

UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN

BHMCT- Semester System

Revised Course Curriculum and Syllabus as on 24th April 2012

	SEMESTER 1	SEMESTER 2	SEMESTER 3	SEMESTER 4
THEORY				
1	F.P. Foundation-I BHM 101	F.P. Foundation- II BHM 201	F.P. Operations- I BHM 301	F.P. Operations- II BHM 401
2	F&B S Foundation-II BHM 102	F&B S Foundation II BHM 202	F&B Operations-I BHM 302	F&B Operations-II BHM 402
3	Intro. to Hospitality Industry BHM 103	Foundation Course in Front office BHM 203	Front Office Operation BHM 303	House Keeping Operations-II BHM 403
4	Hygiene & Sanitation BHM 104	Foundation Course in House Keeping BHM 204	House Keeping Operations-I BHM 304	Food & Beverage Control BHM 404
5	Application of Computers BHM 105	Food Science & Nutrition BHM 205	Basic Accounts BHM 305	Hotel Accounts BHM 405
6	Communication BHM 106	Basic French BHM 206	Facility Planning BHM 306	Business Communication BHM 406

PRACTICAL/ PROJECT	SEMESTER 1	SEMESTER 2	SEMESTER 3	SEMESTER 4
1	FP-I BHM 107	FP-II BHM 207	FP-III BHM 307	FP-IV BHM 407
2	F&BS-I BHM 108	F&BS-II BHM 208	F&BS-III BHM 308	F&BS-IV BHM 408
3	Computers BHM 109	FO -I BHM 209	FO-II BHM 309	HK-III BHM 409
4	PDP-I BHM 110	HK-I BHM 210	HK-II BHM 310	PDP-2 BHM 410

THEORY	SEMESTER 5	SEMESTER 6	SEMESTER 7	SEMESTER 8
1	Industrial Training -22 weeks	Advanced Food Production BHM 601	Professional Elective –I BHM 701 (A,B&C ELECTIVE GROUP)	Professional Elective –II BHM 801 (A,B&C ELECTIVE GROUP)
2		Advanced F&B Service BHM 602	Inventory and Store Management BHM 702	Environmental Management BHM 802
3		Front Office Management BHM 603	Hospitality Sales & Marketing BHM 703	Entrepreneurship Development BHM 803
4		Research Methodology BHM 604	Hospitality Legislation and Safety BHM 704	Organization Behaviour BHM 804
5		Introduction to Mgt. BHM 605	Financial Management BHM 705	Total Quality Management BHM 805
6		Hotel Information System BHM 606	Human Resource Management BHM 706	

Elective A: Food Production & Management; Elective B: Food and Beverage Service& Management; Elective C: Rooms Division Management

PRATICAL/PROJECT / TRAINING	SEMESTER 5	SEMESTER 6	SEMESTER 7	SEMESTER 8
1	IT Report, Presentation & Viva –voce BHM 501	FP-V BHM 607	Professional Elective-I BHM 707 (A,B&C ELECTIVE GROUP)	Professional Elective-II BHM 806 (A,B&C ELECTIVE GROUP)
2		F&BS-V BHM 608	Personality Development-IV BHM 708	Field Project Report BHM 807
3		FO-III BHM 609		
4		Personality Development-III BHM 610		

Elective A: Food Production & Management; Elective B: Food and Beverage Service& Management; Elective C: Rooms Division Management

TEACHING LOAD/WEEK and EVALUATION SCHEME

SEMESTER-1

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-101	Food Production Foundation-I	4	30	70	100
2	BHM-102	Food & Beverage Service Foundation-I	4	30	70	100
3	BHM-103	Introduction to Hospitality Industry	4	30	70	100
4	BHM-104	Hygiene & Sanitation	4	30	70	100
5	BHM-105	Application of Computers	3	30	70	100
6	BHM-106	Communication Skills	4	30	70	100
7	BHM-107	Food Production Practical-I	4	50	100	150
8	BHM-108	Food & Beverage Service Practical-I	3	50	100	150
9	BHM-109	Computers Operation Practical	2	50	50	100
10	BHM-110	PDP Practical -I	4	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-II

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-201	Food Production Foundation-II	4	30	70	100
2	BHM-202	Food & Beverage Service Foundation-II	4	30	70	100
3	BHM-203	Foundation Course in Front office	4	30	70	100
4	BHM-204	Foundation Course in House Keeping	4	30	70	100
5	BHM-205	Food Science & Nutrition	3	30	70	100
6	BHM-206	Basic French	4	30	70	100
7	BHM-207	Food Production Practical-II	4	50	100	150
8	BHM-208	Food & Beverage Service Practical-II	4	50	100	150
9	BHM-209	Front Office Practical-I	2	50	50	100
10	BHM-210	House Keeping Practical-I	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-III

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-301	Food Production Operations- I	4	30	70	100
2	BHM-302	Food & Beverage Operations-I	4	30	70	100
3	BHM-303	Front Office Operation	4	30	70	100
4	BHM-304	House Keeping Operations-I	4	30	70	100
5	BHM-305	Basic Accounts	3	30	70	100
6	BHM-306	Facility Planning	4	30	70	100
7	BHM-307	Food Production Practical-III	4	50	100	150
8	BHM-308	Food & Beverage Service Practical-III	4	50	100	150
9	BHM-309	Front Office Operations Practical - II	2	50	50	100
10	BHM-310	House Keeping Practical-II	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-IV

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-401	Food Production Operations- II	4	30	70	100
2	BHM-402	Food & Beverage Operations-II	4	30	70	100
3	BHM-403	House Keeping Operations-II	4	30	70	100
4	BHM-404	Food & Beverage Control	4	30	70	100
5	BHM-405	Hotel Accounts	3	30	70	100
6	BHM-406	Business Communication	4	30	70	100
7	BHM-407	Food Production Practical-IV	4	50	100	150
8	BHM-408	Food & Beverage Service Practical-IV	4	50	100	150
9	BHM-409	House Keeping Practical-III	2	50	50	100
10	BHM-410	PDP Practical-II	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-V

NO	SUBJECT CODE	SUBJECT	Weeks Per semester	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-501	Industrial Training	22			
		Report , Log Book, Attendance Presentation & Viva -Voce		100	150	250
2		General Proficiency				50
	TOTAL		22 weeks	100	150	300

SEMESTER VI

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-601	Advanced Food Production	4	30	70	100
2	BHM-602	Advanced F&B Service	4	30	70	100
3	BHM-603	Front Office Management	4	30	70	100
4	BHM-604	Research Methodology	4	30	70	100
5	BHM-605	Introduction to Management	3	30	70	100
6	BHM-606	Hotel Information System	4	30	70	100
7	BHM-607	Food Production Practical-V	4	50	100	150
8	BHM-608	Food & Beverage Service Practical-V	4	50	100	150
9	BHM-609	Front Office Practical-III	2	50	50	100
10	BHM-610	PDP Practical-III	3	50	50	100
11		General Proficiency				50
	TOTAL		36	380	720	1150

SEMESTER-VII

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-701	Professional Elective –I (A,B&C ELECTIVE GROUP)	4	30	70	100
2	BHM-702	Inventory & Store Management	4	30	70	100
3	BHM-703	Hospitality Sales & Marketing	4	30	70	100
4	BHM-704	Hospitality Legislation and Safety	4	30	70	100
5	BHM-705	Financial Management	3	30	70	100
6	BHM-706	Human Resource Management	3	30	70	100
7	BHM-707	Professional Elective Practical -I (A,B&C ELECTIVE GROUP)	8	50	100	150
8	BHM-708	Personality Development-IV	4	50	100	150
09		General Proficiency		100		100
	TOTAL		34	380	620	1000

SEMESTER-VIII

NO	SUBJECT CODE	SUBJECT	Hours Per Week	INTERNAL EXAMS	UNIVERSITY EXAM	TOTAL MARKS
1	BHM-801	Professional Elective –II (A,B&C ELECTIVE GROUP)	4	30	70	100
1	BHM-802	Environmental Management	4	30	70	100
2	BHM-803	Entrepreneurship Development	4	30	70	100
3	BHM-804	Organization Behaviour	4	30	70	100
4	BHM-805	Total Quality Management	4	30	70	100
5	BHM-806	Professional Elective-II (A,B&C ELECTIVE GROUP)	8	100	150	250
6	BHM-807	Field Project Report	8	100	150	250
7		General Proficiency		100		100
	TOTAL		36	420	580	1000

BHM-701 Elective-A**FOOD PRODUCTION OPERATION**

	UNIT	Hours	Marks
01	Reviewing Food Production Basics: Reviewing Cooking methods in reference to cooking of Soups, Sauce, Fish, Meat and Poultry Basics of Cuts and their usage in different cooking process/methods. Concept of heat transfer and its effect in food texture Role of dry and wet Masalas in Indian cooking, Various traditional styles/methods of Indian cooking. Different Indian Curries,	08	14
02	Quantity Food Production: Different types of catering, Banquet production planning, Standardizing recipes and recipe conversion, food holding, storage problems, Centralized production unit, Bulk food transfer and packaging, Rechauffe cooking	08	14
03	Understanding National & International Cuisine: 5 popular regional cuisines of India- Hyderabadi, Mughlai, Kashmiri, Bengali and Punjabi 5 popular international cuisines- Oriental, Italian, Mexican, Middle eastern and French cuisine. Specialized cooking styles and methods of mentioned International cuisines	10	16
04	Food Presentation Techniques Plate presentation Techniques, Buffet arrangement, Cold Platters centre piece arrangement, New trends in Garnishing and Presentation	02	04
05	Basic of Bakery Principles of Baking, Methods of Bread and Cake Making, Baking Faults & Remedies, Types of Icings.	08	12
06	Specialized Catering Invalid Cookery- Low calorie cooking, Low carbohydrate and low cholesterol cooking, Diet cooking, Menu planning for Hospitals.	06	10
	TOTAL	42	70

References:

1. Theory of catering- Clinton Cesarani
2. Principles of catering- John Murray
3. On cooking- Labensky Hause
4. Theory of cookery- Dr. Singh S K & Chomplay .P
5. Encyclopedia of Indian cookery- Hussain and Fernandez
6. Complete Indian cook book- Mridula Baljekar
7. Menu planning- Kivela
8. Iced desserts- Farrow and Lewis
9. International kitchen- Van Nostrand

	Topic	Hours	Marks
Unit 1.	Food & Beverage Outlets & Operations Functioning of –Specialty restaurant, coffee shop, fast food restaurant, In Room Dining, Bar and Banquets in respect to Mis en scene, Mis en Place & Service Cycle.	04	08
Unit 2	Types of Services American, Russian, French, Gueridon, Buffet, Banquet, Room Service, Hospital, Airline, Coffee Shop, Lounge Service Up-selling and Handling Complaints	06	10
Unit 3.	Beverages Non -Alcoholic – Classification {Stimulating, Nourishing, Refreshing} Types of Wines , Old & new world wines, Brand names & Service Food wine Combination	10	16
Unit 4.	Spirits ,Beer & other Alcoholic Beverage Spirits –Types, Brand names & Service Beer - Types, Brand names & Service Aperitif and Liqueurs- Types, Brand names & Service Cocktails- Types-Classical & Innovative	14	22
Unit 5.	Function catering Types of Banquets, Booking procedure Banquet Menu Planning, Various Setup Buffet - Types of Setup Operation control-Manpower planning, Space allocation, Convention table plan, Protocol & VIP service Banquet Beverage List- Planning, Costing, Billing procedure	08	14
	Total	42	70

BHM 701- Room Division Operations- Elective -C

	Unit	Hours	Marks
Chapter 1	Hotel Organization 1.1 Types of Hotels 1.2 Classification of Hotels 1.3 Types of Rooms 1.4 Guest Cycle (Pre-arrival, arrival, stay and departure)	4	08
Chapter 2	Front Office Organization 2.1 Overview of Reservation & Registration Process 2.2 Interdepartmental Coordination 2.3 Role of Bell desk , Concierge and Cashier	4	08
Chapter 3	Night Audit 3.1 Duties and Responsibilities of Night Auditor 3.2 Night Audit Process 3.3 Various reports generated	4	08
Chapter 4	Importance and Role of Housekeeping 4.1 Introduction 4.2 Organization structure 4.3 Duties and responsibilities 4.4 Layout of Housekeeping 4.5 Role of Housekeeping	8	12
Chapter 5	Control Desk 5.1 Role and functions 5.2 Forms, Formats and registers 5.3 Internal and external Coordination 5.4 Lost and found procedure 5.5 Key Control	6	10
Chapter 6	Minibar 6.1 Planning the work flow 6.2 Issuing of items from store 6.3 Replenishment in rooms (VIP, occupied, OOO, departure) 6.4 Billing 6.5 Charging a checked out guest	4	08
Chapter 7	Laundry 7.1 Introduction, OPL and contract laundry 7.2 Laundry Cycle, Wash cycle 7.3 Equipments, laundry agents, 7.4 Stain Removal, Dry cleaning 7.5 Valet Service, handling Guest laundry	6	10
Chapter 8	Flower Arrangement 8.1 Elements and Principle of Design 8.2 Equipments and tools 8.3 Classification of flower arrangements	4	06
		40	70

Course Code : BHM702

	Detail	Hrs	Mks
Chapter - I	PURCHASE SYSTEM AND PROCEDURE Introduction: its role, restraints and factors, Purchasing decisions, purchasing organisation, procedures; forms, records, reports, tenders evaluation and rating, computerised purchasing system, Purchasing in Hotels. Selection of suppliers, Purchasing food and beverages,	8	14
Chapter – II	RECEIVING SYSTEM AND PROCEDURE Introduction, Aims of receiving, Delivery methods, Staffing, layout, Requirement delivery procedures, Receiving procedures, Equipment and forms used.	8	12
Chapter –III	STORES MANAGEMENT Introduction, Aims, Staffing of storerooms, Store functions, Store organisation, store systems and procedure, Stores accounting and verification of systems, Stores address systems, stores location and layout, Store equipment, automated storage/retrieval.	8	14
Chapter – IV	CODIFICATION AND VARIETY REDUCTION Introduction, Classification of material, codification, standardisation and variety reduction.	4	06
Chapter – V	INVENTORY MANAGEMENT Introduction, Function of inventory, Classification of inventory system, selective inventory management, Inventory controls of slow moving items, Developments in inventory management. Annual disposal of surplus/ unserviceable items like furniture, fixtures, linen, kitchen equipment and miscellaneous items.	8	12
Chapter – VI	MANAGING INVENTORY IN KITCHEN STEWARDING Kitchen Stewarding : its procedures, specifications, method, recording, listing and evaluating suppliers. Inventory Control in stewarding department - Procedure of issues, Par Stock, Breakage report, Daily issue of consumables records, Replacement of Discard or unserviceable items.	8	12
		44	70

REFERENCE

1. Principle of Inventory & Material Management By Richard J Jersine, Publisher: Prentice Hall
2. Introduction to Material Management By J R Tony Arnold, Steve Chapman, Llyod M Clive, Publisher Prentice Hall
3. Purchasing Selection & Procurement for the Hospitality Industry, Fifth Edition By Andrew Edition Publisher : Wiley & Sons

HOSPITALITY SALES MARKETING BHM-703

	Detail	Hrs	Mks
Chapter 1	Introduction to Marketing 1.1 Definition of Marketing 1.2 Customer Orientation & Core Concept of Marketing 1.3 Marketing Management – Definition Philosophies and pillars of Marketing management 1.4 Introduction to 7 P's of Marketing mix 1.5 Factors effecting business environment	06	10
Chapter 2	Consumer Behaviour 2.1 Concept of Consumer Behaviour 2.2 Consumer Behaviour model 2.3 Factors affecting Consumer Behaviour – Cultural, Social, Personal, Psychological	06	08
Chapter 3	Market Segmentation 3.1 Definition & need for market segmentation 3.2 Basis for segmentation - Geographic, Demographic, Behavioral and Psychographics	04	08
Chapter 4	Hospitality Product 4.1 Definition 4.2 Levels of Product, Hospitality products 4.3 Branding 4.4 New Product Development, Product Life Cycle 4.5 Product Differentiation	06	10
Chapter 5	Pricing 5.1 Introduction 5.2 Internal & External affecting pricing 5.3 General Pricing methods 5.4 Pricing strategy adopted by hotels for [Room tariff, F & B Items, Functions, Packages]	06	10
Chapter 6	Distribution 6.1 Definition and importance of Distribution system 6.2 Channel levels of distributions 6.3 Intermediaries for Hospitality Industry [Travel Agents, Tour Wholesalers, Hotel representatives, National/ regional/ local/ tourist agencies, CRS, INTERNET based reservation systems] 6.4 Franchising 6.5 Alliances 6.6 Location of services	06	12
Chapter 7	Promotion 7.1 Definition and characteristics of promotion tools 7.2 5 M's of Advertising 7.3 Various Sales promotion tools used in hotels 7.4 Publicity and public relation - Tools and opportunities in the hotel industry 7.5 Principles of personal selling 7.6 Direct Marketing - Telemarketing and internet	08	12
	Total	42	70

Reference Books

1. Marketing for Hospitality & Tourism - Philip Kotler , Bowen & Makens Prentice- Hall Inc
2. Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai
3. Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. - Australia

Hospitality Legislations & Safety – BHM704

Unit	Detail	Hrs	Mks
1	FSS Act 1.1 The basics of FSS Act 1.2 The Key elements FSMS: Good Practices/ PRPs, Hazard Analysis /HACCP, Management Element / System, Statutory and regulatory requirements 1.3 Food Safety and Standards 1.4 Principles of food laws regarding prevention of food adulteration 1.5 Authorities under the act 1.6 Process of FSMS: The FSMS Plan (samples are provided as guidance) , Flow chart of for the Process and self-inspection checklist- understanding the formats for plan, checklist and flowchart. 1.7 Facility and Equipment Cleaning, Sanitation, and Pest Control process 1.8 Indian Food Codes	10	14
2	STATE LAWS RELATING TO ALCOHOLIC BEVERAGES 2.1 General Nature of Control by State 2.2 Application for an Issuance of Licenses; General Restrictions on Licenses 2.3 Common Law Liability for Serving Alcoholic Beverages to Intoxicated persons 2.4 Hours and Premises of Sales; Books and Records; Important Warning	06	10
3	WAGE AND HOUR LAWS APPLICABLE TO HOTEL EMPLOYEES 3.1 Coverage of State Laws 3.2 Minimum Wage Act.; Unfair Labour Practice.	06	10
4	EMPLOYEES FAMILY WELFARE AND MEDICALS 4.1 Covered Employers and Eligible Employees 4.2 Leaves of Absence for Eligible Employees; Leave Schedule 4.3 The Relationship of FMLA Leaves to other Forms of Paid or Unpaid Leave 4.4 Health Benefits During the Leaves 4.5 Additional Protection for Employees 4.6 Prohibition for Employers: “Serious Health condition” Defined 4.7 Employee Transfers to Alternative Positions 4.8 Employer Penalties for Non-Compliance 4.9 Sexual Harassment of Employees	06	10
5	CONSUMER PROTECTION LAWS AFFECTING HOTELS 5.1. Definitions – Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice; Procedure for redressal of grievances before District Forum, State Commission, and National Commission. 5.2. Credit Card Laws 5.3 Catering Contracts 5.4 No Smoking Laws 5.6 Restriction in playing recorded music in guestrooms/ public areas.	05	08
6	PUBLIC HEALTH AND SAFETY REQUIREMENTS 6.1 Building Codes 6.2 Water Supplies, Sewage System and Drainage 6.3 Contagious Diseases 6.4 Swimming Pool, Guest elevators.	05	08
7	FIRE SAFETY LAWS State and Local Fire Legislation	02	04
8	TAXES 8.1 State and Local Taxes: General 8.2 Sales Taxes, Luxury Tax 8.3 Hotel Room Occupancy Taxes; State Liquor Taxes	04	06
	Total	44	70

REFERENCES: Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley & sons; Principles of Business Law- Aswathappa. K.

FINANCIAL MANAGEMENT BHM-705

Unit	Detail	Hrs	Mks
1	Financial Management: meaning, objectives of financial management	4	8
2	2.1 Financial Statement: meaning and objectives of different types of Financial management systems 2.2 Financial analysis and tools of analysis, trends and common- size analysis	6	8
3	3.1 Ratio Analysis: meaning and objective, classification 3.2 Profitability ratios, financial ratios, Turn over ratios	6	10
4	Capitalisation : meaning, over-capitalisation and under-capitalisation	4	8
5	5.1 Sources of finance : short-term, mid-term and long-term finances, 5.2 Role of commercial banks, long-term financing and Financial institutions	4	8
6	6.1 Corporate Share Capital & Corporate Debt 6.2 Different forms of securities, their advantages and dis-advantages 6.3 Debt - capital in various forms 6.4 Working Capital : concept, sources, management of working capital	6	8
7	7.1 Budgets : meaning and importance, types of budgets 7.2 Steps in budgeting, cash budget, 7.3 Basic capital budgeting - pay-back period, ARR, NPV & P. Index	6	8
8	8.1 Funds Flow Statement and cash flow statement : meaning, uses, preparation	4	6
9	9.1 Depreciation policies : meaning, causes, objectives, determination	4	6
	Total	44	70

Reference Books :

1. Financial Management, Dr. Mittal and Dr. Aggarwal
2. Financial Analysis, Dr. S.N.Maheshwari & Sharad K. Maheshwari
3. Financial Management, J.M.Pandey
4. Analysis of Financial Statement, T.S.Grewal
5. Financial & Cost Control Techniques in Hotel & Catering Industry, Dr. Jagmohan Negi
6. Introduction to Financial Management, I.M.Pandey

HUMAN RESOURCE MANAGEMENT BHM 706

Unit	Detail	Hrs	Mks
1	Introduction to Human Resource Management 1.1 Definition 1.2 Nature & Characteristics 1.3 Need for HRM in the Service Industry. 1.4 Role of Human Resource Manager	04	06
2	Human Resource Planning 2.1 Concepts, Characteristics and Need 2.2 Job Analysis, Job Description & Job Specification 2.3 Recruitment & Selection: Sources & Modes of Recruitment 2.4 Tests & Interviews, Selection Process.	12	16
3	Human Resource Development 3.1 Definition and Characteristics 3.2 Orientation & Induction 3.3 Training – Need & Importance. 3.4 Performance Appraisal – Purpose & Methods 3.5 Promotion & Transfers	18	12
4	Wage & Salary Administration 4.1 Job Evaluation – Concept & Objectives 4.2 Formulation of Compensation Structure 4.3 Regulatory Provisions. 4.4 Fringe Benefits	06	12
5	Grievances & Discipline 5.1 Grievance Handling – Identifying Causes 5.2 Developing Grievance Handling Systems 5.3 Discipline – Concept, Causes of Indiscipline	06	12
6	Labour – Management Relations 6.1 Trade Unions – Concept, Objectives & Functions 6.2 Collective Bargaining 6.3 Workers Participation in Management. 6.4 Labour Turnover – Causes & Measures to prevent Labour Turnover.	06	12
	Total	42	70

Reference Books

1. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S R Malegaonkar
2. Personnel Management – Mamoria
3. Pramod Verma : Personnel Management in Indian Organisations.
4. Edwin b. Flippo : Personnel Management, McGraw Hill.
5. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
6. Guide for Labour Management – H L Kumar
7. Human Resource Management & Human Relations – V P Michael
8. Arun Monappa & S. Saiyuddain : Personal Management, Tata McGraw Hill.
9. 7 Habits of highly effective people – Steven Covey.

Practical Food Production Operations BHM 707-A

S.NO	Topic	P- load
01	1 menu each for specified National and International Cuisine with regional Specialties and popular dishes. Menu to be formulated featuring basic method of Cooking, using various cuts for preparation of sauces, soups, meat , Fish and Poultry dishes	40
02	Practicing Plate Presentations and Decoration for the planned 10 menus	
03	Indian menus to be prepared in quantity kitchen	
04	3 Bakery practical's for practicing preparation of different breads and cake bases also practicing icing on prepared cakes.	09
		49

Practical Elective: BHM 707-B

Activities	P. Hr
1. Practicing Mis en scene & Mis en place activities	04
2. Practicing different types of Cover Setup	02
3. Practicing different types of Service	02
4. Preparing wine and liquor list	02
5. Handling Bar- Doing Mis-en –place, standard practices and handling bar tools. Controlling and ordering stock	02
6. Service of Alcoholic & Non Alcoholic beverage	04
7. Preparing 5 different cocktail and 5 mocktails	04
8. Suggestive Selling/Wine suggestions on the food menu	02
9. Developing and implementing staff rosters for banquets	02
10. Taking Banquet Bookings, practicing up-selling	02
11. Practicing different types of Banquet set-up and service	02
12. Practicing Buffet Set-up and services	02
	30

ROOM DIVISION OPERATIONS PRACTICALS 707-C

Activity	P. Hrs
Reservation process, Registration process	4
Handling bell desk, cashier's counter	2
Night Audit(Report preparation) Occupancy report (Occupancy percentage, house count, bed occupancy percentage, domestic occupancy percentage, foreigners occupancy percentage).	4
Handling Housekeeping Control Desk	2
Flower Arrangement	4
Valet service / Wash Cycle and Stain Removal	2
Room / Public area inspection using checklist	4
Handling minibar, (issuing, replenishment, taking consumption, billing)	2
	24

PERSONALITY DEVELOPMENT PRACTICAL – IV BHM-708

One of the objectives of this module is to prepare the students for the Campus / Off-campus recruitments which are likely to take place during the VIII semester

Unit	Detail	Hrs
1	Basic concept of Recruitment and Selection: intent and purpose, selection procedure, types of interviews	4
2	Preparing for interviews: self planning, writing winning resume', knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions	12
3	Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self-introduction, panel addressing, mental frame-work during interviews	08
4	Mock Interview participations	04
5	Presentation skills, seminar skills and leadership role plays	04
6	Conducting / Participating - meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.	06
	Total	38

Reference Books:

1. Personal Management and Human Resources By: C.S.Venkata Ratanam and B.K.Srivastava Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
2. How to succeed at interviews By: Sudhir Andrews Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
3. How to get the job you want By: Arun Agarwal Published By: Vision Books, New Delhi
4. Interviews for all competitive exams By:G.K.Puri Published By: Indian Institute of Management, Near Masjid Road, New Delhi
5. Interviews in a nutshell By: S.K. Sachdeva Published By: ssCompetition Review Pvt. Ltd. New Delhi
6. Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins

BHMCT- 8th Semester

BHM-801-A: Elective-A: FOOD PRODUCTION MANAGEMENT

	Topic	Credits
01	Kitchen Planning: Objectives , Understanding HACCP, Developing critical control points in food preparation areas, kitchen layout planning, Kitchen safety planning, HR Planning.	06
02	Kitchen Controls and Documentation: Portion control, different records, registers, vouchers, formats, tags and color coding, Distribution of food and holding food, Technological Support in Kitchen management.	06
03	Kitchen Stewarding: Objective, Layout, Staffing, Co-ordination with other department, Schedules, Equipments and Cleaning materials used, Garbage disposal.	06
04	Kitchen Stores Inventory management, Stores management, Purchasing and Purchase procedure, Market survey, Selection of suppliers, Receiving, Indenting.	06
05	Food Costing Yield management, Forecasting, budgeting and Food Costing for various Kitchens, Cost Controlling techniques.	08
	TOTAL	32

BHM- 801-B F&B Management

	Topic	Credit
1	Unit1.Planing & Operating various F&B Outlets Physical layout of functional and ancillary areas. Factors to be considered while planning Calculating space requirements. Staffing – points to be considered- Duty Rota’s	06
2	Unit 2. Menu Management Menu Planning, Menu Designing, Menu Engineering, Menu merchandising	06
3	Unit 3.Food & beverage Control Objective of F&B Control Purchase Control & Purchase cycle, Receiving Control –Types, Credit Memo, Debit note Production Control- Standard Portion Size, Standard yield, SOP Frauds – F&B frauds	08
4	Unit 4.Inventory & Storage Control Objective ,Methods & Technique, Types of Inventory Control – Par stock, Issuing, Re-order point Types of store received, records maintained, transfer note	06
5	Unit 5.Cost & Budgetary Control Element, Classification, Breakeven Analysis, Pricing Types of Budget , Budgetary Control.	06
6	Unit 6. F&B Sales & Marketing Sales Concept & Marketing Concept, Advertising, Merchandising ,Sales Promotion ,Public relation, food Promotions	04
		36

BHM 801-C ROOM DIVISION MANAGEMENT

Sessions	Hours	Marks
Chapter 1 Room Tariff 1.1 Room Tariff 1.2 Room Rate Designation 1.3 Room Tariff Fixation (Cost Based Pricing, Market Based Pricing)	4	6
Chapter 2 Planning and evaluating Front office Operation 2.1 Calculating Room Rates – Hubbart Formula & Thumb Rule and other pricing techniques. 2.2 Forecasting techniques 2.3 Methods of measuring hotel performance 2.4 Sample forecast forms	6	10
Chapter 3 Yield Management 3.1 Measuring Yield (Calculations with formulas) 3.2 Elements of Yield Management 3.3 Benefits 3.4 Strategies 3.5 Problems 3.6 Practicing different formulae	6	10
Chapter 4 Purchasing Control 4.1 Types of purchasing 4.2 Various documents used 4.3 Advantages and Disadvantages	2	6
Chapter 5 Inventory Control 5.1 Room Inventory (Inhouse & Central Reservation Inventory) 5.2 Keys Inventory 5.3 Current Assets Inventory 5.4 Different types of Inventory	4	6
Chapter 6 Interior Decoration 6.1 Types of Lights and Fixtures 6.2 Types of wall and wall covering 6.3 Color Scheme 6.4 Types of Windows and their treatment 6.5 Event Decoration	6	10
Chapter 7 Staffing 7.1 Duty Roaster 7.2 Calculating staff strength 7.3 Staff allocation (Permanent & Contractual)	2	10
	42	70

ENVIRONMENTAL MANAGEMENT -BHM-802

	Hrs	Mks
Chapter 1 Introduction and development of environmental message	04	08
1.1 Staff – Raise awareness build commitment, provide support, reward efforts, celebrate success		
1.2 Business partner’s coordination		
1.3 Guests participation		
1.4 Community – sponsorship, urban beautification, alternate energy sources		
Chapter 2 Waste Management & Conversion	10	12
2.1 Why manage waste		
2.2 Recycling		
2.3 Non-hazardous energy separation		
2.4 Waste conversion measures		
Chapter 3 Energy Management	08	12
3.1 Introduction		
3.2 Energy efficiency action plan		
3.3 Assessing current performance		
3.4 Energy conservation measures		
3.5 Guidelines for major use areas		
3.6 Making decision about investments		
3.7 Evaluation of new technology		
Chapter 4 Water	04	08
4.1 Water and the environment		
4.2 Improving water quality		
Chapter 5 Air Pollution	06	10
6.1 Sources		
6.2 Effects		
6.3 Improving indoor air quality		
6.4 External air emissions		
6.5Hotels and air pollution		
Chapter 6 Noise Pollution	04	08
8.1 Introduction		
8.2 Problems of noise & program for tackling it		
Chapter 7 Ecotels	06	12
9.1 Concept and meaning		
9.2 Needs and importance of ecotels		
9.3 Case studies India, abroad		
Total	42	70

Reference Books: Environmental Management for Hotels - Butterworth & Heinemann

Note: Glossary of Terms: Students should be familiar with the glossary of terms pertaining to above-mentioned topics

ENTREPRENEURSHIP DEVELOPMENT BHM 803

	Hrs	Mks
Chapter 1 Introduction to Entrepreneurship	02	04
1.1 Entrepreneurship definition		
1.2 Concept of Entrepreneurship		
Chapter 2 Qualities & Attributes required for Entrepreneurship	02	04
2.1 Case study of successful entrepreneurs		
2.2 Understanding the qualities and attributes of entrepreneurs		
Chapter 3 The Entrepreneurial Process	06	10
3.1 Developing the concept and plan		
3.2 Understanding the project, writing the plan,		
3.3 License procurement and registration process		
Chapter 4 Financial analysis	08	12
4.1 Investment process;		
4.2 Ratio analysis, Break even analysis, Profitability analysis social cost - Benefit analysis		
4.3 Budget and planning process, applicability of the factories Act.		
Chapter 5 Assessing the Market	04	06
5.1 Information gathering techniques		
5.2 Principles of market survey		
5.3 Analysis of survey data		
Chapter 6 Resource Mobilization	04	08
6.1 Planning for Financial, HR and materials		
6.2 Management and procurement of resources		
Chapter 7 Budgeting, Accounting & Control	04	06
7.1 Principles of evaluation of quality control		
Chapter 8 Preparation of a Project report	08	12
8.1 Concept of project and classification of project identification		
8.2 Project formulation and design		
8.3 Project appraisal - profitability appraisal –		
8.4 Project planning - social cost benefit analysis		
8.5 Preparing DPR		
Chapter 9 Decisional Techniques	06	08
9.1 Operational Research Management decision making- history, nature, and definition of OR		
9.2 Models and methodology of OR,		
9.3 Various OR techniques,		
9.4 OR in managerial decision making, OR in management		
Total	42	70

Note : Glossary of Terms

Students should be familiar with the glossary of terms pertaining to above mentioned topics

Reference Books

1. Entrepreneurship Development - MSBTE.
2. Innovation & Entrepreneurship – Peter Drucker
3. The culture of Entrepreneurship – Berger

ORGANISATIONAL BEHAVIOUR BHM 804

	Hrs	Mks
Chapter 1 Introduction to Organisational Behaviour	04	06
1.1 Definition of OB, relevance and its scope.		
1.2 Relationship to other fields.		
1.3 Objectives of OB.		
1.4 Behavioural Approach to Management.		
Chapter 2 Organizational Design & Culture	04	08
2.1 Modern Organizational Design.		
2.2 Delegation & Decentralization.		
2.3 Organizational Culture – Definition & Characteristics.		
Chapter 3 Human Behaviour	06	10
3.1 Nature & Dimensions of Attitude.		
3.2 Nature & Importance of Perception – Social Perception.		
3.3 Personality – Meaning and Personality Traits.		
3.4 Group – Nature, Types, Group Dynamics and Group Decision Making.		
Chapter 4 Motivation	04	08
8.1 Meaning & Importance.		
8.2 Techniques.		
8.3 Theories of Motivation – Maslow & McGregors.		
Chapter 5 Learning	06	10
5.1 Process of learning.		
5.2 Principles of learning.		
5.3 Organisations Reward System.		
5.4 Behavioural Management		
Chapter 6 Conflict Management	06	10
6.1 Traditional Vs Present Views		
6.2 Reasons for Conflicts		
6.3 Strategies to overcome conflict.		
Chapter 7 Stress Management	04	08
7.1. Concepts of Stress		
7.2 Sources & Effects of Stress		
7.3 Strategies to overcome individual & organizational stress.		
Chapter 8 Diversity And Ethics	08	10
The Nature of Diversity:		
8.1 Reasons for the Emergence of Diversity		
8.2 Specific Characteristics of Diversity		
Managing Diversity		
8.3 Developing the multicultural Organization		
8.4 Individual Approaches to Managing Diversity		
8.5 Organizational Approaches to Managing Diversity		
Ethics & Ethical Behaviour		
8.6 The impact of ethics on "Bottom-Line" Outcomes		
8.7 Sexual Harassment		
8.8 Pay and promotion Discrimination		
8.9 Employee Privacy Issues		
Total	42	70

Reference Books: 1. Organizational Behaviour - Stephen Robins, 2. Organizational Behaviour – Fred Luthans, 3. Management of Organizational Behaviour – Paul Hersey & Kenneth H, Blanchard.
4. Human Behaviour at work – Organizational Behaviour – Keith Davis.

TOTAL QUALITY MANAGEMENT- BHM 805

	Hrs	Mks
Chapter 1 Quality in Service Industry	02	06
1.1 Definitions		
1.2 Concepts and models		
1.3 Quality plans		
Chapter 2 Core Concepts of TQM	04	10
2.1 Internal Customer		
2.2 Right First Time		
2.3 Customer Focus		
2.4 Continuous Improvement		
Chapter 3 Thoughts from Quality Gurus	04	04
3.1 Deming, Crosby, Juran		
Chapter 4 Core values of Japanese Management	02	04
4.1 Group Orientation		
4.2 Perfectionism, Innovation, Diligence		
Chapter 5 Various International Quality Standards	04	08
5.1 QMS – ISO 9001:2000 & EMS – ISO 14001:1996		
5.2 HACCP		
Chapter 6 Organizational culture & leadership for TQM	04	10
6.1 Commitment		
6.2 Vision & Mission		
6.3 Creating environment		
Chapter 7 Problem solving Tools & Techniques	04	06
7.1 Brain Storming		
7.2 Pareto Analysis		
7.3 Fishbone Diagram		
Chapter 8 Team work for Quality	04	04
8.1 Quality Circle		
8.2 Flow group Concept		
Chapter 9 Kaizen & Continuous Improvement	04	04
9.1 “5 S ”		
9.2 Philosophy		
9.3 Process Mapping & Improvement (5 W & 1 H)		
Chapter 10 Measuring & Managing Customer Satisfaction	04	04
10.1 Why? What? & How?		
Chapter 11 Cost of Quality	02	04
11.1 Failure		
11.2 Appraisal		
11.3 Preventive Cost		
Chapter 12 Business Process Re-engineering	04	06
12.1 Concept & Methodology		
Total	42	70

Reference Books:

- 1.) “Managing Quality in Science Sector” – Mike Asher 1996 – Kogan Page Ltd.
- 2.) “The essence of Total Quality Management” – John Bank 1996 – Prentice Hall of India Pvt. Ltd. New Delhi.
- 3.) “Word of Kaizen” - A Total Quality Culture of Survival – Shyam Talawadkar – Published by Quality Management System, Thane
- 4.) “The Eight Core Values of Japanese Businessmen” – Yasutaka Sai – Jaico Publishing House
- 6.) “TQM in Action” - John Pike & Richard Barheo – Clrpure & Hall

BHM 806-A

Food Production management Practicals

S.NO	Topic	
01	Practicing different menus for trade test with focus on menu development, costing and portion control.	36

Practical for Elective : BHM 806-B

Note: The activities will be done through practice sessions, simulation, role play, case study, video played sessions, field visit , writing reports and online support tools

1.	Preparing Purchase order for item and tools	02
2.	Preparing SPS	02
3.	Costing & pricing of Commodity	02
4.	Preparing operational Budgets	02
5.	Maintain stock levels and records, ordering and re-ordering Process stock orders, Manage stock losses, Follow-up orders, Organize and administer stocks, preparing inventory reports	04
6.	Taking staff briefings, preparing duty rosters, developing TNA, Preparing training plan.	04
7.	Practicing Sales promotion activities and planning campaigns	04
8.	Practicing staff feedback process	02
9.	Establishing and conducting business relationship, conducting negotiations, making formal business agreements, floating tenders	02
10.	Field study of customer needs and menu trends	
11.	Planning different types of menus with accompaniments and wine combinations	02
12.	Practicing food safety, safety at work place, emergency situations	02
13.	Reviewing food service operations	02
		30

BHM 806-C Practical Rooms Division Management

Activity	load
1. Calculating room rate using thumb rule, Hubbart formula and other pricing techniques.	2
2. Forecasting techniques	1
3. Percentage of walk-in, percentage of under stay, percentage of no show, percentage of over stay	2
4. Methods of measuring hotel performance Occupancy ratios, average daily rates, average room rate, revenue per available room (RevPAR)	1
5. Measuring Yield Potential average single rate, potential average double rate, multiple occupancy percentage, rate spread, potential average rate.	2
6. Inventory of store and public area, ledger maintenance	4
7. Preparing purchasing SOP for room linen.	2
8. Making room models	8
9. Preparing duty rosters	2
10. Special event decoration	4
	28

BHM- 807: Field Project: Hospitality Industry Related

PURPOSE OF PROJECT

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. Emphasis should be placed on field study or industry sponsored projects.

TYPE OF PROJECT

The project may be one of the following type:

- a. Comprehensive case study of departmental process
- b. Inter-Organizational study
- c. Field study

PROJECT SUPERVISION

Each project shall be guided by a supervisor duly appointed by the department/coordinator.

PROJECT PROPOSAL (SYNOPSIS): Project proposal/Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and purpose of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

PROJECT DOCUMENTATION

Project report should be properly documented and will include, Executive summary, Research/Field work design & Methodology, Literature review, Data collection and Analysis, Conclusions and recommendations

and Bibliography. In case of field study or inter departmental operational study the chapter plan will be planned accordingly in consultation of Guide.

PROJECT SUBMISSION

Final draft of the project should be submitted in the department duly certified by the concerned guide.

PROJECT PRESENTATION & EVALUATION

Formal presentation and evaluation of the project before internal and external panel constituted by the department/coordinator together.