

**MAHARSHI DAYANAND UNIVERSITY Rohtak**

**Programme Structure w.e.f session 2016-17**

**B.voc in Catering technology and Hotel Management (3years Degree Programme)**

**Under choice based credit system (CBCS)**

Paper Code	Subjects	Evaluation Scheme						
		Internal Assessment	University exam	Practical	Credit	General or Skill Component	Total	
		Marks	UE	PR	Th+Pr		T	
<b>FIRST SEMESTER</b>								
BVCTHM101	Environmental Science	20	80	100	1+1=2	AECC	200	
BVCTHM102	English-I	20	80	100	2+2=4	SEC	200	
BVCTHM103	Food Production-I	20	80	100	6+3=9	Core Discipline	200	
BVCTHM104	Food & Beverage Service-I	20	80	100	6+3=9	Core Discipline	200	
BVCTHM105	Activity	Report	Viva-voce	TOT				
	Organization of Food Festival as a part of activity based learning	100	100	200	3+3=6	Elective Courses(Core Discipline)	200	
		Grand Total				18+12=30		1000
<b>Second Semester</b>								
BVCTHM201	Disaster Management	20	80	100	1+1=2	AECC	200	
BVCTHM202	English-II	20	80	100	2+2=4	SEC	200	
BVCTHM203	Front Office-I	20	80	100	6+3=9	Core Discipline	200	
BVCTHM204	Housekeeping-I	20	80	100	6+3=9	Core Discipline	200	
BVCTHM205	Project related to Event Planning(Meetings , Incentives , Events & Conferences)	Report 100	Viva-voce 100	TOT 200	3+3=6	Elective Courses(Core Discipline)	200	
		Grand T0total				12+18=30		1000
<b>Third Semester</b>								
BVCTHM301	Application of Computer-1	20	80	100	2+2=4	SEC	200	
BVCTHM302	Food Production-II	20	80	100	6+3=9	Core Discipline	200	
BVCTHM303	Food & Beverage Service-II	20	80	100	6+3=9	Core Discipline	200	
BVCTHM304	Personality Skills for Hospitality	-	-	100	0+2=2	SEC	100	
BVCTHM305	Food Festival	Report	Viva-voce	TOT				
		100	100	200	3+3=6	Elective Courses(Core Discipline)	200	
		Grand Total				12+18=30		900
<b>Fourth Semester</b>								
BVCTHM401	Accounting Skills for Hospitality	20	80	-	4+0=4	SEC	100	
BVCTHM402	Front Office-II	20	80	100	6+3=9	Core Discipline	200	
BVCTHM403	Housekeeping -II	20	80	100	6+3=9	Core Discipline	200	
BVCTHM404	Foreign Language-French	20	80	100	1+1=2	SEC	200	

BVCTHM405	Theme Lunch	Report 100	Viva-voce 100	Total 200	3+3=6	Elective Courses(Core Discipline)	200
		Grand Total			12+18=30		900
<b>Fifth Semester</b>							
BVCTHM501	Introduction to Tourism	20	80	-	4+0=4	Elective Courses-Inter Disciplinary	100
BVCTHM502	Regional Cuisine	20	80	100	6+3=9	Core Discipline	200
BVCTHM503	Accommodation Management	20	80	100	6+3=9	Core Discipline	200
BVCTHM504	Foundation Course in Management	20	80	-	2+0=2	Elective Courses-Inter Disciplinary	100
BVCTHM505	Internship/ Project	Report	Viva-Voce	TOT		Elective Courses(Core Discipline)	
		100	100	200	6		200
	Grand Total				12+18=30		1000
<b>Sixth Semester</b>							
BVCTHM601	Food & Beverage Management	20	80	100	6+3=9	Core Discipline	200
BVCTHM602	Hospitality Marketing	20	80	-	4+0=4	Elective Courses-Inter Disciplinary	100
BVCTHM603	Hotel Laws	20	80	-	4+0=4	Elective Courses-Inter Disciplinary	100
BVCTHM604	Human Resource for Hotels	20	80	-	4+0=4	Elective Courses-Inter Disciplinary	100
BVCTHM605	Workshop/Seminar and Internship/ Project	Report	Viva-Voce	Total	9	Elective Courses(Core Discipline)	
		100	100	200			200
	Grand Total				12+18=30		700

**Semester – 1 (2016-17)**

**BVCTHM 101 – Environmental Sciences**  
**(Common with all under graduate programmes as per UGC guidelines)**

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 1+1=2**

**Theory:**

**UNIT-I**

Environmental studies – Nature, scope and importance, need for public awareness; natural resources – renewable and non-renewable resources, use and over- exploitation/over-utilization of various resources and consequences; role of an individual in conservation of natural resources; equitable use of resources for sustainable lifestyles

**UNIT-II**

Ecosystems – concept, structure and function of an ecosystem; energy flow in the ecosystem; ecological succession; food chains, food webs and ecological pyramids; types of ecosystem – forest ecosystem, grassland ecosystem, desert ecosystem, aquatic ecosystems

Environmental Pollution – Definition, cause, effects and control measures of different types of pollutions – air pollution, water pollution, soil pollution, marine pollution, noise pollution, thermal pollution, nuclear hazards; solid waste management – causes, effects and control measures of urban and industrial wastes; role of an individual in prevention of pollution

**UNIT-III**

Social issues and the environment – Sustainable development, urban problems related to energy, water conservation, rain water harvesting, watershed management; resettlement and rehabilitation of people, its problems and concerns; climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust; Wasteland reclamation, consumerism and waste products

**UNIT-IV**

Environmental legislation – Environment Protection Act. Air (prevention and control of pollution) Act. Water (prevention and control of pollution) Act, Wildlife Protection Act, Forest Conservation Act.

**Suggested readings:**

- Rajagopalan R, Environmental Studies, Oxford University Press, New Delhi
- Kaushik Anubha, C.P. Kaushik, Perspective in Environmental Studies, New Age International (P) Ltd. Publishers
- Joseph Benny, Environmental Studies, Tata McGraw Hill Publishing Company Ltd., New Delhi
- Ubaroi, N.K., Environment Management, Excel Books, New Delhi.

## BVCTHM102- ENGLISH-1

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 2+2=4**

### Theory:

#### UNIT-1

**Communication and its types:** Introduction, definitions, Process of communication, types of Communication, upward, downward, horizontal, Vertical and diagonal, verbal, nonverbal and oral and written Interpersonal communication – one way/ two way, Mediums of communication

#### UNIT-II

**Communication:** Seven C's of effective communication, ethical context of communication. Aids and Barriers to Communication, Reading skills, listening skills: Need and importance, types of listening.

#### Unit-III

**Oral Communication Skills:** Advantages and disadvantages, suitability (when and where to use), Articulation and delivery, drafting a speech, presentations, Personal grooming, Introducing yourself, telephone etiquettes, persuasive speaking, communication in hospitality field.

#### Unit-IV

**Pronunciation & Body language:** pronunciation, stress, invocation, rhythm, greeting, handshakes, some polite expressions, apologies, remarks, etiquette and manners, gestures.

### Practical:

- Practicing role- play
- Organize group discussion on: how to succeed in an interview, Mock interview
- Organize declamation and debate competition.F

### Suggested Readings:

- Murphy, Herta A., Herbert W. Hildebrandj and Jane P. Thomas, Effective Business Communication, Tata McGraw Hill, New Delhi.
- Konera Arun, Professional Communication, Tata McGraw Hill, New Delhi.
- McGrath, E. H., Basic Managerial Skills for All, PHI, New Delhi.
- Meenakshi Raman and Parkash Singh, Business Communication, Oxford University Press, New Delhi.
- Communication Skills –B.V.Pathak
- Business Communication- k.k.Sinha
- Bhaskar, W.W.S., AND Prabhu, NS., “English Through Reading”, Publisher: Mc Millan, 1978
- Communications in Tourism & Hospitality – Lynn Van Der Wagen, Publisher: Hospitality Press
- Essentials of Business communication By Marey Ellen Guffey, Publisher: Thompson Press
- How to win Friends and Influence People By Dale Carnegie, Publisher: Pocket Books
- Basic Business Communication By Lesikar & Flatley, Publisher Tata Mc Graw Hills.

## BVCTHM 103 – FOOD PRODUCTION FOUNDATION – 1

External Marks: 80  
Internal Mark: 20  
External Practical: 100  
Time: 3 Hrs  
Credit: 6+3=9

### Theory

#### Unit – 1

**Cooking:** - Introduction, Definition, and its importance. **Hygiene:** introduction, importance and types. Qualities of F & B production employees **Handling kitchen accidents** e.g. burn cuts, fractures and Heart attack. **Fire:** Introduction, Types and how to extinguish different types of fire.

#### Unit – 2

**Ingredients used in cooking- I:** Cereals and Grains, Fruits and Vegetables, and Sweeteners'- Types, Purchasing and Storing considerations. **Ingredients used in cooking- II:** Egg, Milk and Milk Products, Salt and Oil & Fat- Introduction, Types, Purchasing and Storing considerations.

#### Unit – 3

**Methods of Cooking:** - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Peeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens

#### Unit – 4

**Commodities and their usage in Indian Kitchens:** Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens.

### Practical

- Proper usage of a kitchen knife and hand tools
- Understanding the usage of small equipments
- Familiarization, identification of commonly used raw material
- Basic hygiene practices to be observed in the Kitchen
- First aid for cuts & burns.
- **EGG COOKERY:** Preparation of: (i) Hard & soft boiled eggs (ii) Fried eggs. (iii) Poached eggs (iv) Scrambled eggs. (v) Omelet's (Plain, Spanish, Stuffed)
- **PREPARATION OF VEGETABLES:** Cuts of vegetables: Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne, Shredding, Concasse Mirepoix. (ii) Blanching of Tomatoes and Capsicum. (iii) Cooking vegetables: Boiling (potatoes, peas), Frying (Aubergine, Potatoes), Steaming (Cabbage) Braising (Potatoes), Braising (Onions, cabbage)
- **RICE & PULSES COOKING :** (i) Identification of types of rice varieties & pulses. (ii) Simple preparation of (a) Boiled rice (Draining & absorption) Method. (iii) Fired rice. (iv) Simple dal preparation (v) Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- **INDIAN BREAKFAST:** Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatara.

### Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S.C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein
- and John M. Stefanelli
- The Professional Chef (4th Edition) By Le Rol A. Polsom
- The Professional Pastry Chef, Forth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

## BVCTHM104- FOOD & BEVERAGE SERVICE FOUNDATION 1

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
Credit: 6+3=9

### **Theory:**

#### **Unit – 1**

**F & B Services:** - Introduction, Importance, Functions, Sections Classification of Catering Establishment- commercial and non commercial

#### **Unit – 2**

**Departmental Organization & Staffing** – Organization Structure of F & B Services in Different types of Hotels. Job Descriptions and job specifications of different F & B service Positions, attributes of F & B personnel

#### **Unit – 3**

**Food & Beverage Service equipments:** Introduction, Classification and features.

#### **Unit – 4**

**Food & Beverage Service Methods:** Introduction, Classification and features.

### **Practical:**

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F & B Service terminology
- Basic food service- Indian Breakfast, Egg preparation

### **Suggested Reading:**

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Food &
- Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi.

## Semester-II

### BVCTHM201- Disaster Management (As per UGC Guidelines)

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
Credit: 1+1=2

#### Theory:

##### Unit I

Introduction to Disasters: Concepts and definitions (Disaster, Hazard, Vulnerability, Resilience, Risks) Disasters: Classification, Causes, Impacts (including social, economic, political, Environmental, health, psychosocial, etc.), Differential impacts- in terms of caste, class, gender, Age, location, disability, Global trends in disasters, urban disasters, pandemics, complex Emergencies, Climate change.

##### Unit II

Approaches to Disaster Risk reduction: Disaster cycle - its analysis, Phases, Culture of safety, prevention, mitigation and preparedness community based DRR, Structural- nonstructural measures, roles and responsibilities of- community, Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), states, Centre, and other stake-holders.

##### Unit III

Inter-relationship between Disasters and Development: Factors affecting Vulnerabilities, differential impacts, impact of Development projects such as dams, embankments, changes in Land-use etc. Climate Change Adaptation. Relevance of indigenous knowledge, appropriate technology and local resources.

##### Unit IV

Disaster Risk Management in India Hazard and Vulnerability profile of India, Components of Disaster Relief: Water, Food, Sanitation, Shelter, and Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programmes and legislation)

#### Suggested Reading list:

- Alexander David, Introduction in 'Confronting Catastrophe', Oxford University Press, 2000
- Andharia J. Vulnerability in Disaster Discourse, JTCDM, Tata Institute of Social Sciences Working Paper no. 8, 2008
- Blaikie, P, Cannon T, Davis I, Wisner B 1997. At Risk Natural Hazards, Peoples' Vulnerability and Disasters, Routledge.
- Coppola P Damon, 2007. Introduction to International Disaster Management,
- Carter, Nick 1991. Disaster Management: A Disaster Manager's Handbook. Asian Development Bank, Manila Philippines.

## BVCTHM202- English-II

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
Credit: 2+2= 4

### Theory:

#### UNIT- I

**Written communication Skills:** Advantages and disadvantages, suitability (when and where to use) Letter writing- component, layout and process, formal letter, drafting effective letter formats, style of writing, Use of jargons.

#### UNIT –II

**Written communication Skills:** Writing a log book, Note making, comprehension and Précis writing, Memos, notice, agenda and minutes of meeting.

#### Unit-III

**Business report:** Report Writing, Types of business reports, structure of reports, short reports, long reports, abstracts and summaries, proposals.

#### UNIT-IV

##### Right to Information Act

Introduction, Right to Information and obligations of Public Authorities, Central and State Information, Commissions- powers and functions, Writing an RTI Application, Submitting and RTI Application, Appeal and penalties.

##### Practical:

- Writing a CV
- Dialogue writing focusing situations in hospitality sector
- Writing Reports etc

##### Suggested Readings:

- Murphy, Herta A., Herbert W. Hildebrandj and Jane P. Thomas, Effective Business Communication, Tata McGraw Hill, New Delhi.
- Konera Arun, Professional Communication, Tata McGraw Hill, New Delhi.
- McGrath, E. H., Basic Managerial Skills for All, PHI, New Delhi.
- Meenakshi Raman and Parkash Singh, Business Communication, Oxford University Press, New Delhi.
- Communication Skills –B.V.Pathak
- Business Communication- k.k.Sinha
- Business Correspondence and Report Writing” –Sharma, R.C. and Mohan K. Publisher: Tata Mc Graw Hill 1994
- Body Language By Allan Pease, Publisher Sheldon Press
- Front office Management –S.K. Bhatnagar

## BVCTHM 203 – FRONT OFFICE – I

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
Credit: 6+3= 9

### **Theory:**

#### **Unit 1:**

Tourism Industry: Introduction, 5A's of tourism, Hospitality Industry: Introduction, origin and its nature, Development and growth in India (ITD, ITDC, Taj, Oberoi and Jaypee Hotels)

#### **Unit 2:**

Accommodation Industry, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others.

#### **Unit 3:**

Organization structure of hotels, various departments and sub-departments in a hotel, their profile and activities.

#### **Unit 4:**

Front Office: Functions and its importance, Different sections of the front office department and their importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intradepartmental coordination.

### **Practical:**

- DO'S and Don'ts for new entrants/employees in the front office
- Personal grooming
- Knowledge of equipments
- Inter department and intra department co-ordination/ linkages
- Handling situations
- Front office terminology

### **Suggested Readings:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks
- Principal of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check in Check out – Jerome Vallen
- Hotel Front Office Management, 4th Edition by James Socrates Bardi; Wiley International

## BVCTHM204- HOUSEKEEPING – I

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
Credit: 6+3=9

### Theory:

#### Unit – 1

Introduction: Meaning and definition Importance of Housekeeping, Responsibility of the Housekeeping Department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department.

#### Unit – 2

Housekeeping Procedures: Briefing, Debriefing, Gate pass, indenting from stores, Inventory of Housekeeping Items, Housekeeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk.

#### Unit – 3

The Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms, Guest Room Features – Housekeeping Perspective.

#### Unit – 4

Cleaning Science: Characteristics of a good cleaning agent, PH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering stain removal.

#### Practical

- Rooms layout and standard supplies. (Amenities)
- Identification of cleaning equipments both manual and Mechanical, Use of different
- Brushes, brooms, mops, identification of cleaning agents.
- Maids Trolley: Set Up, Stocking and usage.
- Bed Making: - Identifying of linen; - Step by step procedure for making bed

#### Suggested Readings:

- Hotel and Catering Studies – Ursula Jones
  - Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
  - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
  - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
  - House Craft – Valerie Paul
  - House Keeping Management – Matt A. Casado; Wiley Publications
  - Housekeeping and Front Office – Jones
  - Housekeeping Management by A.K. Bhatiya.
  - Key of House Keeping by Dr. Lal
  - Commercial Housekeeping & Maintenance – Stanley Thornes
  - Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Managing  
Housekeeping custodial Operation – Edwin B. Feldman
  - Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
  - Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A Jones, Wiley Publications
  - Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
  - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications

## Semester-III

### BVCTHM301- Applications of Computers-I

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 2+2=4**

#### **Theory:**

#### **UNIT-I**

Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Model of a digital computer; Functioning of a digital computer; Types of a digital computer; Advantages of computers. Difference between digital computer and analog computer, Applications of computers: Computers in Commerce, Marketing, Education and Management, Application of Computer in Hotel.

#### **Unit II**

#### **Introduction to Computer Hardware's**

Components of Computers – Hardware: Hardware elements – input devices, storage devices, processing & output devices. Block diagram of computer

#### **Unit III**

Software concepts, Types of Software : System Software, Application Software, Utility Software and their role, Different System Software types- Operating systems, Translators, System Utilities; Concept of Application Packages; Types of an Operating system- Multi-user O.S., Multi-tasking O.S., Multi-Processing O.S; Time –sharing O.S., Multi-Programming, Operating System as a resource Manager, concept of GUI and CUI.

#### **Unit-iv**

Introduction to Windows: Components of a Application Window; Types of Windows, Windows as an Operating System, Windows explorer, Using Paintbrush, Control Panel, Installing a printer. User interfaces- CUI and GUI; Concept of a Desktop and Taskbar, My Computer, Recycle Bin, My Documents and Internet Explorer icons.

#### **Practical:**

- To supplement above theoretical inputs.

#### **Suggested Readings:**

- Introduction of Information System ALEXISLEON,
- Computer Fundamentals-Nasib Singh Gill.
- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press
- Introduction to essential tools. Sushila Madan

## BVCTHM 302- FOOD PRODUCTION FOUNDATION – II

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 6+3= 9**

### Theory:

#### Unit – 1

**Equipments-** Introduction, Classifications, use and Selection criterion

**Fuel-** Introduction, Types, characteristics, advantages and disadvantages. LPG And its Commercial prospective.

**Pre- Preparation techniques:** Introduction, types and their detail.

#### Unit – 2

**Hotel Kitchen:** Introduction and its sections.

**Food Production Organizational Hierarchy:** Introduction, duties and responsibilities of staff.

#### Unit – 3

**Larder** – Introduction and importance in hotel kitchens Equipments

**Fish** – Introduction, Types, Selection criterion, Nutritional value, and Cuts

**Poultry** – Introduction, Types, selection criterion, Nutritional value, and Cuts

#### Unit – 4

**Stock** – Introduction, Classification, and their recipes

**Soup** – Introduction, Classification, and their recipes

**Sauce** – Introduction, Classification, and their recipes

### Practical

- Introduction of Fuels
- Knowledge of pre-preparation techniques
- Knowledge of various cooking methods
- Preparation of Indian dishes (Three course Indian menu for lunch & dinner, lassi, Jaljeera ,Aam Panna,
- Preparation of Soups
- Preparation of Stocks.
- F & B production terminology

### Suggested Readings:

- Art of Indian Cookery, Rocky Mohan, Roli Prased
- Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern cookery (Vol- I) For Teaching & Trade, Philip E. Thangam, Orient Longman
- Larousse Grastonomique- Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

## BVCTHM 303- FOOD & BEVERAGE SERVICE- II

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 6+3= 9**

### Theory:

#### Unit – 1

**Menu:** - Introduction, Importance, and Types (detailed description of each type): A la Carte & TDH, Factors affecting menu item selection. French Classical Menu

#### Unit – 2

**Non Alcoholic Beverages:** Classification & Services, Storage.

#### Unit – 3

**Breakfast Service:** Introduction, types, features, table layouts and service. KOT

#### Unit – 4

**Room Service:** Introduction, Organization, Cycle, Equipments, Types, Menu and various forms

### Practical:

- **Various menu services, their table layouts and service sequences for**
  - A La Carte and TDH
  - Room Service
  - Breakfast
- **Breakfast services practical**
  - (i) Laying of Different type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
  - (ii) Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:** - Trolley Tray Breakfast set up and service for rooms.

### Suggested Reading:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata MC Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service – Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management- Brian Varghese
- The Restaurant (Form Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi.

## **BVCTHM 304 – Personality Skills for Hospitality**

External Practical: 100

Time: 3 hrs

**Credit: 1+1=2**

### **Practical:**

#### **(a) Personality Enrichment**

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and Misuse, Art of good Conversation, Art of Intelligent Listening

#### **(b) Etiquettes & Manners**

Social & Business Dining Etiquettes, Social Travel Etiquettes-Bus, Car and flight

#### **(c) Personality Development Strategies**

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

#### **(d) Interpersonal Skills**

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

#### **(e) Group Discussion**

Team behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

#### **(f) Telephone conversation**

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent

#### **(g) Presentation**

Presentation skills, seminars skills role – plays

#### **(h) Electronic Communication Techniques:** E mail, Fax,

#### **Suggestion Readings:**

- Personal management and Human Resources, by C.S.Venkata Ratanam and B.K. Srivastave, Published by Tata Mc Graw Hill Publishing Ltd, New Delhi.
- Human Behavior at Work, By: Keith Davis, Published By: Tata Mc Graw Hill Pub. Ltd, New Delhi.
- =I AM OK, You are OK, by: Thomas A. Harris, Published By: Pan Books, London and Sydney
- Pleasure of your Company, by: Ranjana Salgaocar, Published By: Pyramid Published Goa
- How to get the job you want, by: Arun Agarwal, Published By: Vision Books, New Delhi
- Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins
- How to succeed at interviews, by: Sudhir Andrews, Published By: Tata Mc Graw Hill Pub. New Delhi.
- Interview for all competitive exams, G.K. Puri, Published by: I.I.M, Near Masjid Road, New Delhi.
- Introduction to Hospitality Industry – Bagri & Dahiy, Aman Publications New Delhi
- Interview in a nutshell, S.K. Sachdeva, Published by: Competition Review Pvt. Ltd.

## Semester-IV

### BVCTHM401- Accounting Skills for Hospitality

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

**Credit: 4+0=4**

#### **Theory**

**Unit – 1** Accounting: Business Transaction and Basic Terminology Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

**Unit – 2** Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary

Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

**Unit – 3** Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

**Unit – 4** Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application-

Preparation of Records and Financial Statements

#### **Books Recommended:**

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s  
Enterprize, Kandivali, Mumbai
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company
- Comprehensive Accountancy, SA Siddiqui
- A complete Course in Accounting Volume – I, N.D. Kappor
- Double – Entry Book- Keeping, Rc. Chawla & C. Juneja- Introduction to Accountancy, T.S. Grewal

## BVCTHM 402 - FRONT OFFICE – II

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 6+3= 9**

### Theory:

#### Unit 1

Organization structure of front office of different category of hotels, Qualities of Front office staff, Job description and specification of front office staff

#### Unit 2

Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, Knowledge of rooms and plans, Basis of Room charging, Tariff fixation

#### Unit 3

Front desk operations & functions during different stage of guest cycle. Role and functions of lobby manager, handling complaints

#### Unit 4:

Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, procedure

### Practical

- Skill to handle guest arrival (Fit and groups) including registering the guests and rooming the guest functions.
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies, airlines and flags chart
- Identification of F.O. equipment
- Telephone handling at Reservations and Standard phrases.
- **Role play:**
  - At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bellboy
  - At the Front Desk: Guest arriving; greeting & offering welcome drink, Checking if there is a booking
- **FAMILIRISATION WITH RECORD BOOKS, LISTS & FORMS SUCH. AS:**
  - (i)Arrival/ departure register
  - (ii) Departure intimation
  - (iii) Arrival/ Departure list
  - (iv) No Show/ cancellation report
  - (v) VIP List
  - (vi) Fruits & Flowers requisition
  - (vii) Left luggage register
  - (viii) Bell boy movement control sheet
  - (ix) Scanty Baggage Register
  - (x) Arrival & Departure errands cards
  - (xi) Expected arrival/ departure list

### Suggested Readings:

- Front Office Training manual – Sudhir Andrews. Publisher Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Font Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Dix & Chris barid.
- Front Office Operations Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out – Jerome Vallen

## BVCTHM 403 – HOUSEKEEPING – II

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 6+3= 9**

### **Theory**

#### **Unit – 1**

Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

#### **Unit – 2**

Cleaning of Guest Rooms: Daily cleaning of (Occupied/ Departure vacant Under repair VIP rooms, Weekly cleaning /spring cleaning, Evening service, System & procedures involved. Forms and Formats, Guestroom cleaning – Replenishment of Guest supplies and amenities.

#### **Unit – 3**

Housekeeping Supervision: Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff.

#### **Unit – 4**

Linen/ Uniform Tailor Room: Layout, Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions, Par stock: Factors affecting par stock, calculation of par stock,

Discard Management, Linen Inventory system, Uniform designing: Importance, types, characteristics, selection, par stock.

### **Practical**

#### **S.No. Topic**

01 (i) Layout of linen room and uniform room

(ii) Cleaning of Public Areas & Inspection of public areas (lobby, Restaurant, staircase, clock rooms, corridor, offices, Back areas) 02 Cleaning guestrooms (Vacant occupied, departure), placing/ replacing guest supplies and soiled linen.03 Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

#### **Suggested Readings:**

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill
- Hotel Housekeeping – Operations & Management: G. Raghubalan, Oxford University Press
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes

## BVCTHM404-FOREGIN LANGUAGE FRENCH

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 1+1=2**

### Theory

#### Unit-1

**Vocabulary & written expression:** Les accents, les salutations.

**Grammar :** Les pronoms sujets, les verbes être et avoir, les jours de la semaine.

**Oral / Situation:** to be given by concerned teacher.

#### Unit-2

**Vocabulary & written expression :** Se présenter, les nombres cardinaux, Les mois de l'année.

**Grammar :** Les verbes du premier groupe, l'article indéfini.

**Oral / Situation:** Présentez-vous.

#### Unit-3

**Vocabulary & written expression:** Présenter quelqu' un, L'expression de temps.

**Grammar:** Les verbes du deuxième groupe, l'article défini, Pluriel des noms

**Oral / Situation:** Présentez votre ami(e), votre famille.

#### Unit-4

**Vocabulary & written expression:** Demander l'identité d'un objet ou personne, les verbes aller et venir.

**Grammar:** Négation, L'interrogation << Qu'est- ce que c'est?>> ; <<Qui est-ce?>>; Féminin et pluriel des adjectifs.

**Oral / Situation:** Décrivez votre personnalité et votre ville.

Simple translation and Comprehension based on simple text.

### (Practical)

- Role-playing of different situations
- Understanding questions
- Conversation
- Picture composition

Suggested Books:

- .Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hotel by A. Talukdar
- A Votre Service 1
- French for Hotel and Torism Industry by S.Bhattacharya

## Semester-V

### BVCTHM501 –BAISC OF TOURISM

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

**Credit: 4+0= 4**

#### Theory

##### Unit 1

Meaning, definition, characteristics and types of Tourism, components of Tourism, tourism as an industry.

##### Unit 2

History of Tourism through ages, linkages of tourism with other subjects like History, sociology, geography, management and economics, Economic impacts of tourism

##### Unit 3

Tourism Organizations: Origin, Organization and Function of WTO, IATA as International Organizations while TAAI, IATO and ITDC as Domestic Organizations

##### Unit 4

Explaining of the terms- Tours, Tourist, and Visitor, traveller, Excursionist, Resource, Attraction, W.T.O. classification of Tourists and its significance. Problem and Prospects of Tourism.

#### Suggested Readings:

- Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976
- Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi
- Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling Publishers, New Delhi
- McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition)
- Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood
- Cliffs, N.J., Prentice Hall, 1985
- Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing House, New Delhi, 1990
- Robinson, H.A., Geography of Tourism, Me Donald and Evans, London, 1976

## BVCTHM502-REGIONAL CUISINES

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credits: 6+3= 9**

### Theory:

#### Unit 1

##### Concept of cuisine, Indian Cuisine

**Cuisines of Kashmir, Himachal & Uttarakhand:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, **Cuisines of Punjab, Haryana & Delhi:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.

#### Unit 2

**Cuisines of Rajasthan & Gujarat:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods. **Cuisines of Maharashtra & Goa:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.

#### UNIT 3

**Cuisines of Andhra Pradesh, Tamil Nadu & Kerala:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods. **Cuisines of Awadh, Bengal & Odisha:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.

#### UNIT 4

**Indian Sweets & Desserts:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features, Key Ingredients, Popular Sweets, Seasonal Sweets, Special Equipments, Specialties during Festivals and Other Occasions. **Food of India:** Jain Food, Parsi Food, Home Style Cooking, Tandoori Foods, Dum Style of Cooking, Traditional Cooking Delights, North Eastern Indian Foods, Food of Madhya Pradesh

#### Practical

- Two Menus about 3-5 dishes per menu per state covering all units
- For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning.

#### Suggested Readings

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Indian Gastronomy – Manjit Gill, DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- The Essential Kerala Cookbook Paperback by Vijayan Kannampill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Flavours of the Spice Coast – K M Mathew
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
- Theory of Catering by Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

## BVCTHM 503 – HOUSEKEEPING MANAGEMENT

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
Credit: 6+3= 9

### **Theory:**

#### **Unit – 1**

Housekeeping Budgeting: Concept & Importance, The Budget Process, Operational and capital budget, Housekeeping Room cost, Housekeeping Expenses

#### **Unit – 2**

Laundry Management: In- house Laundry vis contract Laundry: merits & demerits, Layout, Laundry, Laundry Flow process, Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables), Stains and Stain removal, Laundry detergents.

#### **Unit – 3**

Planning Trends in Housekeeping: Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, Planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.

#### **Unit – 4**

Special Provisions for Handicapped Guests: Guest room – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children, Typical house- keeping complaints, situations handling, Interdepartmental coordination specially with Room- service, Maintenance, Telephone, security and front desk.

### **Practical**

1. Laundry equipment handling
2. Laundry operations
3. Handling different types of fabrics in manual & mechanical laundry
4. Special decorations
4. Stain Removal: Different types of stains to be removed by hand using different chemicals.

### **Suggested Readings:**

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya
- Key of House Keeping by Dr. Lal Commercial
- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke

## BVCTHM 504 – FOUNDATION COURSE IN MANAGEMENT

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

**Credit:2+0= 2**

### **Theory:**

#### **Unit 1:**

Concept and Nature of Management: Concept & Definitions, Features of Management, Management as Science, Art & Profession, Levels of Management, Nature of Management Process, Classification of Managerial Functions, Evolution of Management Thought Approaches to Management (Classical, Behavioral, Quantitative Contingency), Contribution of Leading Thinkers, Recent Trends In management Thought.

#### **Unit 2:**

Planning – Process and Types, Decision Making Process, Management by Objectives (MBO), Forecasting

#### **Unit 3:**

Organizing: Nature & Principles of Organization, Span of Management, Authority & Responsibility, Delegation and Decentralization, Forms of Organization Structure, Line & Staff Authority Relationships

#### **Unit 4:**

Motivation – Concept and concept and content theories, Communication – Process, Barriers and types, Leadership – concept, styles and skills, Coordination, Controlling: Nature & Process of Controlling.

### **Suggested Readings:**

- Chandra Bose/ Principles of Management & Administration, Prentice Hall of India
- Essential of Management Koontz & Wrihrich Tata Mc Graw – Hill Publishing Co. Ltd.
- Essentials of Management – Chatterji
- Essentials of Management – Koontz & O'donnel
- Fundamentals of Management – J.S. Chandran Principles of management- P.N, Reddy
- Management – Stoner & Freeman
- Management and Organization – M. Louis Allen Management Theory and Practice- Earnest Dale
- Management Stoner, Freeman & Gilbert Prentice Hall of India Pct Ltd
- Management Tasks – Peter F Drucker Management Prcess – Davar R
- Management Theory & Practice C.B. Gupta (CBG) Sultan Chand & Sons
- Management Today: Principles and Practice – Burton, Jene, Tata Mc Graw Hill Publishing Co. Ltd.
- Management: A global perspective, Wehrich, Henz and Koontz, Harold, New Delhi: Tata Mc Graw- Hill Publication Company, 1993.
- Personnel Management & Industrial Relations – Verma & Agarwal
- Satya Raju/ Management – Text & Cases, Prentice Hall of India

## BVCTHM 505 INDUSTRIAL EXPOSURES

**Objectives: To provide basic and hand on understanding of the industry.**

**Credit: 9**

**Note:**

Each student of Vocational Courses shall undergo Practical Internship of four weeks during the vacations after fourth semester in an approved Business/Industrial/Govt./Service organization. The objective of this training is to make the student acquainted with the industrial / business working environment. After completion of the training they will have to submit a training report. The internship/project reports will carry 100 marks and viva-voce will carry 100 Marks. It will be evaluated by two examiners (one internal and one external). The training report is part of the fifth semester. It is to be submitted by the date fixed by the College. The students will also have to submit a performance certificate from the company where he/she undertook the training. This report will also be considered while evaluating the training report by examiners. Alternatively, if it is not possible to do industrial internship the students will prepare a project report on a topic assigned to him/ her by the college. The project report will be evaluated as above.

**Duration of Exposure: 4 weeks**

Leave Formalities: One weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 30 working days (04 weeks x 06 days = 24 days). Students who are unable to complete a minimum of 10 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 10 days of industrial exposure but are unable to complete **minimum 18 days** due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training.

Once the student has been selected/ deputed for industrial exposure by the institute, she shall not undergo elsewhere. In case students make direct arrangements with the hotel for industrial training, this will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The training necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval need to be taken from the Nodal Officer/ H.O.D for Industrial exposure.

VI Semester the exposure shall be in one or More Departments based on choice of functional specialization of a candidate & A Project need to be completed at the place of exposure after prior approval from faculty coordinator/ HOD/Nodal Officer.
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<b>Academic Credits for training shall be based on following</b>
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Log books and attendance, Approvals, Report and presentation, Project, Others as applicable
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All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional head as soon as training in a particular department or section is completed. Trainees are also advised to make a **Power Point presentation** (based on the report).

**The Training Report will be submitted in the form specified as under:**

- The typing should be done on both sides of the paper ( instead of single side printing)
- The font size should be 12 with Times New Roman font.
- The Training Report may be typed in 1.5 line spacing. References should be typed in single line space.
- The paper should be A-4 size.
- Two hard copies of Report must be submitted to the approved authority for evaluation purpose.

**Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:**

1. Logbook.
2. Appraisal
3. A copy of the training certificate.
4. IT Report in all four Departments.

5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.
8. Project Report.

**For distribution of marks refer to details on Programme structure**

### **Project Report**

Project Report: - As you know the diverse nature of hospitality industry & its long- term implications on the economy, society, culture & environment. It is mandatory to do some project work so as to sharpen your research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project report on a topic of their choice approved from Faculty from Institute/ /Head of that Department 2 Hard copies and One soft copy in C.D.

#### **The Project report should include:-**

- The First page should include Name of The Hotel, Project undertaken, your roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
  - Need of study
  - Research objective
  - List of Information
- Research Methodology
  - Research design
  - Source of data
  - Instrumentation of data collection
  - Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

#### **Selecting A Topic:-**

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage. The purpose of project for you is to-

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

#### **Sample themes of Research are:-**

Accommodation Management- Accommodation Management-  
- “Technology in Hotel Accommodation Services:- A case study of Hotel- ABC.”

#### **Various topics can be selected suggested themes are-**

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. You are free to select a topic of your choice with due consultation with the faculty member & from Operational Head of that area of the Unit you are undergoing you training.

## SEMESTER VI

### BVCTHM601- FOOD & BEVERAGE SERVICE MANAGEMENT

External Marks: 80  
Internal Marks: 20  
External Practical: 100  
Time: 3 Hrs  
**Credit: 6+3= 9**

#### **Theory**

##### **Unit – 1**

Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colours and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules)

##### **Unit – 2**

Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off-Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.

##### **Unit – 3**

F & B Control- Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Break- even analysis).

##### **Unit – 4**

Budgetary Control: Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations

1. Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Food Production Control, Food/ Bev Cost Control, Food/ Bev Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes
2. Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing, Tool.

#### **Practical**

1. Restaurant Set –ups of different types & services
2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Cocktail parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service

#### **Books Recommended**

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
- Food & Beverage Control By: Richard Kotas and Bernard Davis
- Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
- Food & Beverage Management By: Bernard Davis & Stone
- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Vargese
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
- Introduction F & B Service- Brown, Heppner & Deegan

## **BVCTHM602- HOSPITALITY MARKETING**

External Marks; 80

Internal Marks: 20

Time: 3 Hrs

Credit: 4+0=4

### **Theory**

#### **Unit I**

##### **Introduction to Marketing**

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, Product Concept, Selling Concept, The Marketing Concept, Societal Marketing Concept; Marketing Process, Service Characteristic of Hospitality and Tourism Business

#### **Unit II**

**Marketing Environment, Consumer Markets and Consumer Buyer Behavior :** Micro and Macro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour, Buying Decision Process.

#### **Unit III**

**Distribution Channels, Product Pricing and Services Strategy:** Nature and Importance of Distribution System, Marketing Intermediaries, Meaning of Product, Product Classification, Individual Product Decisions, Product Life Cycle, and Approaches to hospitality service pricing.

#### **Unit IV**

**Public Relations, Sales Promotions and Integrated Marketing Communication :** The Marketing Communications Mix, Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, Public Relation Process, Personnel Selling, Direct Marketing, Technology and its applications in Marketing.

#### **Practical:**

Based on entire syllabus.

#### **Suggested Readings:**

- Services Marketing – Ravishankar
- Services Marketing – Zeital Valerire – A and Mary Jo Baiter Publisher: Mc Graw Hill Company
- Service Marketing - Wood ruffe Helen Publisher Macmillan
- Foundation and Practices Marketing of Services – Strategies for Success, Harsh V. Verma,
- Professional Manager's Library, Global Business Press
- Marketing Management, Philip Kotler, Prentice – Hall of India, New Delhi
- Hospitality & Travel Marketing, Alastair M. Morrison
- Strategic Hotel and Motel Marketing – Hart & Troy
- Marketing for Hospitality Industry – Robert
- Marketing Management in South Asian Perspective, Kotler, Philip, Kevin Keller, A. Koshy and M.Jha,-
- Pearson Education, New Delhi
- Marketing – Kerin, Hartley, Berkowitz and Rudelius, TMH, New Delhi
- Marketing: Concepts and Cases – Etzel, Micael J, TMH, New Delhi
- Tourism Marketing – Manjula Chaudhary, Oxford University Press

## BVCTHM603-HOTEL LAWS

External Marks: 80

Internal Marks: 20

Time: 3 hours

Credit: 4+0=4

### Theory

#### Unit – 1

**Introduction to Indian Hospitality & Related Laws in India** Introduction, Legal Perspectives, Key Issues, The legal requirements prior and at the time of doing Hotel Business.

#### Unit – 2

**Laws Related to Hotel Operations in India:** Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance, Patent Laws and Trade Marks What is franchising? The Franchise Contract, Trade Regulations Hotel Management Contract.

#### Unit – 3

**Laws Related to Employees, Guests, Public Health & Safety:** Introduction and Overview of Labour Laws, Hospitality Laws, Public Health and Environmental Laws

#### Unit – 4

**Laws Related to Food & Beverage Services:** Food Legislation (Prevention of Food Adulteration Act, No Smoking Laws etc.) And Liquor Licensing,

#### Suggested Readings:

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by Jagmohan Negi
- Related Guidelines & Reports from Ministry of Tourism, Govt of India
- Principles of Business Law- Aswathappa. K.
- Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley & sons

## **BVCTHM 604 – HUMAN RESOURCE FOR HOTEL**

External Marks: 80

Internal Marks: 20

Time: 3 Hrs

Credit: 4+0= 4

### **Theory**

#### **Unit – 1**

Concept of HRM and HRD; role of HR practitioner; managing the HR function; scope of HRM, contemporary issues in HRM

#### **Unit – 2**

Job, role and competence analysis; human resource planning; recruitment and selection; induction; Redundancy, outplacement and dismissal; maintenance and welfare activities – employee health and safety, fatigue and welfare activities

#### **Unit – 3**

Training and its methods; Executive development and its techniques Career management; transfer and promotion

#### **Unit – 4**

Aims, components, factor influencing employee compensation; internal equity, external equity and individual worth; pay structure; incentive payments, performance appraisal; 360 degree feedback.

### **Book Recommended**

Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh

Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan

Negi

Human Resource Development Practice in Travel and Tourism – S.C. Bagri

Human Resource Management in Hospitality – Malay Biswas

## BVCTHM605 -INDUSTRIAL EXPOSURES

**Objectives: To provide basic and hand on understanding of the industry.**

**Credit: 9**

**Note:**

Each student of Vocational Courses shall undergo Practical Internship of four weeks during the vacations after fourth semester in an approved Business/Industrial/Govt./Service organization. The objective of this training is to make the student acquainted with the industrial / business working environment. After completion of the training they will have to submit a training report. The internship/project reports will carry 100 marks and viva-voce will carry 100 Marks. It will be evaluated by two examiners (one internal and one external). The training report is part of the fifth semester. It is to be submitted by the date fixed by the College. The students will also have to submit a performance certificate from the company where he/she undertook the training. This report will also be considered while evaluating the training report by examiners. Alternatively, if it is not possible to do industrial internship the students will prepare a project report on a topic assigned to him/ her by the college. The project report will be evaluated as above.

**Duration of Exposure: 4 weeks**

Leave Formalities: One weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 30 working days (04 weeks x 06 days = 24 days). Students who are unable to complete a minimum of 10 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 10 days of industrial exposure but are unable to complete **minimum 18 days** due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training.

Once the student has been selected/ deputed for industrial exposure by the institute, she shall not undergo elsewhere. In case students make direct arrangements with the hotel for industrial training, this will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The training necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval need to be taken from the Nodal Officer/ H.O.D for Industrial exposure.

VI Semester the exposure shall be in one or More Departments based on choice of functional specialization of a candidate & A Project need to be completed at the place of exposure after prior approval from faculty coordinator/ HOD/Nodal Officer.
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<b>Academic Credits for training shall be based on following</b>
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Log books and attendance, Approvals, Report and presentation, Project, Others as applicable
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All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional head as soon as training in a particular department or section is completed. Trainees are also advised to make a **Power Point presentation** (based on the report).

**The Training Report will be submitted in the form specified as under:**

- The typing should be done on both sides of the paper ( instead of single side printing)
- The font size should be 12 with Times New Roman font.
- The Training Report may be typed in 1.5 line spacing. References should be typed in single line space.
- The paper should be A-4 size.
- Two hard copies of Report must be submitted to the approved authority for evaluation purpose.

**Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:**

1. Logbook.
2. Appraisal
3. A copy of the training certificate.

4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.
8. Project Report.

**For distribution of marks refer to details on Programme structure**

### **Project Report**

Project Report: - As you know the diverse nature of hospitality industry & its long- term implications on the economy, society, culture & environment. It is mandatory to do some project work so as to sharpen your research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project report on a topic of their choice approved from Faculty from Institute/ /Head of that Department 2 Hard copies and One soft copy in C.D.

#### **The Project report should include:-**

- The First page should include Name of The Hotel, Project undertaken, your roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
  - Need of study
  - Research objective
  - List of Information
- Research Methodology
  - Research design
  - Source of data
  - Instrumentation of data collection
  - Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

#### **Selecting A Topic:-**

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage. The purpose of project for you is to-

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

#### **Sample themes of Research are:-**

Accommodation Management- Accommodation Management-  
- “Technology in Hotel Accommodation Services:- A case study of Hotel- ABC.”

#### **Various topics can be selected suggested themes are-**

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. You are free to select a topic of your choice with due consultation with the faculty member & from Operational Head of that area of the Unit you are undergoing you training.

