Introduction and Course Objectives</b>	This UNIT aims in emerging comprehensive knowledge of restaurants service in the hotel and catering industry as to encourage in the student's professional competency and ensure thorough knowledge in the principles of food. The course also deals with information about regional popular spirits, Liqueurs and important cocktails.
<b>Main Concepts</b>	Bars, Ethnic Spirits, Cocktails & Liqueurs.
<b>Student Learning Objectives</b>	At the end of the course the student should be able to prepare cocktails of various types and should have imbibed good knowledge about the various Bars, ethnic spirits and liqueurs.

**UNIT - 1 OTHER SPIRITS**, Absinthe, Ouzo, Slivovitz, Akvavit, Feni, Arrack, Schnapps, Pastis

**UNIT - 2 LIQUEURS**, Introduction, Manufacture, Brand names with base, color, flavor, countries. **UNIT -3 BAR**, Types, Equipment and ingredient

**UNIT - 4 COCKTAIL:** Introduction, parts (base, modifier etc.), methods (stir, shaken etc.) families (cups, daisies, crustas etc.), terms (dash, zest, on the rocks, naked etc.) popular cocktails (classic, modern.

**UNIT – 5 TOBACCO**, Health hazards, Cigar – Manufacture, parts, colors, shapes, storage, brands and service

### Practical's

- Service of Liqueurs
- Service of cigars & Cigarettes

<b>Introduction and Course Objectives</b>	Housekeeping is responsible for the look good appearance of the Hotels. This semester course deals with property decoration & redecoration, refurbishment and Employee uniform designs. It will also impart the knowledge about the contract 3 <sup>rd</sup> party services given by the hotels in the areas of Pest control & laundry.
<b>Main Concepts</b>	Laundry & Pest control services, Textile designing & Refurbishment/Redecoration.
<b>Student Learning Objectives</b>	At the end of the course the student will have knowledge about the design & decoration of a property and also of the textiles & uniforms used in the property for it's decent looks.  These objectives need to correspond with NOS framework.

**UNIT - 1 TEXTILES AND UNIFORM DESIGNING,** Fibre (natural, manmade, characteristics, advantage, disadvantages), Weaves (plain, twill, jacquard, damask, satin), Finishing processes, Importance of Uniforms, Types of Uniforms, Characteristics of Uniforms, Selection of Uniforms, Par stock

**UNIT - 2 CONTRACT SERVICES – LAUNDRY:** Introduction, Contract Services – complete program, Special, periodic, pricing, types, Laundry – layout, types, equipment,

**UNIT - 3 CONTRACT SERVICES – PEST CONTROL:** Pest control – common pests, eradication, control.

**UNIT - 4 REFURBISHMENT, REDECORATION, NEW PROPERTY OPENING,**

Definition, Factors involved in refurbishment and redecoration, Procedures & Task involved, Snagging list, Takeover of a new property from projects.

<b>Introduction and Course Objectives</b>	This chapter deals mainly with the accounting and audit aspect of the front office. Besides knowledge about Guest relations, Upselling and complaint handling has also been integrated in this course.
<b>Main Concepts</b>	F.O. Accounting, Audit and Guest Relations.
<b>Student Learning Objectives</b>	At the end of the semester course the student should have clear idea about the accounting & audit process of the front office. He/She also will have enough knowledge about guest relations & complaint handling procedures.

**UNIT - 1 RECEPTION**, Day & Night Reception, Preparation of night reports, Calculations, Room selling techniques – Upselling and Discounts

**UNIT - 2 HOSPITALITY AND LOBBY DESK**, Role of the GRE, Welcome Procedure, Identifying complaints, Complaint Handling, Role of the Lobby Desk, Job Description of the Lobby Manager

**UNIT - 3 FRONT OFFICE ACCOUNTING, CHECK-OUT AND SETTLEMENT**, Tracking transaction – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance, Internal control – Cash Bank, Check-out and account settlement, Control of cash and credit, Methods of settlement, Checkout options - Express checkout, self-checkout, Late check-out, Unpaid account balances, Account collection – account aging, Updating FO records, Late Charges

**UNIT – 4 THE FRONT OFFICE AUDIT**, Role and importance of Night Audit, Job Description of the night auditor, Establishing an End of day, Guest Credit monitoring, Preparation of Transcript, The Front Office audit process

**UNIT - 5 COMPUTER APPLICATIONS IN FRONT OFFICE OPERATIONS**, Role of computers, various types of PMS used, Front Office UNITs and it's applications

## Practical's

- **FO situation Handling**
  - Upselling
  - Complaint handling
- **PMS Activities**
  - Posting of charges

- Transferring folio
- Splitting folio Checking out guests
- GLOSSARY

<b>Introduction and Course Objectives</b>	To develop in the students a discerning knowledge of the various aspects of the food and beverage control applicable in hotel and catering industry. Without sufficient knowledge of F&B-Management, such establishments may not be economically sustainable.
<b>Main Concepts</b>	F&B Mgt, Budgeting & Pricing, Menu Engineering, Recent trends in F&B.
<b>Student Learning Objectives</b>	This course will culminate into knowledge of controlling and running a financially stable Food & Beverage outlet.

**UNIT - 1 AN OVERVIEW OF FOOD AND BEVERAGE MANAGEMENT,** Introduction to Food & beverage management., The hospitality industry and its products, Service standards, Purchase, Inventory, Storage, Role of Purchase department & purchase cycle, S.P.S, Purchase order form, Selection of Supplier, Economic Order Quantity, Concentration of Orders, Kickbacks, Other supplier considerations, Receiving of Food & beverages, Commodity receiving Reports, Store room design, Storeroom control, Bar frauds and best practices Various methods of theft & fraud, Establishing drink selling prices, Advantages of Standard recipes, Average drink price by period, Pricing individual drinks, Keeping full bottle sales separate, Inter bar transfers, Spillage allowance, Standard Cost control, Measuring devices.

**UNIT – 2 MENU ENGINEERING, Definition and objective of menu engineering,** Concept of - Sales Mix, Sales Mix Report, Contribution Margin & Gross Profit, Sales History., Menu Evaluation -common questions., Menu Analysis- Profitability & Popularity index, Kasavana's Menu Item Analysis, **Analysis and action**, Menu Engineering Worksheet and it's applications

**UNIT - 3 BUDGETING & PRICING, Budgeting,** Concepts of Catering Policy - Operating budget, Capital Budget, Master budget., Budgetary control, Who prepares the budget, Factors responsible for budgeting., **Forecasting**, Volume forecasting & Production Sheet, Use of Left over, **Restaurant Revenue Management**, Methods of Pricing- Mark up pricing, Contribution Margin Pricing, Ratio Pricing, Other Pricing Considerations, Subjective Pricing methods

**UNIT – 4 RECENT CONCERNS AND TRENDS,** Future of Quick service Restaurants, Concept of Fast food, Well known Brands in India, Changing trends in modern food & beverage practices

<b>Introduction and Course Objectives</b>	Hotel costing is a very important subject to be learned and understood by all future managers & entrepreneurs. This course aims at discussing all which goes into understanding the costing aspects involved in the Hotel industry.
<b>Main Concepts</b>	Elements of Cost, Budget & Break-even analysis in the Hotel Industry.
<b>Student Learning Objectives</b>	The students will be expected to learn all the elements which goes into computation of the costs of running a Hotel & F&B outlet and also about controlling the cost.

**UNIT – 1 COST CONCEPTS:** Introduction – importance - advantages and disadvantages, Types of cost – elements of cost – elements of profit- need for food cost and its analysis, Hotel Cost Sheet, Ingredient Cost Sheet

**UNIT - 2 BUDGET:** Introduction – meaning – definitions, Types of budgets - advantages and disadvantages, Budgetary control - Introduction – meaning – objectives - advantages and disadvantages

**UNIT - 3 MATERIAL CONTROL:** Stores Purchase order- stores requisition, Stores ledger – LIFO and FIFO

**UNIT - 4 MENU COSTING AND BANQUET COSTING:** Meaning and methods, Hubbard's formula. (Simple problems)

**UNIT - 5 BREAK EVEN ANALYSIS:** Introduction – meaning, CVP analysis and its application, (Exercises on BEP both in unit and sales, P/V ratio, margin of safety)

<b>Introduction and Course Objectives</b>	To impart skills, knowledge, and attitude required to plan organize, produce and cost in any type of food production operation. This last semester course concentrates on Kitchen planning and food production systems available worldwide. Besides this knowledge about the Garde Manger/ Cold Kitchen and professional accompaniments & garnishes for continental foods will also be taught.
<b>Main Concepts</b>	Garde Manger, Kitchen planning, Food production systems
<b>Student Learning Objectives</b>	The student at the end of this course will be expected to know about the cold kitchen functions and dishes made therein. He / She will also be expected toknow about how to plan a kitchen and the system of food production required to be involved in a specific operation.
<b>Prospects</b>	After completion of third year this course the students will be having a complete theoretical and practical exposure of the all the operational areas and start their career as management trainee and/or hotel operational trainee and rise in the career based on the performance and professional skill in the five star Component hotel establishment.

**UNIT - 1 GARDE MANGER (LARDER WORK) :** Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads, Hors d'oeuvres-Classification, examples and accompaniments, andwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments. Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses. Cold sauces- dips, chaudfroids, aspics. Charcuterie-Sausages, bacon and ham

**UNIT - 2 ACCOMPANIMENTS AND GARNISHES:** Classical vegetable accompaniments, Potato preparations, Garnishes and accompaniments for popular dishes

**UNIT - 3 KITCHEN PLANNING:** Sections of the kitchen with layout and functions, Production workflow, Planning of Kitchen Spaces, Layout of a large quantity kitchen and satellite kitchen, Planning of Storage Spaces

**UNIT - 4 FOOD PRODUCTION SYSTEMS:** Principles of large-scale commercial cooking, Rechauffe – effective use of leftovers. Catering systems, Cook Chill Systems-definition, procedure, advantages and disadvantages, Cook Freeze System –definition, procedure, advantages and disadvantages, Sous Vide-definition, procedure, advantages and disadvantages,

## Practical's

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- Demonstrations/ Preparation of some popular cold cuts
- Cold Desserts- Mousse, Souffles, Condes & Custards.

<b>Introduction and Course Objectives</b>	This last semester course in F&B service aims at inculcating the knowledge of planning & design of service areas. It will also contain lessons of Bar & Beverage management.
<b>Main Concepts</b>	Bar & Beverage Management, Service area planning & design, Forms & formats.
<b>Student Learning Objectives</b>	At the end of this course, the student will know about the various matters related to Beverage management & control. Besides they will also be expected to know about service area design & planning.
<b>Prospects</b>	After completion of third year this course the students will be having a complete theoretical and practical exposure of the all the operational areas and start their career as management trainee and/or hotel operational trainee and also can become professional bar tender in the hotel sector.

**UNIT - 1 AN OVERVIEW OF BEVERAGE MANAGEMENT:** Introduction to beverage management, The hospitality industry and its products, Service standards

**UNIT - 2 BAR AND BEVERAGE MANAGEMENT:** The legal framework in India – laws, licenses, permitted hours, age restrictions, weights and measures, alcoholic strength, Compiling various wine and drink lists, Inventory, Storage, Sourcing of liquor, Pricing of alcoholic beverages, Bar stock taking and inventory, Determining stock levels, Standard recipe, costing and pricing of drinks, Bar frauds and best practices, Books and records in bar

**UNIT - 3 FACILITY PLANNING AND DESIGN OF SERVICE AREAS:** F & B Function areas, Food service outlets, Lounges and bars, Conference, banqueting and function rooms

**UNIT - 4 MANAGEMENT INFORMATION SYSTEM:** Reports generated, Analysis of revenue reports, Daily sales report, APC, Cover turnover ratio, P & L statement (food service outlets)

<b>Introduction and Course Objectives</b>	To have a thorough understanding of sales techniques, to deal with various situations at the front desk daily, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the supervisor in the efficient running of the Front Office. This course deals with planning and yield management which is instrumental in the profitability of the organization.
<b>Main Concepts</b>	Yield Management, Planning F.O operations, Security & F.O facility planning.
<b>Student Learning Objectives</b>	At the completion of this course the students should be familiar with significance of yield management, along with the importance of safety and security in the lodging sector and how does planning and evaluation of front office operation takes place.
<b>Prospects</b>	After completion of third year this course the students will be having a complete theoretical and practical exposure of the all the operational areas and start their career as management trainee and/or hotel operational trainee and effectively handle the front office area and could rise in the operational areas of front office.

**UNIT - 1 YIELD MANAGEMENT:** Applicability to rooms division. Capacity Management. Discount allocation, Duration control. Measuring yield. Elements of yield management. Uses of yield management.

**UNIT - 2 SECURITY AND LODGING INDUSTRY:** Developing the security program. Management role in security. Setting up the security program. Security and law.

**UNIT - 3 PLANNING AND EVALUATING FRONT OFFICE OPERATIONS:** Establishing Room rates, Basis of charging, Plans, competition, customer's profile, standards of service and amenities. Hubbart's Formula. Forecasting room availability, Forecasting techniques, Forecasting data, Forecast formula, Sample forecast formula.

**UNIT - 4 ACCOMMODATION FACILITY PLANNING:** Planning the Front Office Layout, Ergonomics, Lobby layout, Front Desk layout, Bell Desk layout, Back Office layout

<b>Introduction and Course Objectives</b>	This last semester of Housekeeping course is all about planning of the department and the Budget of the department. What it takes to be a housekeeping professional at different levels has also been included in the last chapter for those who look at housekeeping as a future career.
<b>Main Concepts</b>	Facility planning, Budgeting. Learning Objectives: Students will be expected to learn about the different elements which goes into budgeting housekeeping operations in the Hotel Industry. The layout and plan of the housekeeping department is another part about which the students will become aware.
<b>Prospects</b>	After completion of third year this course the students will be having a complete theoretical and practical exposure of the all the operational areas and start their career as management trainee and/or hotel operational trainee in the housekeeping areas as a housekeeping supervisor in the five-star Component hotel establishment.

**UNIT - 1 ACCOMMODATION FACILITY PLANNING:** Room dimensions (length, width, height, space management), Facilities and services for disabled guest room. Balconies and terraces, Eva floor, Work ergonomics,

**UNIT - 2 BATHROOM:** Bathroom layout, Fitting and fixtures, Disabled guest bathroom features.

**UNIT - 3 BUDGETING FOR HOUSEKEEPING :** Inventory control and stock taking, Types of budgets (operational and capital), Budget preparation, Cost control in specific areas, guest room, public areas, linen room, stores, cleaning, material and supplies, flowers), Purchasing. (Principles involved, stages, types)

**UNIT - 4 DAILY ROUTINES AND HOUSEKEEPING PROCEDURES:** A day in the life of an Executive Housekeeper, Accommodation Manager, A day in the life of an Assistant Housekeeper, A day in the life of a Floor Supervisor, A day in the life of a Public Area Supervisor, A day in the life of a Desk Housekeeper, A day in the life of a Uniform, Linen Supervisor

<b>Introduction and Course Objectives</b>	Environment is the most important concern for every industry to survive. In this context it becomes imperative to give inputs of environment science to the students
<b>Main Concepts</b>	Natural resources, Ecosystems & Environmental pollution.
<b>Prospects</b>	The student will remain aware about the environmental concerns and connect it to the Hotel industry after the course.

**UNIT - 1 The Multi-disciplinary nature of environmental studies (1 lecture),** Definition, Scope and importance, Need for public awareness.

**UNIT - 2 Natural Resources:, Renewable and non-renewable resources:,** Natural resources and associated problems., Forest resources: Use and over-exploitation. Deforestation, Case studies. Timber extraction, mining, dams and their effects on forests and tribal people., Water resources: use and over utilization of surface and ground water Floods, drought, conflicts over water, dams-benefits and problems., Mineral resources: use and exploitation, environmental effects of extracting and using mineral resources. Case studies., Food resources: world food problems, changes caused by agriculture and over grazing effects of modern agriculture, fertilizer- pesticide problems, water logging salinity. Case studies., Energy resources: growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies., Land resources: land as a resource, land degradation, man induced landslides, soil erosion and desertification., Role of an individual in conservation of natural resources., Equitable use of resources for sustainable lifestyles.

**UNIT - 3 Ecosystems,** Concept of an ecosystem., Structure and function of an ecosystem., Producers, consumers and decomposers., Energy flow in the ecosystem., Ecological succession., Food chain, food web and ecological pyramids., Introduction types characterized features structure and function of the following ecosystems., Forest ecosystem, Grassland ecosystem, Desert ecosystem, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

**UNIT - 4 Environmental pollution,** Definition, Causes, effects and control measures of:  
 -, Air pollution, Water pollution, Soil pollution, Marine pollution, Noise pollution, Thermal pollution, Nuclear hazards, Solid waste management causes urban and industrial wastes., Roles of an individual in prevention of Pollution case studies, Disaster management, floods, earthquake.

<b>Introduction and Course Objectives</b>	This UNIT emphasis on achieving the professionalism in becoming an entrepreneur and master of own business. All the important aspects, pros & cons are given in this course.
<b>Main Concepts</b>	Entrepreneurship, small scale industries, starting a small business.
<b>Prospects</b>	At the end of this semester course, the student will have a fair idea about starting and running his / her own enterprise.

**UNIT - 1 ENTREPRENEURSHIP,** Introduction to Entrepreneur, Entrepreneurship and Enterprise - Importance and relevance of the entrepreneur - Factors influencing entrepreneurship Pros and Cons of being an entrepreneur, Characteristics of a successful entrepreneur - Competency requirement for entrepreneurs Types of Entrepreneurs, Problems and promotion of Women entrepreneurs

**UNIT - 2 SMALL SCALE ENTERPRISES:** Small scale enterprises/ Tiny industries/Ancillary industries/ Cottage Industries - definition, meaning, product range, capital investment, ownership patterns, Importance and role played by SSI in the development of the Indian economy.

**UNIT - 3 SMALL SCALE INDUSTRY:** Problems faced by SSI's and the steps taken to solve the problems - Policies governing SSI's, Sickness in SSE's – Meaning and definition of a sick industry – Causes of industrial sickness, Preventive and remedial measures for sick industries.

**UNIT - 4 STARTING A SMALL BUSINESS,** Business opportunity, scanning the environment for opportunities, evaluation of alternatives and selection based on personal competencies., Steps involved in starting a business venture – location, clearances and permits required, formalities, licensing and registration procedures., Assessment of the market for the proposed project - financial, technical and social feasibility of the project.