



VEER MADHO SINGH BHANDARI UTTARAKHAND TECHNICAL UNIVERSITY, DEHRADUN

## VEER MADHO SINGH BHANDARI UTTARAKHAND TECHNICAL UNIVERSITY

(Formerly Uttarakhand Technical University, Dehradun Established by Uttarakhand State Govt. wide Act no. 415 of 2005)  
Suddhowala, PO-Chandanwadi, Premnagar, Dehradun, Uttarakhand (Website- [www.uktech.ac.in](http://www.uktech.ac.in))



# SYLLABUS

For

MHM

(Masters In Hotel Management)

2 Year

Effective from – Session 2022-23



**1. Admission:**

- 1.1. Admission to MHM first year in first semester will be made as per the rules prescribed by the Academic Council of the VMSB Uttarakhand Technical University, Dehradun.
- 1.2. Admission on migration of a candidate from any other University to this University is not permitted.

**2. Eligibility for Admissions:**

**2.1. Admission to MHM First Year for Two year programme:**

Any Graduate who has successfully completed a bachelor degree from a recognized Institution/AICTE Institution/ Uttarakhand Govt. Institution in any discipline having 55% (50% for reserved category) are entitled to take admission.

Candidates who have successfully completed one year of MHM are entitled for PG Diploma in Hotel Management if he takes Exit.

Any Plain graduate who wants to have MHM Degree shall undergo a Bridge course of Total 16 Credit of 4 Papers In First semester 2 papers of Housekeeping and Front Office and in second semester paper of F&B Service and Food Production as per the scheme laid down by the university.

For BHM students there is no need for a Bridge course.

**2.2 Admission to MHM One year programme for students of BHMCT of VMSBUT**

Candidates who have passed 4 year BHMCT degree with 208 Credits in single attempt in 4 year duration from VMSB Uttarakhand Technical University, Dehradun securing minimum 8 CGPA will be eligible to take admission in MHM second year in the MHM programme of the University. Such candidates will have to complete the other left out credit requirements as prescribed by the University in regular semesters of the one year in MHM programme.

**3. Direct admission on vacant seats at institution/college level:**

- 3.1 The eligibility criteria for direct admission on seats remaining vacant in first year after entrance examination / counseling shall be such as may be notified from time to time by the University.
- 3.2 The Academic Council of University shall have power to amend or repeal the eligibility criteria laid down. The admission to the programme shall be as per the university rules/ regulations. In case after the third round of counseling if the seats remain vacant then the Institution can fill these seats at its own level under intimation to the university. However this clause shall not supercede the prevailing regulations of AICTE/PCI/ MCI/BCI or any other statutory bodies.



#### 4. MHM Programme:

There are two regular semesters in a year. The semester that usually begins in July (July to November/December) is known as the Odd Semester and the semester that usually begins in December/January (December/January to May) is known as the Even Semester. Academic session may be scheduled in the winter/summer vacations as well. This program aims to provide professional and managerial expertise in hotel management. This course will also focus on Revenue Management and Sales & Marketing. Students will receive extensive exposure to hotel operations through practice to acquire knowledge and attitude to work in hospitality organizations.

This programme will also provide a pathway to a career in hospitality related research, teaching, and consultancy. This programme is well-suited for all hotel management professionals, as well as other graduates who wish to upgrade their qualifications in order to gain a competitive advantage in their careers. To give a boost for the career advancement one needs higher levels of managerial skills and knowledge which would be met by giving a PG level program which has a curriculum focused on the development of conceptual skills of the students.

The term “Hospitality” is now more holistic and encircled much more than four primary functional areas of a hotel. However, many institutions are offering hospitality based programmes in India but still focusing on hotels only. Hospitality encompasses diverse type of establishment such as Hotels, Hospitals, Restaurants, Airlines, Convention Centres, Events Destinations and related services.

This programme is designed for those hotel management graduates or graduates in any stream or any veteran of hospitality seek to leverage his skills and knowledge to achieve the next level of competency. This programme is designed keeping in mind the profile of a graduate who wants to advance in his career and gain the necessary conceptual skills required in the middle and senior management level.

This could be an ideal course for the people seeking to obtain specialized knowledge to venture into their own business.

Two year Master of Hotel Management program is based on the philosophy of bringing together the arts and sciences of hospitality. This will allow the aspirants to learn managerial, analytical and decision-making skills required in hospitality business in different level of hierarchy.

Students who have successfully completed one year of the MHM course are eligible for PG (Post Graduate) Diploma in Hotel Management.



#### 4.1 Curriculum Structure:

The University follows a specialized credit/grade based semester system. This programme will have a specific curriculum for all semesters (Semester 1 to Semester 4) with a syllabi consisting of Theory, Practical, Project work, etc. as given below and shall be in accordance with the prescribed syllabus. The subjects shall be covered through lectures, Tutorials, laboratory classes, seminar, Specialized on Job Training and practical training, projects, tour etc. as prescribed by university.

The subjects shall be covered through lectures, Tutorials, laboratory classes, seminar, industrial/internship and practical training, projects, tour etc. as prescribed by university.

**Post Graduate Core courses include subjects from:**

- (i) Hospitality & Tourism
- (ii) Hotel Information System
- (iii) Professional core courses
- (iv) Principles of Management
- (v) Project

**Post Graduate Program Electives includes subjects from:**

- (i) Professional Electives
- (ii) Open Electives
- (iii) Ability enhancement Course
- (iv) Value added Courses
- (v) Noncredit course

#### Teaching Methodology

Under the aegis of All India council for Technical Education & University, identification & development of critical managerial qualities of the students are a primary focus of the faculty members. Innovative teaching methods are adopted in order to clarify concepts and theories. Conventional classroom lectures with case studies, assignments, group projects, seminars, debates, elocution, role playing and psychoanalysis help in further developments of the students. Field work and guest lectures are arranged to give practical exposure. The idea behind the whole academic exercise is not only to make students exam oriented but business inclined. The ability to ask questions & challenge the established norms can only come through such an endeavor.



#### 4.1.1 Audit Courses:

The status and marks allotted for the audit courses are tabulated as below.

S. No	Audit course status	Marks obtained
1.	Audit Pass (AP)	40% and above
2.	Audit fail (AF)	Below 40 %, candidate has to repeat the course

All students admitted to the first year of the MHM programme are required to take a diagnostic test in English. Based on their performance in this test, they may be advised to undertake certain additional non-credit course(s) in English Language and Foreign language like French, German, Spanish, Chinese, and Japanese etc. Further, for running MHM in collaboration and twinning programme with Indian and Foreign University/Institutions in the field of Technical Education, Hospitality, Research and Training, the Academic Council of the University will be prescribing the norms in accordance with AICTE/UGC/State Government norms as applicable.

#### 4.2 Curriculum

- 4.2.1 The two year curriculum is divided into 4 semesters. It shall include lectures, tutorials, practicals, seminars, projects etc. in addition to specialized On Job training/internship, educational tour etc. as defined in the scheme and instructions issued by the University from time to time.
- 4.2.2 The curriculum will also include such other curricular, co-curricular and extracurricular activities as may be prescribed by the University from time to time.

#### 5. Duration of Course:

- 5.1 Total duration of the MHM course shall be of 02 years, each year comprising of two semesters. Each semester shall normally have teaching for the 90 working days or as prescribed by AICTE/UGC/University from time to time.
- 5.2 The maximum time allowed for a candidate for completing the MHM course shall be 4 (Four) years failing which he/she shall not be allowed to continue for his/her MHM degree.
- 5.3 The student may complete the programme at a slower pace by taking more time but not more than prescribed maximum duration as per the provision of Clause 5.2.



- 5.4 The student can complete credit requirements prescribed for MHM degree in expedient mode by taking the maximum number of permissible credits in respective semesters, however the final examination of the specialized on job training in 4<sup>th</sup> semester will be held along with the end semester examination of the 4<sup>th</sup> semester i.e. end of final year.

## 6. Change of college

In a normal course a candidate can complete one course such as for example one year Master in hotel Management from one college there shall be no changes in the college before. However upon the successful competition and clearing all dues a student can take admission in lateral entry in other within same college or other university as per the provision laid down.

## 7. Attendance:

- 7.1 Every student is required to attend all the lectures, tutorials, practicals and other prescribed curricular and co-curricular activities. The attendance can be condoned upto 25% on medical grounds or for other genuine reasons beyond the control of students.
- 7.2 Relaxation of attendance upto 15 % for a student can be given by the head of the institution/ college provided that he/ she has been absent with prior permission of the Head of the Institution/College for the reasons acceptable to him.
- 7.3 No student will be allowed to appear in the end semester examination if he/she does not satisfy the overall average attendance requirements of Clause No. 7.1 and 7.2. And such candidate(s) shall be treated as having failed and will be further governed by clause no. 5.1 & 5.2.
- 7.4 The attendance shall be counted from the date of admission in the college or start of academic session whichever is later.

7.5 Marks for the attendance should be given on the basis given below:

75-80%	5 Marks
80-85%	10 Marks
85-90%	15 Marks
90% and above	20 Marks



## 8. Examination:

- 8.1** The performance of a student in a semester shall be evaluated through continuous class assessment and end semester examination. The continuous assessment shall be based on class tests, assignments/tutorials, quizzes/viva-voce, projects, presentations, attendance, etc. The marks for continuous assessment (Sessional marks) shall be awarded at the end of the semester by the subject teacher and forwarded to University through Head of Department/Head of Institution. The end semester examination shall comprise of written examination, practicals and viva-voce.
- 8.2** The distribution of marks for Sessional, end semester theory papers, practicals and other examinations, seminar, project, industrial training/internship and general proficiency shall be as prescribed.
- 8.3** The marks obtained in a subject shall consist of marks allotted in end semester theory paper, practical examination & Sessional work. The grade will be awarded based on marks obtained. The “F” grade denotes the failure in passing respective subjects and student has to make another attempt to pass the subject as per the provisions of this Ordinance Clause 14.
- 8.4** The minimum pass marks in each subject having Sessional marks component shall be 40% (including Sessional marks) with a minimum of 30% marks in the end semester examination of respective subject. If there is no provision of Sessional marks in any subject, the minimum pass marks in that subject shall be 40% in the end semester examination.
- 8.5** There shall be no pass marks in General Proficiency (GP). However the remark corresponding to marks obtained in General Proficiency shall be reflected in the result as non -credit course.

## 9. Unfair means:

Cases of unfair means shall be dealt as per the rules of the University and the Government Public Examination (Prevention of Unfair means) Act if any in force.

## 10. Award of Sessional Marks:

Sessional marks for theory subjects, practicals and project shall be awarded as will be prescribed and at present the break-up of Sessional marks shall be as follows:

### (a) Theory Subjects

- (i) Class tests (CT) which will comprise of **60%**

Two mid-term tests of equal weightage

### (ii) Teacher Assessment:

Tutorial/Assignment/Quizzes **20%**

Attendance **20%**



**(b) Practicals:**

- |       |   |     |
|-------|---|-----|
| (i)   | Two mid-term viva-voce/tests of equal weightage | 50% |
| (ii)  | Teacher Assessment of Lab Record                | 25% |
| (iii) | Attendance                                      | 25% |

- (c) Make-up test may be held only for those students who could not appear in anyone of mid-term class tests due to genuine reasons for which the prior permission from the Head of Institution/Head of Department in University campus was taken. Make up test shall ordinarily be held about two weeks before the semester examination.

The syllabus for the make-up test shall be the whole syllabus covered by the subject teacher up to that time and it will be of three hours duration.

**11. Awards of General Proficiency Marks:**

Distribution of marks for General proficiency (non-credit) remarks will be based on the cumulative percentage of marks scored by student during each semester through various components as detailed below. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from time to time.

S. No	Assessment	Weightage of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer incharge)	40%
3	Academic & research/Special lecture/Extra curricular events & industrial visits (To be awarded by concerned Head of Department)	20%





**12. Award of Seminar, Project, specialized On Job Training/ Internship, educational tour grades at Institution/ Head of Department in University campus level:**

**12.1** The marks of Seminar specialized on job Training/Internship, Educational tour grades shall be awarded on the following basis:

- |      |                 |     |
|------|-----------------|-----|
| (i)  | Write-up/Report | 50% |
| (ii) | Presentation    | 50% |

**12.2** The grades in Seminar, specialized on job Training /Internship and educational tour shall be awarded by a committee consisting of following members:

- (i) Head of the Department or his/her nominee - Chairperson
- (ii) Concerned Officer Incharge/designated Faculty member - Member
- (iii) Senior Faculty Member of the department nominated by the Head of Department – Member

In Semester III the student shall work under the supervision of the Faculty and carry out a Field Work and submit a structured report in a hard copy & one soft copy. The student is required to conduct research on a topic related to one (or more) of contemporary issues in Hotel Management & Catering Technology.

The topic is chosen in consultation with the faculty. The student will prepare and present a detailed research proposal prior to starting the work. A Field Work outlining the entire problem, including a survey of literature and the various results obtained along with their solutions is expected to be produced.

The student must submit the completed project and make an oral presentation of the same. Through the Field Work, the student is expected to furnish evidence of competence in understanding varied aspects of the theme/topic selected and a deep understanding of the specialty area. The completion of the project shall be certified by the Faculty Guide & approved by the Director of the Institute.

At the end of fourth Semester each student shall have to undergo specialized On Job training for a period not less than 22 weeks. Based on the actual training, the student shall write a training report under the guidance of TPO and submit a copy of the same to the institute.

The report should be well documented and supported by –

- Certificate
- Acknowledgement
- Index
- Introduction
- Organization profile
- Outline of the task undertaken in a specific department
- Relevant charts, tables, formats, diagrams etc.
- Contribution to the host organization etc.
- Conclusion



### 13. Grace Marks:

A candidate may be awarded grace marks up to a maximum of total 10 marks, in maximum four subjects but not more than five marks in any subject including theory papers, practicals, project, seminar, industrial training/internship and/or aggregate marks in each academic year provided he/she can be declared to be promoted by the award of these marks.

### 14. Structure of Grading of Academic Performance:

The following shall be the structure of grading for academic performance of the students:

#### 14.1 Award of Grades:

Students obtaining grades O to P shall be declared pass. Students failing in subject will be awarded F grade.

The grades shall be decided on the aggregate of evaluation of all the components like: -

- (i) Three written tests: CT/SE-1, CT/SE-2 and End Semester Examination
- (ii) Assignments Quizzes, homework, tutorials and regularity in attendance etc.
- (iii) Practical (If part of the course).
- (iv) Practical and Project shall be evaluated & graded as per guideline.

#### Structure of Grades and Grade Points:

Grades	Grade Point (GP)	% of Total Marks obtained in the course
O - Outstanding	10	90% and above
A <sup>+</sup> - Excellent	9	85% and above but less than 90%
A - Very Good	8	80% and above but less than 85%
B <sup>+</sup> - Good	7	70% and above but less than 80%
B - Above Average	6	60% and above but less than 70%
C - Average	5	50% and above but less than 60%
P - Pass	4	40% and above but less than 50%
F - Fail	0	Less than 40%

#### 14.2 Evaluation of Performance:

The performance of a student will be evaluated in terms of two indices, viz., the Semester Grade Point Average (SGPA) which is the Grade point Average for a semester and Cumulative Grade Point Average (CGPA) which is the Grade Point Average for all the completed semesters at any point in time. The SGPA is calculated on the basis of grades obtained in all courses, except audit/non-credit courses, registered in the semester.

$$SGPA = \frac{\sum_{i=1}^s C_i G_i}{\sum_{i=1}^s C_i}$$

Where  $C_i$  = Credits of the registered subject

$G_i$  = Grade point awarded to the student in the registered subject



s = Total number of registered subjects in the semester, except non-credit courses. Here the failed courses are also accounted.

The overall Grade of a student in the program of study up to the end of a particular semester shall be called Cumulative Grade Point Average (CGPA). CGPA shall be calculated on the basis of all grades, except audit courses, obtained in all completed semesters as follows:

$$CGPA = \frac{\sum_{i=1}^n C_i G_i}{\sum_{i=1}^n C_i}$$

Where  $C_i$  = Credits of the registered subject

$G_i$  = Grade point awarded to the student in the registered subject

n = Total number of registered subjects, except audit/non-credit Courses. Here the failed courses are also accounted.

### 15. Definition of Credit:

1 Hr. Lecture (L) per week	1 Credit
1 Hr. Tutorial (T) per week	1 Credit
2 Hours Practical (P) per week	1 Credit

### 16. Earned Credits (EC):

The credits assigned to a course in which a student has obtained “P” (minimum passing grade) or a higher grade will be counted as credits earned by him/her.

### 17. Earning Credits through MOOC's

(a) MHM students can avail a facility of earning up to a maximum of 8 credits of their degree requirements through MOOC's.

(b) MOOC courses eligible for this purpose are the courses offered by NPTEL/ SWAYAM only. 4 weeks course will enable students to earn 1 credit, 8 weeks course will enable to earn 2 credits, 12 weeks course will enable to earn 3 credits and 16 weeks course will enable to earn 4 credits.

(c) MOOC courses can be taken in respective area only in lieu of Elective courses such as HSS Electives, Science Electives, Open electives, Departmental Electives. No core, lab or project courses can be dropped in lieu of MOOC.

(d) A student desirous of opting for a MOOC shall submit an application not later than one week prior to the scheduled normal date of semester registration to the concerned Head of the Department (HoD) giving the following details: Subject Title, Agency Offering MOOC, Examination system and Credits of the Subject. Timing and duration of course and its examination, centers of conducting of examination and facilities at the centre of the examination to



be opted by the candidate.

(e) On receipt of the application by the HoDs, the HoDs shall constitute a committee of at least 3 members with himself as Chairman and two other members. This committee shall examine the proposal in detail regarding subject contents, examination system, suitability of the subject and equivalence of subject as per the University norms and give its recommendations for approval or non-approval including any special conditions to be imposed. The final approval of this will be granted by the University on explicit recommendation of Head of Institution.

(f) Fee and other charges, if any, payable to MOOC providing and certification agency shall be borne by concerned student at his/ her own level.

(g) The student shall submit the original certificate issued by MOOC to the concerned HoDs and the HoDs will verify the same. The original will be returned after verification and verification shall be certified by the HoDs on the photocopy which shall be kept in records. The HoDs will submit the recommendation report to the university authorities through Head of Institution. (i) An equivalent Grade corresponding to grade/ marks awarded by MOOC agency shall be determined by a committee consisted by the University. This equivalent Grade shall be shown in the mark sheet and accounted in the SGPA and CGPA calculations.

## **18. Promotion:**

A student has to earn a minimum of 40 % of the total numbers of credits in a semester to be eligible to register for the new subjects offered in the next semester. But in odd semesters if this requirement is not met, the student is to be forewarned and allowed to continue to the next even semester. However at the end of even semesters this requirement will be strictly implemented as detailed in “Eligibility criteria for registering for higher semesters”. Students who do not meet this requirement detailed in Table 1 are not permitted to register for new subjects in the higher semesters. They have to either register for appearing in examination of the failed subjects in normal semesters in which they are offered subject(s) or use the Summer Semester facility subject to the limitations imposed by the ordinances.

Summer Semester facility will be offered to the students for completing failed subjects in summer vacations by studying and appearing in examinations. The Summer Semester facility will be offered to those who do not satisfy promotion requirements norm after the 2<sup>nd</sup> as well as the 4<sup>th</sup> semesters and 6<sup>th</sup> semester.



**Table 1: Eligibility Criteria for Registering for Higher Semesters**

Semester	Allotted Credits	Cumulative Credits	Minimum cumulative credits required to register for courses in higher semesters
First	26	26	Not insisted
Second	20	46	20
Third	27	73	Not insisted
Fourth	10	83	

Faculty advisors (Head of Department to designate a Faculty advisor for maximum of 20 students) shall monitor advice and support the students for this. Institute shall make necessary arrangement to inform the students about the minimum cumulative credits requirement to register for higher semesters as in Table 1.

### **19. Carryover System:**

**19.1** A candidate who satisfies the requirements of clause 18 will be required to appear in those theory/practical/other subjects in whom he/she failed i.e. secured “F” grade. A candidate has option to pass the failed subjects in summer semester and/or regular semester. It will be open to candidate to either enroll for summer semester by paying applicable fees as decided by University, attend classes and appear in examination at the end of summer semester which will be held in vacations or only appear in failed subject examination in regular semester(s) without attending the classes by merely filling the examination form and paying fee as applicable to appear only in failed subject examinations.

**19.2** The highest marks secured in any subjects in various attempts (end semester and carryover examination either in Summer Semester or Regular semester examinations) shall be considered.

### **20. Ex-Studentship**

**20.1** A candidate opting for ex - studentship shall be required to appear in all the theory & practical subjects in the end semester examinations of both semesters of the same academic year. However, the marks pertaining to Sessional, Industrial Training/Internship, Seminar and General Proficiency shall remain the same as those secured earlier.

**20.2** A candidate opting for ex-studentship shall be required to apply to the college by paying only examination fee as per schedule notified by the University.

### **21. Re-admission:**

A candidate may be allowed for re-admission provided he/she satisfies one of the following conditions within the prescribed maximum duration for completion of the programme:



- 21.1 A candidate is declared fail due to non fulfillment of required credits for promotion to higher semester after even semester (s) as applicable.
- 21.2 A candidate did not appear in a semester examination/or he/she was not granted permission to appear in the examination. Candidate has been detained by the institute and subsequently has been permitted to take re-admission.
- 21.3 A candidate as an ex-student passed the examination of the academic year or qualified for carry over system.
- 21.4 A candidate promoted with carry over subjects (i.e. those in which he/she secured “F” grade) and he/she opted for readmission.

## **22. Results:**

- 22.1 A candidate is declared fail due to non fulfillment of required credits for promotion to higher semester after even semester(s) as applicable. The result of a candidate shall be declared on the basis of performance of both semesters of the same academic year. However, a final year student, who is not permitted in any one of the final year semester examinations due to shortage of attendance, will be permitted in Summer Semester or in that particular semester of the next academic session to study as a regular student and appear at respective end semester examination(s).
- 22.2 A candidate admitted in two years MHM programme will be awarded MHM degree after completion of the prescribed 83 cumulative credits in two years duration.
- 22.3 A candidate admitted in one year MHM programme will be awarded MHM degree after completion of the prescribed 83 cumulative credits in two years duration.

## **23. Award of Rank and Medals:**

- 23.1 On the basis of final year result, the top ten candidates in MHM shall be awarded rank according to their merit provided they pass all the examinations in first attempt.
- 23.2 The topper of MHM programme will be awarded by Vice Chancellor's Gold Medal.

## **24. Cancellation of admission**

The admission of a student at any stage of study shall be cancelled if:

- (i) He/ She is not found qualified as per AICTE/State Government norms/ Guidelines or the eligibility criteria prescribed by the University.

Or

- (ii) He/ She is found unable to complete the course within the stipulated time as prescribed in Clause 5.2.



Or

- (iii) He/ She is found involved in creating indiscipline in the Institution/ College or in the University.

Or

- (iv) The University can cancel the admission of any student who fails to submit the prescribed documents by the specified date or to meet other stipulated requirement(s). The University may also cancel the admission at any later stage if it is found that the student had supplied false information or suppressed relevant information while seeking admission.
- (v) The University reserves the authority to withdraw the degree conferred to a candidate on account of any discrepancy in the candidature observed at later stage.

## 26. General Rules:

### 26.1 Academic Calendar

The exact dates of all important events, such as registration/enrolment, induction, late registration/enrolment, commencement of classes, adding and dropping of courses, submission of documents, examinations, date of showing evaluated answer books, submission of grades, vacation, mid-semester break, etc., during the Academic Session shall be specified in the Academic Calendar of the University.

### 26.2 Registration/Enrolment

All students are required to register in each semester for the subjects to be pursued by them, as per their programme, on the dates specified in the Academic Calendar of the University. A student must ensure that he/she has completed the pre-requisites, if any, for each subject to be registered. Also, the student/Institute must ensure that there is no conflict in the timetable of the subjects that he/she has registered.

For students in the MHM programmes, the course structure is flexible. Since the programmes follow a credit based system, the students are allowed to register as per their choice. A template for each programme has been recommended to help the students to select courses in each semester. The templates have been designed to ensure that if a student follows them, there will be no scheduling conflicts.

*The sole responsibility for registration rests with the student and the institution of study concerned.*



### 26.3 Registration/Enrolment Procedure

A list of subjects to be offered during the semester will be available on the University website and is also made available to the Institute/Department which shall provide the necessary information on the curriculum, subjects offered, rules and procedures, and any other relevant information during registration in each semester. The registration procedure consists of two parts to be completed as per schedule given by the University academic Calendar:

Part 1: filling of the registration form mentioning the subjects to be credited in the next semester.

Part 2: payment of fees and clearance of outstanding dues (if any).

### 26.4 Late Registration/Enrolment

If for any compelling reason (like illness) a student is unable to register on the day of registration, he/she can register on the late registration day specified in academic calendar on payment of the late registration fee. However, if a student seeks prior permission to register late on valid grounds with recommendation of Director/Principal of college to the University, the University may allow and exempt him/her from payment of late registration fee.

### 26.5 Adding and Dropping of Courses

A student may add or drop course(s) till the last date(s) specified in the Academic Calendar with the permission of the College/University authorities. For this, he/she must fill the appropriate form, get the endorsement of the HOD and submit the form to the Head of Institution for approval of the University and also online in case of such options being made available by the University. A student may also drop course(s) up to the time of filling examination form whose exact date is specified in Academic Calendar with the following conditions.

1. Dropping of course(s) should not result in a net registration less than the specified minimum number of credits.
2. The request to drop course(s) must be endorsed by the HOD and Head of Institution for the approval of University in hard copy / online if such facility is made available by the University. The dropped subject will not be shown in the grade sheet and transcript of the student.

### 26.6 Academic Load

Each subject carries a weightage in terms of credits depending upon the number of contact hours (lectures, tutorials, laboratory hours). A student is allowed to register up to minimum allotted credit limit or 40 percent more credits than the normal load prescribed in the scheme of examination for respective semester.





## **26.7 Summer Semester Registrations**

Students register for these failed subjects at the beginning of the Summer Semester which will be of 30-40 contact hours for each subject on the advice of HOD by paying the extra fees as prescribed by the University. No student is allowed to register for more than 20 credits during the Summer Semester. Adding of subjects is not permitted in the Summer Semester. However, a student may drop a subject up to two weeks prior to the last day of classes.

## **26.8 Termination of Programme**

If a student fails to report and register by the last date of registration without any bonafide reason, his/her programme may be terminated by University.

## **26.9 Showing the Answer Scripts:**

The answer scripts of all examinations i.e. Class Tests will be shown to student in classroom and the End Semester Examination answer scripts may be shown to the students as per policy prescribed by University from time to time.

Examination Fee for Back Paper per subject will be as decided by the University from time to time will be charged from the students.

## **26.10 Course Committees and Class Committee:**

The Course committee and Class committee are to be put in place for proper monitoring of course progress. Head of Department will be reviewing the activities of 'Course Committee' and 'Class Committee' and ensure the necessary actions to ascertain good quality of Teaching-Learning-Evaluation processes.

### **26.10.1 Course Committee**

There will be a separate 'Course Committee' for each of MHM programme. The Course Committee will be constituted by the Head of Department concerned. The Chairman of the Course Committee shall be Head of Department concerned.

Members:-

- i) Head of Department
- ii) All teachers of respective Department.
- iii) Four student representatives of respective course, one from each year nominated by the Head of Department concerned.



### 26.10.2 Class Committee

MHM will have class committees for every semester constituted by the respective Heads of Departments. The Chairman of the committee shall be a faculty member of the department, usually senior most among teachers teaching in the respective semester with Members as detailed below.

1. All faculty members teaching subjects in that semester.
2. Two student representatives of respective class nominated by the Head of the Department.

The Course Committees and Class Committees shall meet at least thrice in a semester i.e the first at the beginning of the semester, the second and third after the first and second class tests respectively. Both committees should monitor the conduction of courses, declaration and adherence to the course plan, time schedule, and completion of the syllabus, standards of class tests, evaluation process and difficulties faced by the students and take suitable remedial actions at the appropriate time for slow learners and offer further opportunities to advanced learners. At the end of the semester, the committees should meet without student representatives to review the conduction of courses and propose corrections for future improvement.

27. The Academic Council shall have the power to relax any provision provided in the ordinance in any specific matter/situation subject to the approval of Executive Council of the University & such decision(s) shall be reported to the Chancellor of the University.

#### **Abbreviation:**

CWA – Class work Allotted, SE – Sessional Exam., ESE – End Semester Examination., and DSC – Discipline Core. AEC- Ability Enhancement Course, VAC- Value Added Course, SEC- Skill Enhancement Course.



Semester-I												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1		First 3 Weeks Mandatory Induction Program for all MHM I Year Students beyond class hours										
2	22MHMT 101	Writing Effective Literature Review	4	0	0	20	10	30	70		100	4
3	22MHMT 102	Research Methodology	4	0	0	20	10	30	70		100	4
4	22MHMT 103	Seminar (Research Work)	4	0	0	20	10	30	70		100	4
5	22MHMT 104	Research publication and Ethics	4	0	0	20	10	30	70		100	4
6	22MHMT 105A	Advance Culinary Management	4	0	0	20	10	30	70		100	4
	22MHMT 105B	Food & Beverage Service Management- II										
	22MHMT 105C	Room Division Management- II										
7	AEC-M101A/ AEC-M101B	Business Communication / Properties Development & Planning	2	0	0	30	20	50	50		100	2
8	VAC-M101A / VAC - M101B	Foreign Language – French / Healthy Living & Fitness/ Personality Development Skills (MOOC)	2	0	0	30	20	50	50		100	2
9	22MHMP 101	Advance Culinary Management	0	0	4	30	20	50	50		100	2
10	22MHMP 102	Food & Beverage Service Management- II										
11	22MHMP 103	Room Division Management- II										
12	GP-M01	General Proficiency						50			50	
		<b>Total</b>									850	26

**Abbreviations:** L-No. of Lecture hours per week, T-No. of Tutorial hours per week, P-No. of Practical hours per week, CT-Class Test Marks, TA-Marks of teacher's assessment including student's class performance and attendance, PS-Practical Sessional Marks, ESE-End Semester Examination, TE- Theory Examination Marks, PE- Practical External Examination Marks



**Semester-II**

S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22MHMT 201	Food Production Operation and Management	4	0	0	20	10	30	70		100	4
2	22MHMT 202	F & B Service Operation and Management	4	0	0	20	10	30	70		100	4
3	22MHMT 203	Front office Operation and Management	4	0	0	20	10	30	70		100	4
4	22MHMT 204	Accommodation Operation and Management	4	0	0	20	10	30	70		100	4
5	22MHMT 205	Hotel Sales & Marketing Management	2	0	0	30	20	50	50		100	2
6	22MHMT 206	Human Resource Management	2	0	0	30	20	50	50		100	2
7	GP-M01	General Proficiency						50			50	
		<b>Total</b>									650	20

**Abbreviations:** **L**-No. of Lecture hours per week, **T**-No. of Tutorial hours per week, **P**-No. of Practical hours per week, **CT**-Class Test Marks, **TA**-Marks of teacher's assessment including student's class performance and attendance, **PS**-Practical Sessional Marks, **ESE**-End Semester Examination, **TE**- Theory Examination Marks, **PE**- Practical External Examination Marks



Semester-III												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22MHMT 301	Research In Hospitality	4	0	0	20	10	30	70		100	4
2	22MHMT 302	Food Production Operation & Management-II	4	0	0	20	10	30	70		100	4
3	22MHMT 303	Front Office Operation & Management-II	4	0	0	20	10	30	70		100	4
4	22MHMT 304	Project Field Report	2	0	0	0	50	50	0		50	2
5	22MHMT 305A	Advance Culinary Skills	4	0	0	20	10	30	70		100	4
	22MHMT 305B	Advance F&B Service										
	22MHMT 305C	Advance Front office										
	22MHMT 305D	Advance Accommodation Operations										
6	AEC M301A/ AEC M301B	Hotel Safety Security & Engineering / Hospitality Marketing Management	2	0	0	30	20	50	50		100	2
7	VAC M301A/ VAC M301B	Hygiene and sanitation / Entrepreneurship Management/ Communication in English (MOOC)	2	0	0	30	20	50	50		100	2
8	22MHMP 302	Food Production Operation & Management-II	0	0	4	30	20	50		50	100	2
9	22MHMP 303	Front Office Operation & Management-II	0	0	4	30	20	50		50	100	2
10	22MHMP 305A	Advance Culinary Skills	0	0	4	30	20	50		50	100	2
11	22MHMP 305B	Advance F&B Service										
12	22MHMP 305C	Advance Front office										
13	22MHMP 305D	Advance Accommodation Operations										
14	GP-M03	General Proficiency						50			50	
		<b>Total</b>									1000	28

**Abbreviations:** L-No. of Lecture hours per week, T-No. of Tutorial hours per week, P-No. of Practical hours per week, CT-Class Test Marks, TA-Marks of teacher's assessment including student's class performance and attendance, PS-Practical Sessional Marks, ESE-End Semester Examination, TE- Theory Examination Marks, PE- Practical External Examination Marks



Semester-IV												
S. No.	Subject Codes	Subject Name	Periods			Sessional Exam			ESE		Subject Total	Credit
			L	T	P	CT	TA	Total	TE	PE		
1	22MHMT 401A	Food Production Management	0	0	12	15	10	25		100	125	6
2	22MHMT 401B	F & B Service Management										
3	22MHMT 401C	Front Office Management										
4	22MHMT 401D	Accommodation Management										
5	22MHMT 402	Industrial Training Report/Log Book /Viva-Voce	0	4	0	15	10	25		100	125	4
		<b>Total</b>									300	10

**Abbreviations:** **L**-No. of Lecture hours per week, **T**-No. of Tutorial hours per week, **P**-No. of Practical hours per week, **CT**-Class Test Marks, **TA**-Marks of teacher's assessment including student's class performance and attendance, **PS**-Practical Sessional Marks, **ESE**-End Semester Examination, **TE**- Theory Examination Marks, **PE**- Practical External Examination Marks



## Syllabus

### Writing Effective Literature Review (22MHMT 101)

L: T: P:: 4:0:0

Credits-4

#### Course Objectives:

This course guides students through the entire process of preparing a literature review, selecting and analyzing existing literature and structuring and writing a quality literature review. Most importantly, the course develops skills in using evidence to create and present an engaging and critical argument.

#### Course Outcomes:

After completion of the course student will be able to understand:-

- Evaluate the purpose of a literature review
- Develop and clarify their thinking, embed their ideas, and articulate their thoughts clearly
- Identify the key preparation steps of a literature review and use each step to effectively articulate their research question and literature review plan
- Identify the key considerations when evaluating journals, selecting the most appropriate journal for their literature review
- Build a strong and convincing argument using suitable literature and data to develop and present their argument in their literature review
- Write and structure a strong literature review avoiding common pitfalls when writing
- Recognize what each section of the literature review requires and formulate their own with the help of examples and guidelines

#### Syllabus:

##### UNIT-I

(8hours)

**Purpose of a literature review:** Why literature reviews matter, the complexity of literature reviews, persuade the reader Identify and justify your argument

##### UNIT-II

(8 hours)

**Process, language and structures:** The process from start to finish, Finalize your research question and approach, Look at your assessment criteria, Reading strategies

##### UNIT-III

(8 hours)

**Selecting and analyzing the right literature:** Identifying sources, which journals should I use? Navigating an article, Reading an article in depth

##### UNIT-IV

(8 hours)

**Argument throughout literature review:** Engaging in an academic argument, Using evidence to form your argument, Looking at the existing arguments, Developing a counter argument

##### UNIT-V

(8 hours)

**Structure a literature review:** The overall structure, the introduction, the main body, the conclusion  
Plagiarism

#### Text Book

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners, Sage Publication, 2014.
- Kothari C.R. : Research Methodology, New Age International, 2011.
- Shajahan S. : Research Methods for Management, 2004.
- Mustafa A. : Research Methodology, 2010.

#### Reference Books

- Thanulingom N : Research Methodology, Himalaya Publishing
- C. Rajendar Kumar : Research Methodology , APH Publishing



## Research Methodology (22MHMT 102)

L: T: P:: 4:0:0

Credits-4

### Course Objectives:

To raise the interest among the students for research by giving them knowledge of using different tools of research and their applicability in hospitality industry.

### Course Outcomes:

After completion of the course student will be able to understand:-

- Discuss the Introduction to Research.
- Learn about Research Design.
- Identify the basic information Data Collection.
- To learn Analysis of data.
- Will be able to learn writing report.

### Syllabus:

#### UNIT-I

(8hours)

#### Introduction to Research Methodology

Meaning, definition, Characteristics, and types of Research, Methodology of research, research process (statement of research problem), problems encountered by researchers in India.

#### UNIT-II

(8 hours)

#### Research Design-

Meaning, Characteristics of Research design, steps in research design. Concept of Hypothesis, types of hypothesis, formulation of hypothesis

#### UNIT-III

(8 hours)

#### Sampling Design and Data Collection

Meaning of sampling, sample size, sample unit, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary -data-observation, interview and questionnaire, Sources of secondary data. (Research Approaches and Research Instruments)

#### UNIT-IV

(8 hours)

#### Processing and Analysis of data

Editing, coding, Classification and tabulation of data, graphical presentation of data, interpretation of data, methods of data analysis.

#### UNIT-V

(8 hours)

#### Report Writing

Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report

#### Text Book

- Research Methodology by C P Khotari
- Statistics For Manager by O P Aggarawal
- How To Research & Write Thesis in Hospitality Tourism by James Paynper& John Willy
- Marketing Research by Harper W Boyd

#### Reference Books

- Thanulingom N : Research Methodology, Himalaya Publishing
- C. Rajendar Kumar : Research Methodology , APH Publishing





**Seminar (Research Work) (22MHMT103)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

The objective of this course is aimed at sharpening the research skills, develop a practical Understanding of the Hospitality system, attain some field experience etc

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Discusses about the allotted subject keeping in mind the further study
- Demonstrate the ability to describe in detail about the hospitality related issues.
- Understand the research skills to solve complex situations.
- Identify the problems and the solution of the given situations to meet out hospitality standards.

Justify the need of the subject study on which he or she is preparing project.

**Syllabus:**

**Project Work – I Practical**

Keeping in view the diverse nature of hospitality industry and long term implications of the same in the economy, society, culture and environment, it is required for hospitality graduates to have a basic project acumen which can sharpen not only the research skills but assist in developing a practical understanding of hospitality process. The project is intended to serve the student to develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry.

Emphasis should be placed on project for selected professional elective subject area. Some sample themes could be:

- Survey of customer behaviour
- Comparative survey of operations
- Survey of energy conservations
- Impacts of various systems on operations
- Impact of Guest/ Staff behaviour on operations
- Segmentation analysis of guest.
- Comparative analysis of strategies
- Profiling study of customer
- Comparative Study of cost control
- Comparative study of safety and security
- Case studies of hotels / restaurants/ hospitality operation
- Socio / economic / environmental impact studies

The above themes are suggestive, whereas candidates are free to select the topic of their choice with consultation of the guide and must seek formal approval.

**Types of Project**

The project may be one of the following types:

- Comprehensive case study of work process
- Inter-Organizational study
- Any other study related to Hospitality segment
- Case study of hospitality segment

**Project Supervision**

Each project shall be guided by a supervisor duly appointed by the Head of the department.



**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, brief of research problem, limitations and chapter plan.

**Project Documentation**

As approved by the guide.

**Project Submission**

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

**Project Presentation & Evaluation**

Via/Voce by University appointed external examiner & Guide together.



**Research publication and Ethics (22MHMT 104)**

**L: T: P:: 2:0:0**

**Credits-2**

**Course Objectives:**

To understand the philosophy of science and ethics, research integrity and publication ethics. To identify research misconduct and predatory publications.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Discuss the concept of philosophy and ethics.
- Learn about ethics with respect to science and research.
- Identify and learn about Publication ethics.
- Will be able to learn about open access publishing.
- To learn about publication misconduct.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Philosophy and ethics**

Introduction to philosophy: definition, nature and scope, concept, branches - Ethics: definition, moral philosophy, nature of moral judgments and reactions.

**UNIT-II**

**(8 hours)**

**Scientific conduct**

Ethics with respect to science and research - Intellectual honesty and research integrity - Scientific misconducts: Falsification, Fabrication and Plagiarism (FFP) - Redundant Publications: duplicate and overlapping publications, salami slicing - Selective reporting and misrepresentation of data.

**UNIT-III**

**(8 hours)**

**Publication ethics**

Publication ethics: definition, introduction and importance - Best practices / standards setting initiatives and guidelines: COPE, WAME, etc. - Conflicts of interest - Publication misconduct: definition, concept, problems that lead to unethical behavior and vice versa, types - Violation of publication ethics, authorship and contributor ship - Identification of publication misconduct, complaints and appeals - Predatory publisher and journals.

**UNIT-IV**

**(8 hours)**

**Open access publishing**

Open access publications and initiatives - SHERPA/RoMEO online resource to check publisher copyright & self-archiving policies - Software tool to identify predatory publications developed by SPPU - Journal finder / journal suggestion tools viz. JANE, Elsevier Journal Finder, Springer, Journal Suggester, etc.

**UNIT-V**

**(8 hours)**

**Publication misconduct**

Group Discussion a) Subject specific ethical issues, FFP, authorship b) Conflicts of interest c) Complaints and appeals: examples and fraud from India and abroad Software tools: Use of plagiarism software like Turnitin, Urkund and other open source software tools.



**Text Book**

- Nicholas H. Steneck. Introduction to the Responsible Conduct of Research. Office of Research Integrity. 2007. Available at: <https://ori.hhs.gov/sites/default/files/rcrintro.pdf>
- The Student's Guide to Research Ethics By Paul Oliver Open University Press, 2003
- Responsible Conduct of Research By Adil E. Shamoo; David B. Resnik Oxford University Press, 2003
- Ethics in Science Education, Research and Governance Edited by Kambadur Muralidhar, Amit Ghosh Ashok Kumar Singhvi. Indian National Science Academy, 2019. ISBN : 978-81-939482-1-7.

**Reference Books**

- Anderson B.H., Dursaton, and Poole M.: Thesis and assignment writing, Wiley Eastern 1997.
- Bjorn Gustavii: How to write and illustrate scientific papers? Cambridge University Press.
- Bordens K.S. and Abbott, B.b.: Research Design and Methods, McGraw Hill, 2008. 8. Graziano, A., M., and Raulin, M., L.: Research Methods – A Process of Inquiry, Sixth Edition, Pearson, 2007



**Advance Culinary Management (22MHMT 105 A)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

To impart in depth knowledge of Kitchen management, Menu Planning, Different types of catering systems, and latest control management systems.

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Discuss the review of basic food production
- Learn about Kitchen Management.
- Identify and learn about Kitchen layout and design.
- Will be able to learn about Menu Planning.
- To learn about quality control and product development.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Reviewing Food Production Basics**

Reviewing Cooking methods in reference to cooking of Soups, Sauce. Basics of Cuts: Fish, Meat and Poultry 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.

**UNIT-II**

**(8 hours)**

**Kitchen Management:** Objective and principles of kitchen management, Inventory and store management, Indenting, Purchasing & receiving, yield management.

**UNIT-III**

**(8 hours)**

**kitchen layout and Design:**

Principles of kitchen layout & design, Placement of equipment. Layouts of kitchen: Multi-cuisine Restaurant kitchen, Specialty restaurant kitchen, bakery & confectionery in various organizations, Garde-Manger. Layout of Receiving & Storage area, Layout of Service & wash up. Kitchen stewarding.

**UNIT-IV**

**(8 hours)**

**Menu Planning:** Types of Menu, Menu Management system, Principles of Menu Planning. Factors affecting menu planning, Menu planning for Invalids, Diet Menu, children's menu, Transport/On-board Menu, canteens and cafeteria menus. Menu Engineering, Menu cycle, Menu Evaluation, Menu costing and pricing, Computer based Menu Management system.

**UNIT-V**

**(8 hours)**

**Quality control and Product Development:** HACCP principles and process, kitchen audit planning, testing new equipment, developing new recipes, Food Trials, Organoleptic & Sensory Evaluation, New Concept:-Molecular Gastronomy and Organic Foods.



### **Text Book**

- Professional charcuterie – By John Kinsella and David T, Harvey
- The Professional Garde Manager – By David Paul Larousse
- The Professional Chefs' – Guide to Kitchen Management – By John Fuller, John Knight, Charles A. Salter
- Kitchen Planning & Management – By John Fuller & David Kirk

### **Reference Books**

- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu



**Food & Beverage Service Management II (22MHMT 105 B)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

To induce supervisory and managerial skills about the operations of different kind of F & B outlets, events/ODC/ functions etc.

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Discuss the Restaurant Planning
- Learn about Restaurant operation
- Identify Menu management.
- Will be able to learn about Event Management.
- To Learn about Budgetary control.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Restaurant Planning**

Types of Restaurants, Factors to be considered while plan a Restaurant(Location, Competition, Customer profile, Legal Obligations, obtaining operational capital,Source of Finance, style or concept, Staffing, Capabilities

**UNIT-II**

**(8hours)**

**Restaurant Operations**

Restaurant physical layout, cuisine and menu offering, selection of equipment, Design). Furniture, Lighting, Equipment and Licenses required etc. Ancillary Areas: Still room, Pantry, Kitchen Stewarding, Hot Plate, Linen Room and Store.

**UNIT-III**

**(8 hours)**

**Event Management**

Types of functions, Role of sales and marketing, Taking bookings, Planning and organizing themes of Indian and International cuisine, Concept & planning for MICE segments.

**UNIT-IV**

**(8 hours)**

**Menu Management**

Introduction, Type of F&B Menu, E-Menu, QR Code, Planning, Menu Engineering, Menu Merchandising; types of merchandizing (e.g. Floor Stands, Posters, Wall displays, Place Mat, tent cards etc.), Sales promotion, Public relations, Advertising, Suggestive Selling and Up Selling techniques, Quality aspects of restaurants and catering outlets.

**UNIT-V**

**(8 hours)**

**Budgetary Control**

Introduction, Objectives, Types of Budget – Master, Capital & Operating; Steps of preparing a departmental budget, budgetary control Procedure & Importance.

**Text Book**

- Food and Beverage Service – Dennis Lillicrap and John Cousins
- Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone
- Facility Planning and Design – Edward Kagarian
- Theory of BakeryParvinder S. Bali

**Reference Books**

- Bar and Beverage Book – Costas Katsigris, Mary Proter& Thomas
- Theory of Catering – Kinton and Cesarani



**Room Division Management II (22MHMT 105 C)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

To induce supervisory and managerial skills about the operations of room division and revenue management

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Learn about Planning organizing and evaluating room division.
- Learn about standard operating manual
- Learn to take yield and revenue management.
- To learn about emerging concept in hospitality.
- Will be able to learn room selling technique.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Planning, organizing & Evaluating Room division:**

Forecasting techniques, Forecasting Room availability, Forecast formula, Forecast types, Forms and formats, Factors for evaluating Room division operations, Area inventory list, Frequency schedules, Performance and Productivity standards, Time and Motion study,

**UNIT-II**

**(8hours)**

**Standard Operating manuals –**

Job procedures, Job allocation and work schedules, staff strengths & Planning duty rosters, concept of Ergonomics, devising training programmes, Devising/ designing training module, Refresher training, Induction training, Remedial training, Time and motion study.

**UNIT-III**

**(8 hours)**

**Yield/Revenue Management:**

Setting Room Rates with different formulas, rates and its types, Concept and importance, Applicability to rooms division, Capacity management, Discount allocation, Duration control, elements of revenue management, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team, Formulas and numerical.

**UNIT-IV**

**(8 hours)**

**Emerging Concepts in Hospitality:**

New Concept Hotel (Time Share, Ecotels, Capsules, Boutique Hotels, Yotels etc.), Modern Hotel Design and its advantages, Environment friendly House Keeping practices, Case studies.

**UNIT-V**

**(8 hours)**

**Rooms Selling Techniques:**

Sales techniques– Personal Selling, Creative Selling, USP identification, Telemarketing – tools & techniques. Offering alternatives and suggestive Selling, Internal / In-house sales promotion. Direct sales/through intermediaries. Tailor made Package, Plans according to seasons. Online Selling: - Meta Search Engine, Hotel Apps & website, Social Media, OTA's, TA's, Airlines Network, Cruise-Liners, Railway Networks, CRS, Non-Affiliate Networks & GDS. Strategy formulation for various market segments





### **Text Book**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- 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).

### **Reference Books**

- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 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



**Business Communication (AEC- M101A)**

**L: T: P:: 2:0:0**

**Credits-2**

**Course Objectives:**

The objective of this course is that the student would be to have a basic knowledge of communication skills.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Discuss the concept of communication.
- Learn about Strategies to Improve Individual Reading and Listening Skills
- Identify and learn about oral communication
- Will be able to learn about written communication.
- To learn about effective public relation skills.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Communication**

Meaning, Process, Importance of Communication in Business, Types of Information, Formal and Informal Communication, Internal and External Communication, Communication Channels, Ethical Considerations for Business Communication, Media of Communication, Barriers of Communication, Approaches to Effective Communication, Essentials of Effective Business Communication (7Cs model)

**UNIT-II**

**(8hours)**

**Strategies to Improve Individual Reading and Listening Skills**

Developing Reading Skills: Identify The Purpose of Reading, Factors Effecting Reading, reading tactics and strategies: training eye and training mind (SQ3R), Recognizing a broad range of thought patterns in reading selections, reading and interpreting visuals, making inferences, recognizing facts and opinions. Developing Listening Skills: importance, purpose of listening, art of listening, factors affecting listening, components of effective listening, and process of listening, principles and barriers to listening, activities to improve listening.

**UNIT-III**

**(8 hours)**

**Oral Communication:**

Advantages and Disadvantages, Conversation as Communication, Art of Public Speaking, Telephonic Conversations and Voice Mails, Group Communication through Committees, Preparing and Holding Meetings, other formal communication with public at large, seminar, symposia and conferences, Overcoming Stage fright, Ambiguity Avoidance.

**UNIT-IV**

**(8 hours)**

**Written Communication:**

Advantages and Disadvantages, Covering letter, Need, Functions and Kinds, Layout of Letter Writing, Types of Letter Writing: Persuasive Letters, Request Letters, Sales Letters, Departmental Communication: Meaning, Need and Types: Interview Letters, Promotion Letters, Resignation Letters, Newsletters, Circulars, Agenda, Notice, Office Memorandums, Press Release Report Writing: Structure, Types, Formats. Nonverbal – Features, Understanding of Body Language, Posture, Gestures.

**UNIT-V**

**(8 hours)**

**Developing Effective Public Relations**

Drafting Speech, Press Release, Brochures, Handouts, Leaflets, e-newsletters. Group Discussion- Nature, Uses and Importance, Guidelines for GD Presentations: How to make effective Presentations, Four P's of Presentation, Structuring, Rehearsing, and Delivery Methods. Resume Writing: Planning, Organizing Contents, Layout, Guidelines for Good Resume. Interviews: Preparation Techniques, Frequently Asked Questions about How to face an interview board, Proper body posture, Projecting a positive image, Steps to succeed in interviews, Practice Mock.



**Text Book**

- Lesikar, Petit & Flately, Lesikar's Basic Business Communication, Tata McGraw Hill
- Raman Meenakshi Prakash Singh, Business Communication, Oxford University Press.
- Rizvi Ashraf, Effective Technical Communication, Tata McGraw Hill
- Krizan, Buddy, Merrier, Effective Business Communication, Cengage Learning
- Poe & Fruchling, Basic Communication, AITBS

**Reference Books**

- Diwan & Aggarwal, Business Communication, Excel
- Baugh, Frayer & Thomas, How to write first class Business Correspondence, Viva Books
- Devaraj, Executive Communication, Tata McGraw Hill



**Properties Development & Planning (AEC- M101B)**

**L: T: P: 2:0:0**

**Credits-2**

**Course Objectives:**

The objective of this course is that the student would be to have a basic knowledge of Property development.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Discuss the Technical requirements as established by law and Need
- Learn about Facilities Design & Analysis
- Identify and Initiation of Green Practices in Hospitality Industry.
- Will be able to learn about Planning for Special Guests
- To Learn about waste minimization

**Syllabus:**

**UNIT-I**

**(8hours)**

**Technical requirements as established by law and Need**

Introduction; developing business profile; project selection; feasibility report constitution of the establishment – type of business i.e. Sole proprietorship, partnership, companies etc.; specific clearances – land conversion, building approval, trade licenses (essential licenses/permits etc.); infrastructure requirements – specific clearances from civic bodies, financial assistance/aid; fire safety; pollution control board.

**UNIT-II**

**(8hours)**

**Facilities Design & Analysis**

Overview of project design; design consideration – architectural, building, etc.; systematic layout planning – flow of guest/staff movement – diagrams, analysis of areas – operational, functional, administrative; design of areas – overview, cost considerations; facilities design for other hospitality areas e.g., hostels, hospitals, industrial canteens, flight services (including costs & controls)

**UNIT-III**

**(8 hours)**

**Initiation of Green Practices in Hospitality Industry**

Energy & water conservation: environment-friendly HVAC units; skylights to save energy; high efficiency lighting in guest-rooms & public areas; solar panels; occupancy sensors; water conservation fixtures; preventive maintenance.

**UNIT-IV**

**(8 hours)**

**Planning for Special Guests**

Special guests: meaning and types; planning considerations; international planning guidelines.

**UNIT-V**

**(8 hours)**

**Waste minimization:**

Organic composting; dumpster monitoring (segregation of dry & wet garbage); recycling (e.g. Individual newspapers not sent to rooms, use of bulk soap & shampoo dispensers, guestroom bathrooms, using recycled paper products like bags, coasters etc); alternatives to plastic bottled water; achieving close to zero-solid waste; sustainable food & beverage options. International certifications of green practices: eco-leaf rating; green globe rating; green key rating; Nordic swan rating; LEEDS.



**Text Book**

- Iced desserts- Farrow and Lewis
- Theory of Cookery, K.Arora, Frank Brothers
- Professional Baking - Volume 1 Wayne Gisslen · 2004
- Theory of BakeryParvinder S. Bali

**Reference Books**

- Advanced Bread and Pastry Michel Suas · 2012
- Bakery Products: Science and Technology Y. H. Hui, Harold Corke, Ingrid De Leyn · 2008



**Foreign language French (VAC- M101A)**

**L: T: P:: 2:0:0**

**Credits-2**

**Course Objectives:**

The objective of this course is that the student would be to have a basic knowledge of French language.

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Learn about Introduction to computers.
- Learn about Computer software.
- Identify and learn about Internet services.
- Will be able to learn about Basic Computer application.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Human body, Diet and Health**

Awareness of important body organs, their location and broad function, Importance of breakfast fruits, whole grain, and knowledge about constituent of diet (Protein, fats, carbohydrate).

**UNIT-II**

**(8hours)**

**Lifestyle diseases**

Harmful effect of junk/processed foods, Dangers of obesity, Disease ensuing because of lifestyle e.g. diabetes heart diseases etc.

**UNIT-III**

**(8 hours)**

**Exercise & Addictions**

Benefits of yoga and exercise, Chewing, Drinking, And Smoking.

**UNIT-IV**

**(8 hours)**

**Importance of mental health**

Stress management, Anxiety and depression, Awareness of commonly encountered diseases Ailments.

**UNIT-V**

**(8 hours)**

**First Aid**

First aid in commonly encountered emergency

**Text Book**

- Corbin. Charles Beetal. C.A., (2004) Concepts of Fitness and Welfare Boston McGraw Hill.
- Puri. K.Chandra.S.S. (2005). Health and Physical Education. New Delhi: Surjeet Publications

**Reference Books**

- Principles of Physical Education: Com. Philadelphia: W.B.Sounders



## **Healthy Living & Fitness/ Personality Development Skills (MOOC) (VAC- M101B)**

### **Earning Credits through MOOC's**

- (a) BHMCT students can avail a facility of earning up to a maximum of 8 credits of their degree requirements through MOOC's.
- (b) MOOC courses eligible for this purpose are the courses offered by NPTEL/ SWAYAM only. 4 weeks course will enable students to earn 1 credit, 8 weeks course will enable to earn 2 credits, 12 weeks course will enable to earn 3 credits and 16 weeks course will enable to earn 4 credits.
- (c) MOOC courses can be taken in respective area only in lieu of Elective courses such as HSS Electives, Science Electives, Open electives, Departmental Electives. No core, lab or project courses can be dropped in lieu of MOOC.
- (d) A student desirous of opting for a MOOC shall submit an application not later than one week prior to the scheduled normal date of semester registration to the concerned Head of the Department (HoD) giving the following details: Subject Title, Agency Offering MOOC, Examination system and Credits of the Subject. Timing and duration of course and its examination, centers of conducting of examination and facilities at the centre of the examination to be opted by the candidate.
- (e) On receipt of the application by the HoDs, the HoDs shall constitute a committee of at least 3 members with himself as Chairman and two other members. This committee shall examine the proposal in detail regarding subject contents, examination system, suitability of the subject and equivalence of subject as per the University norms and give its recommendations for approval or non-approval including any special conditions to be imposed. The final approval of this will be granted by the University on explicit recommendation of Head of Institution.
- (f) Fee and other charges, if any, payable to MOOC providing and certification agency shall be borne by concerned student at his/ her own level.



(g) The student shall submit the original certificate issued by MOOC to the concerned HoDs and the HoDs will verify the same. The original will be returned after verification and verification shall be certified by the HoDs on the photocopy which shall be kept in records. The HoDs will submit the recommendation report to the university authorities through Head of Institution. (i) An equivalent Grade corresponding to grade/marks awarded by MOOC agency shall be determined by a committee consisted by the University. This equivalent Grade shall be shown in the mark sheet and accounted in the SGPA and CGPA calculations.





**Advance Culinary Management Practical (22MHMP 105A)**

**L: T: P: 0:0:4**

**Credits-2**

**Course Objectives:**

This course gives reveals how to manage the kitchen operation.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Understand the classification 5 course menu.
- Be able to prepare low calorie food
- Be aware of Indenting for menus
- Be able to understand the Food Holding techniques

**Syllabus:**

**(40 hours)**

- Students should learn to plan, make and cost 5 course menus independently.
- Low calorie cooking.
- Preparing Standard recipes for dishes listed in menus, food cost calculations and yield management of the menus.
- Indenting for menus.
- Preparing purchase orders and storing of items.
- Practicing Food Holding techniques and Plate Presentations
- Practicing different menus for trade test with focus on menu development.



### Syllabus

#### Advance Culinary Management Practical (22MHMP 105A)

**L: T: P:: 0:0:4**

**Credits-2**

#### Course Objectives:

This course gives reveals how to manage the kitchen operation.

#### Course Outcomes:

After completion of the course student will be able to understand :-

- Understand the classification 5 course menu.
- Be able to prepare low calorie food
- Be aware of Indenting for menus
- Be able to understand the Food Holding techniques

#### Syllabus:

**(40 hours)**

- Students should learn to plan, make and cost 5 course menus independently.
- Low calorie cooking.
- Preparing Standard recipes for dishes listed in menus, food cost calculations and yield management of the menus.
- Indenting for menus.
- Preparing purchase orders and storing of items.
- Practicing Food Holding techniques and Plate Presentations
- Practicing different menus for trade test with focus on menu development.



**Food & Beverage Service Management II Practical (22MHMP 105B)**

**L: T: P:: 0:0:4**

**Credits-2**

**Course Objectives:**

This course gives reveals the planning and operation of managing F&B service outlet.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- To study the layout of Restaurant.
- To analyze different types of restaurant outlets.
- To describe maintenance of different seating arrangement.
- Understanding different Forms and formats of F&B service operation

**Syllabus:**

**(40 hours)**

- Planning a restaurant (Specialty, fast food and coffee shop) with the factors mentioned in the theory.
- Planning of bar with the factors mentioned in theory
- Preparation of duty roasters in restaurants and function catering
- Formal banquets (Seating arrangements and service procedures)
- Menu planning – Indian and International with wines
- Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summery sheet, Guest comments, Log Book, etc)
- List of restaurants equipment manufacturers (Assignment)
- List of licenses required (Assignment)



**Room Division Management II Practical (22MHMP 105C)**

**L: T: P:: 0:0:4**

**Credits-2**

**Course Objectives:**

This course gives reveals the equipment used in room division along with essential supplies and grooming standard required in room division unit.

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Discuss the different software used in room division operation
- Learn about Different report generation.
- Identify the situation handling.
- Will be able to learn AIL.

**Syllabus:**

**(40 hours)**

- Software: Mock training
- Practicing ergonomics to increase efficiency
- Reports generation
- Audits
- Situation handling
- Devising/ designing training module
- Express check-in, ECO
- Event designing
- Periodical cleaning and supervision
- Planning manpower of hotel
- Area inventory list



**Food Production Operation and Management (22MHMT 201)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

The student would be able to understand the basics of cooking fruits and vegetables; especially emphasis is given on meat cookery. Understanding of Indian cookery along with concept of menu planning and would cover basic baking skills

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Understand the historical background and origination of cooking food.
- Explain importance of cooking food and develop a balance and healthy diet.
- Apply the habits of personal hygiene after understanding the importance of level of skill.
- Identify different section of the kitchen, illustrate their work.
- Design different lay outs of a kitchens and will be able to justify the coordination with other department.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Vegetable and Fruit Cookery:** Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits, Uses of fruit in cookery

**UNIT-II**

**(8hours)**

**Meat Cookery:** Game- meaning- types with examples, Selection and cooking methods used. Poultry – Structure, Types, cuts with usage and examples with Selection techniques and cooking methods applicable. Meat – Structure, Types, Cuts with example and usage with different cooking methods, Selection techniques, Grading, tenderizers and its application. Special emphasis on- Selection, cuts size and uses of lamb, mutton, beef, veal & pork and offal's. Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

**UNIT-III**

**(8 hours)**

**Introduction to Indian Cookery:** History and Key characteristics of Indian regional cuisine. • Characteristics and role of regional staple food. A detailed study on Indian Regional Cuisine regarding ingredients used traditional preparation & cooking methods, utensils and accompaniments of following cuisine: Kashmir, Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, Tamil Nadu, Karnataka, Andhra Pradesh, etc. Basics of Indian masalas, gravies, breads and sweets. Specialty cuisines such as Mughlai, Awadhi, Hyderabadi and South Indian. Basics of Tandoor: Preparing Tandoor, Types, Marinade preparation, Types of Tandoori dishes, Tandoori breads, Tandoori accompaniments. Indian Fast Foods

**UNIT-IV**

**(8 hours)**

**Menu Planning:** Introduction: Types of menus, terms and factors which affect Menu Planning. Development of the Menu. Compiling Menus. Nutritional Aspect of Menu Planning

**UNIT-V**

**(8 hours)**

**Basic Bakery and Confectionery:** Pastry –Introduction, types of dough and pastes.Uses, faults and remedies of pastry dough and paste. Types of sponges. Cakes – basics mixture for small cakes, faults & remedies. Cookies and Biscuits: Types – Short crust methods, dropping methods and Recipes Bakery and Confectionery: culinary terminologies.



**Text Book**

- Practical Cookery, Victor Ceserani& Ronald Kinton, ELBS
- Theory of Catering, Victor Ceserani& Ronald Kinton, ELBS
- Encyclopedia of Indian cookery- Hussain and Fernandez
- Modern Cookery: Thangam Philip
- Master Chefs of India: Prasad and Prasad
- Complete Indian cook book- MridulaBaljekar
- Menu planning- Kivela

**Reference Books**

- The Book of Ingredients: Jane Grigson,
- Chef manual of Kitchen Management: Fuller John,
- Theory of Cookery, Mrs. K.Arora, Frank Brothers
- The Professional Chef (4th edition), Le RolA.Polsom



**F & B Service Operation and Management (22MHMT 202)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

This course shall reveal how to setup a Restaurant and managing its employees, Along with how to maintain Budget for the restaurant.

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Understand the importance of planning and controlling in running a restaurant.
- Be able to prepare various menu's for different occasions keeping in mind the standards of menu making
- Be aware of various factors affecting restaurant planning & purchase process
- Be able to understand the process of food and beverage control through various forms and formats used in restaurants

**Syllabus:**

**UNIT-I**

**(8hours)**

**Restaurant Planning** • Restaurant Planning & Operations • Types of Restaurants • Location or site • Sources of Finance • Design Consideration • Furniture • Lighting and Décor • Equipment required • Records maintained • Licenses required

**UNIT-II**

**(8hours)**

**Personal Management in F & B Service**

• Developing a good F & B Team (desirable attributes for • various levels of hierarchy) • Allocation of work, Task analysis and Duty Rosters • Performance Measures • Customer Relations • Staff Organizations and Training Sales Promotion

**UNIT-III**

**(8 hours)**

**Event Management**

• Types of functions • Role of sales and marketing • Taking bookings • Planning and organizing themes of Indian and International cuisine • Concept & planning for MICE segments • Function Administration & Organization- Menus, Function contracts, Seating Arrangements • Introduction, Types of Banquets and Buffets , Equipment Used, Calculation of Space Allocation in Banquets • Buffet Presentation, menu planning in Buffets, staff Allocation in Buffets • Buffet Management

**UNIT-IV**

**(8 hours)**

**Guerdon & Flambé Service**

• Introduction • History, Types, Staffing, Equipments Used, Ingredients Used. • Common preparations • Flambe' dishes, Carving, Salad making etc. • Trolley service - Beverages, Starters, High tea, Desserts etc.

**UNIT-V**

**(8 hours)**

**Room Service**

- Introduction, general principles, pitfalls to be avoided • Cycle of Service, scheduling and staffing, Room service menu planning • Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards • Layout & Setup of Common Meals, use of technology for better room service • Time management - lead time from order taking to clearance



**Text Book**

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service -Lillicrap& Cousins
- Modern Restaurant Service -John Fuller
- Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown,

**Reference Books**

- Heppner &Deegan Professional Food & Beverage Service Management - Brian Varghese
- World Of Wines, Spirits & Beers-H.Berberoglu Beverage Book-Andrew, Dunkin & Cousins





**Front office Operation and Management (22MHMT 203)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

This course gives idea of front office sales & marketing. Sales strategies to be used by front office, rate fixation of hotel room, role and importance of night auditing and the concept of yield management.

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Understand the role of hotel staff in ensuring the safety and security of guest.
- The security of guest room – maintaining strict control on room keys.
- Firefighting, preventing accidents and providing first aid.
- Dealing with unusual events and emergency situations like bomb threats, robbery, theft, and drunken guests.

**Syllabus:**

**UNIT-I**

**(8hours)**

**F.O. - Sales & Marketing**

• Hotel Marketing • Elements of marketing • Room Selling Techniques – Up selling , Down selling, • Room availability Forecast

**UNIT-II**

**(8hours)**

**Tariff Structure**

• Basis of charging • Plans, competition, customer's profile, standards of service & amenities • Different types of tariffs • Rack Rate • Discounted Rates for Corporate, Airlines, Groups & Travel Agents.

**UNIT-III**

**(8 hours)**

**The Night Audit**

• Importance & functions of night audit • Operating modes : non automated, semi-automated, automated • Night audit process-The night audit reports – generations& utility

**UNIT-IV**

**(8 hours)**

**Guest Accounting (Manual):**

Guest Weekly Bill, Visitors Tabular Ledger.

**UNIT-V**

**(8 hours)**

**Yield management**

- Introduction & concept • Yield management team • Measuring yield • Objectives and Benefits of Yield Management • Potential average single rate, • Potential average double rate • Identical yield, Rev PAR, Occupancy ratio

**Text Book**

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- FrontOfficeTrainingmanual–SudhirAndrews. Publisher:TataMacGrawHill
- FrontOffice–Operationsandmanagement–AhmedIsmail(ThomsonDelmar).

**Reference Books**

- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinhold, New York.
- FrontOfficeOperationManagement-S.KBhatnagar,Publisher:Frank Brothers
- ManagingFrontOffice OperationsByKasvan&Brooks



**Accommodation Operation and Management (22MHMT 204)**

**L: T: P:: 4:0:0**

**Credits-4**

**Course Objectives:**

This course gives the idea of planning and organizing the housekeeping department. It covers the detail of planning and implementing trends at the housekeeping department. Also explains the concept of contract services. The budget and budgetary control with respect to starting up of new property

**Course Outcomes:**

After completion of the course student will be able to understand :-

- Plan their work schedule and staff job allocation.
- Forecast and prepare departmental budget.
- Track the purchasing and buying methods used in hotels.
- Analyze the different type of contract services.
- Analyze types of training in the housekeeping department

**Syllabus:**

**UNIT-I**

**(8hours)**

**Planning and Organizing the Housekeeping Department-** • Planning process • Area Inventory List • Frequency Schedule • Performance and Productivity standard • Time and motion study • Standard Operating Manual • Job Allocation and Work Schedules • Calculating staff strength and duty roaster • Teamwork and leadership • Training in Housekeeping • Inventory Level for Non Recycle Items

**UNIT-II**

**(8hours)**

**Planning Trends in Housekeeping**

• Planning Guest Rooms, Bathrooms, suites, Lounges • Planning for the Provision of Leisure facilities for the Guest • Boutique Hotel Concept • Special Provision for Physically Challenged Guest

**UNIT-III**

**(8 hours)**

**Contract Services-**

• Types of contract • Guidelines for hiring contracts • Advantages and disadvantages

**UNIT-IV**

**(8 hours)**

**Budget**

• Budget and budgetary control • Budget process • Methods of buying • Stock record issuing and control

**UNIT-V**

**(8 hours)**

**New Property Operations**

• Starting Up Housekeeping Countdown • Energy Conservation • Water Conservation • Waste Management

**Text Book**

- Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
- The Professional Housekeeper, Tucker Schneider, VNR
- Professional Management of Housekeeping Operations, Martin Jones, Wiley
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS

**Reference Books**

- Accommodation & Cleaning Services, Vol I & II, David. Allen, Hutchinson
- Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke Management Stoner, Freeman & Gilbert Prentice Hall of India Pvt. Ltd.



## Hotel Sales & Marketing Management (22MHMT 205)

L: T: P:: 2:0:0

Credits-2

### Course Objectives:

The objective of this course is to help the student to understand the concept of Sales promotion, the role of advertising in promotion of Sales, how does marketing play a very key and vital role in increasing sales, what is market and how does it affect sales and business growth and what are the differences that come while dealing with a domestic and an international market.

### Course Outcomes:

After completion of the course student will be able to understand :-

- How a product is created and how are the different concepts of marketing used to satisfy this want when the product to be offered is the hotel.
- Describe what consumers think and how does the marketing affect their way of thinking.
- Explain various ways in which the products reach the end consumers which are guests from the hotels point of view.
- Analyze the role of personal relations, communications and attributes of a good personality for marketing play a key role in creating a good marketing structure to increase business for a hotel.

### Syllabus:

#### UNIT-I

(8hours)

##### Sales promotion

Meaning, Definition, Importance Objectives, of Sales Promotion, Factors Contributing the growth of Sales promotion, Tools/levels of Sales promotion- Consumer sales promotion, Dealer Sales Promotion, Sales force promotion. Sales Quota-Meaning, Benefits, Weakness, Basis necessary for fixing quota, Types of Quota Personal Selling-Definition, Concept, Objectives, Importance, Duties of Salesman and Qualities of successful salesman

#### UNIT-II

(8hours)

##### Advertising

Meaning, Definition and Objectives of advertising, advertising and Sales promotion, Functions and Advantages of Advertising Advertising Media – selection of advertising media, kinds of advertising media-indoor and outdoor advertising. Product Strategy-Meaning of brand, essentials of a good brand, benefits of brand, Types of brand. Meaning of branding, elements of branding. Case studies. Building Customer Loyalty-Meaning of customer loyalty, Customer Satisfaction, Customer value, Retaining customer through service quality, Developing Service Quality programme ,Case Studies

#### UNIT-III

(8 hours)

##### Marketing Environment

Concept of Micro and Macro Environment, Case study Marketing Planning - Meaning of Planning and Marketing Planning, Importance, Benefits and Characteristics of marketing Planning, Marketing Planning Processes. Marketing Segmentation -Definition, Criteria for Market Segmentation, Basis for Consumer Market Segmentation, Philosophies of Market Segmentation Market positioning - Product Positioning, Meaning, Qualities of Successful Position, Positioning Approaches, Product Repositioning, Case Studies



#### **UNIT-IV**

**(8 hours)**

##### **Marketing Control**

Meaning and concept of control, significance, control process, tools and techniques of marketing control. Marketing of Services - Definition, Characteristics of Services.

#### **UNIT-V**

**(8 hours)**

##### **Marketing Mix**

Service Marketing International marketing – introduction, decision regarding international marketing, main activities, importance of international marketing. Recent trends in marketing – Relationship marketing, Word of-mouth marketing, Test marketing, case studies

##### **Text Book**

- Marketing for hospitality & Tourism, Philip Kotler, Second Edition, 1998
- Marketing Management, M.M. Verma & Agarwal, Kings Publication, 2003.
- Hospitality Sales and Marketing, Abbey, J.R.
- Modern Marketing Management, Davar
- Marketing Hospitality, Sales and Marketing for hotels, Motels & Resorts – Foster, D.C

##### **Reference Books**

- Sales & Marketing for the travel professional, Faster D.C.
- Marketing Management, Kotler Philip
- Marketing for Hospitality & Tourism, Kotler. Philip
- Selling & Sales Management, Lonacaster G.



## Human Resource Management (22MHMT 206)

L: T: P:: 2:0:0

Credits-2

### Course Objectives:

The objective of this course is that the student would be able to learn about HRM practice in hospitality industry.

### Course Outcomes:

After completion of the course student will be able to understand :-

- Learn about role of HRM.
- Learn about HRM planning.
- Learn to give job design and job analysis.
- To learn about action area in selection and recruitment.

### Syllabus:

#### UNIT-I

(8hours)

##### Role of HRM in the Organization

Responsibilities & Objectives of HRM, HRM programmes, Implementation of HRM & HRM Model, Expectations from HR Managers, Contemporary challenges in HRM, Evaluation

#### UNIT-II

(8hours)

##### Human Resource planning

Definition & Meaning , Importance, Need for human resource planning, Objectives of human resource planning, The human resource planning system, Components & processes of human resource planning, Evaluation

#### UNIT-III

(8 hours)

##### Job Analysis & Design

Job analysis, Job description, Job Specification, Job Evaluation, Job Evaluation method, Job design

#### UNIT-IV

(8 hours)

##### Action Areas

Selection & Recruitment, Induction & Placement, Performance appraisal, Performance appraisal method, Transfer, promotion & Reward policy, Training & Development, On the Job training method, off the job training method

#### UNIT-V

(8 hours)

##### Training & Development

Training, Distinction between training & development, Training Objective, Investment in Training, Training Policy, Identification of training needs, Principles of training & development

#### Text Book

- Human Resource Management, Text & Cases by K. Aswathappa
- Human Resource Management, by S. Khandkar, S. Chand Publications

#### Reference Books

- Personnel Management - Text & Cases, By C. B. Mamoria & V. S. P. Rao, Himalaya
- Human Resource Management by Gary Dessler, Pearson Education Modern Cookery (Vol- I & II) By Philip E. Thangam, Publisher: Orient Longman



## Research in Hospitality (22MHMT 301)

**L: T: P: 4:0:0**

**Credits-4**

### Course Objectives:

To raise the interest among the students for research by giving them knowledge of using different tools of research and their applicability in hospitality industry.

### Course Outcomes:

After completion of the course student will be able to understand:-

- Introduction to research.
- Sample Designing
- Process of Data Collection
- Process of literature review
- Analysis of data

### Syllabus:

#### UNIT-I

**(8hours)**

#### Introduction to Research:

Meaning, characteristics, types and relevance of research; trend and challenges with special reference to tourism and hotel business. Research process. Identification and formulation of research problem.

#### UNIT-II

**(8 hours)**

#### Research Methodology:

Meaning and procedural guidelines. Literature review: Meaning, Importance and sources of literature.

#### UNIT-III

#### Research design:

Meaning of research design, need for research design, features of a good Research design, different research designs, sampling design: the concept of sampling, Aims of sampling, census versus sample survey, steps in sampling design, characteristics of a good sample design, criteria for selecting a sampling procedure, sampling techniques/methods, probability sampling and non-probability sampling.

#### UNIT-IV

**(8 hours)**

#### Data Collection:

Meaning, types of data, methods and observations of collecting primary data, Interview and designing questionnaire, Sources of collecting secondary data.

#### UNIT-V

**(8 hours)**

#### Processing and Analysis of data: Editing, Coding, Classification and tabulation, Graphical

Presentation of Data-Bar-chart, pie-chart and curves, Methods of data analysis, Interpretation of Data.



### **Text Books**

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners, Sage Publication, 2014.
- Kothari C.R.: Research Methodology, New Age International, 2011.
- Shajahan S.: Research Methods for Management, 2004.
- Mustafa A.: Research Methodology, 2010.
- Thanulingom N : Research Methodology, Himalaya Publishing

### **Reference Books**

- C. Rajendar Kumar : Research Methodology , APH Publishing
- Gupta Hitesh and Gupta S. L.: Research Methodology, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner : Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, Wiley Publishers
- Peter Mason: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd, UK



## Food Production Operation & Management-II (22MHMT 302)

**L: T: P: 4:0:0**

**Credits-4**

### Course Objectives:

The student would be able to understand the basics of cooking fruits and vegetables; especially emphasis is given on meat cookery. Understanding of Indian cookery along with concept of menu planning and would cover basic baking skills.

### Course Outcomes:

After completion of the course student will be able to understand:

- Classification of vegetables & fruits
- Classification of meats & their cuts
- Indian cuisine & its history
- Poultry and fish cookery.
- Basics of bakery & confectionary.

### Syllabus:

#### UNIT-I

**(8hours)**

**Vegetable and Fruit Cookery:** Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Classification of fruits and uses in cookery.

#### UNIT-II

**(8 hours)**

**Meat Cookery:** Meat – Structure, Types, Cuts with example and usage with different cooking methods, Special emphasis on- Selection, cuts size and uses of lamb, mutton, beef, veal & pork and offal's. Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet. Selection and cooking methods used.

#### UNIT-III

**(8 hours)**

**Introduction to Indian Cookery:** History and characteristics of Indian Cuisine. A detailed study on Indian Regional Cuisine Kashmir: Bengal, Assam, Gujarat, Punjab, Rajasthan, Hyderabad, Goa, Tamil Nadu, Karnataka, Andhra Pradesh, Uttarakhand, ingredients used traditional cooking methods, Basics of Indian masalas, gravies, breads and sweets, Specialty cuisines such as Mughlai, Awadhi, Hyderabadi and South Indian.

#### UNIT-IV

**(8 hours)**

**Poultry and Fish cookery –**

**Poultry:** Structure, Types, cuts with usage and examples, Selection techniques and cooking methods applicable.

**Fish Cookery:** Fish Classification, Shellfish, Selection & Storage of Fish, Cuts of Fish, Cooking methods and some classical preparation of fish.

#### UNIT-V

**(8 hours)**

**Bakery and Confectionery:**

**Bread Fabrication:** Introduction, Ingredients, principles, basic faults.

**Sponges and cakes:** Types of sponges, techniques & Principles, points to be considered while making sponges & cakes.

**Pastes, Creams, Fillings and Sauces:** Introduction, types, adding flavour to the pastry sauces, common faults.

**Laminated Pastry:** Introduction, types of dough and pastes. Uses, faults and remedies of pastry dough and paste.

**Cookies and Biscuits:** Types – Short crust methods, dropping methods and Recipes Bakery and Confectionery: culinary terminologies.





### **Text Book**

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Encyclopedia of Indian cookery- Hussain and Fernandez
- Modern Cookery: Thangam Philip
- Master Chefs of India: Prasad and Prasad
- Complete Indian cook book- Mridula Baljekar

### **Reference Books**

- Menu planning- Kivela
- The Book of Ingredients: Jane Grigson,
- Chef manual of Kitchen Management: Fuller John,
- Theory of Cookery, Mrs. K. Arora, Frank Brothers
- The Professional Chef (4th edition), Le Rollé, A. Polson
- Basic bakery- C. S. Dubey
- Larousse Gastronomique-Cookery Encyclopedia, Paul Haz



## **Front Office Operation and Management – II (22MHMT 303)**

**L: T: P: 4:0:0**

**Credits-4**

### **Course Objectives:**

This course gives an idea of front office accounting system. Strategies to be used by front office in rate fixation of hotel room, role and importance of night auditing and the concept of yield management.

### **Course Outcomes:**

After completion of the course student will be able to understand:-

- Front office cashiering.
- Types and basis of tariffs fixation.
- Process and procedures of night auditing.
- Tools & strategies of yield management.
- Role of Information Technology in Front office.

### **Syllabus:**

#### **UNIT- 1**

##### **Guest Accounting**

Types of Accounts maintained at the front office, Front office cashiering, Guest check out procedures, Preparation of bills- manual, mechanical & fully automated system, Express check out (ECO), Presentation & settlement – Cash & credit note, handling foreign exchange.

#### **UNIT-2**

**Tariff Structure:** Basis of charging Plans, competition, customer's profile, standards of service & amenities, Different types of tariffs, Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents, Guest Accounting (Manual): Guest Weekly Bill, Visitors Tabular Ledger

#### **UNIT-3**

##### **Night Auditing, Control of cash & credit**

Concept of Night Auditing, Purpose of night audit function, Night auditor's Job, Night audit process/ procedures, preparing the night auditor reports Concept of cash & credit control, Objectives of credit control measures, Credit control before arrival, during stay & after departure

#### **UNIT-4**

##### **Yield management**

Concept of yield management, Measuring yield, Objectives & benefits of yield management, Tools & strategies of yield management.

#### **UNIT-5**

##### **Technology Innovation in Front office**

Property management Systems, Significance of Information Technology in Front office, In room technologies, Mobile-enabled front desk, Self check in/check out terminals, electronic check in, other latest technological innovations.



### **Text Book**

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- Front Office Training manual–Sudhir Andrews. Publisher: TataMac GrawHill
- Front Office–Operations and management– Ahmed Ismail (Thomson Delmar).

### **Reference Books**

- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinhold, New York.
- Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks



## Project Field Report (22MHMT 304)

**L: T: P: 2:0:0**

**Credits-2**

### Course Objectives:

This course gives idea is to sharpen the research skills, develop a practical understanding of the hospitality system, and attain some field experience.

### Syllabus:

#### Project Work

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc.

Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/ Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

The Project should include:-

- The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
- Need of study
- Problem Definition
- 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-

- “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.



**Advance Culinary Skills (22MHMT 305A)**

**L: T: P: 4:0:0**

**Credits-4**

**Course Objectives:**

This course gives idea about international cuisines in the kitchen with emphasis on food presentation & plating skills, cold cuts in kitchen along with preparations of sweet breads and French pastries.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- International cuisines of French, Italian, Mediterranean and Oriental Cuisine.
- Bakery & patisserie.
- About larder section functions & planning.
- About different cold cuts
- Food presentation and styling skills

**Syllabus:**

**UNIT-I**

**(8hours)**

**Italian Cuisine**

Introduction, History, Ingredients used Principles and Features & famous Dishes.

**French Cuisine**

Introduction, History, Ingredients used Principles and Features & famous Dishes.

**Oriental Cuisine** Introduction, History, Ingredients used Principles and Features & famous Dishes.

**UNIT-II**

**(8 hours)**

**Bakery & Patisserie**

Cold Sweets: Butter Scotch sponge, Honey comb mould, Chocolate Mousse, Lemon sponge, Trifle, Coffee Mousse, Blancmange, lemon Soufflé.

Hot Sweets: Caramel custard, Christmas pudding, Bread & Butter pudding, Albert pudding.

Simple Cookies: Demonstration & preparation of Melting Moments, Swiss Tarts, Tri Colour Biscuits, Chocolate Chip Cookies, Chocolate Cream Fingers, Bachelor Buttons, Cherry Knob.

Bread Making: Demonstration & Preparation of simple and enriched bread variations

Cake Making- Cake making methods, Simple Cakes, Cake Faults.

Pastry making: Methods, Pastry Faults- reason for faults.

**UNIT-III**

**(8 hours)**

**Larder Section:** Functions, layout and Planning of Larder department. Duties and responsibilities of larder chef, Hierarchy of larder section.

**UNIT-IV**

**(8 hours)**

**Cold Cuts:** Terrines, pates, Force Meat, galantines, ballotines, mousses, & quenelles, - types, preparation, methods of preparations, examples, charcutiere, sausages, types, preparation, storage, problems.

**UNIT-V**

**(8 hours)**

**Food Presentation & Styling:** Basics of food presentation and styling. Art of garnishing, Plate presentation - Importance of proportion, colour, variety, balance, height, layout of the plate. Buffet set ups - Innovation and creativity in presentation & styling food, center piece, Non Edible Displays (Ice carvings, Fruit & vegetable Displays, Salt dough, Jelly Logo, Thermopolis work).



### **Text Book**

- Theory of Cookery, Krishna Arora, Frank Bros. & Co.
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I & II) By Philip E. Thangam, Publisher: Orient Longman

### **Reference Books**

- Practical Cookery By Kinton & Cesarani
- Theory of Catering By Kinton & Cesarani
- Professional Chef: The Art of Fine Cooking by Arvind Saraswat



**Advance F&B Service (22MHMT 305B)**

**L: T: P: 4:0:0**

**Credits-4**

**Course Objectives:**

This course will impart knowledge on advance level of operations in the Department where students will learn about banquet management, bar management and controls in Food & beverages.

**Course Outcomes:**

After completion of the course student will be able to Understand:-

- About alcoholic beverages & its classifications
- Knowledge of wines
- Banquet management & Buffet operations.
- Bar operations & its management.
- Controls in Food & beverage department.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Alcoholic beverages**

Introduction, classification of alcoholic beverages, methods of preparing alcoholic beverages, proof system, strengths of various alcoholic beverages

**UNIT-II**

**(8hours)**

**Wines**

Introduction, definition of wine, classification of wines, grapes, viticulture & vinification wine producing countries.

**UNIT-III**

**(8 hours)**

**Banquet Management**

Introduction, Types, Organizational structure & Layout. Banquet Sales; Banquet Booking Procedure. Staff and space required for different kinds of banquet functions. Banquet menu. Banquet forms and formats. Buffet: Introduction, types, equipments and buffet presentation techniques. Current trends in Banquet and Buffet operations.

**UNIT-IV**

**(8 hours)**

**Bar Management**

Types of Bar, Design of Bar, Major Bar Equipments, Bar Accessories, Consumable Supplies, Bar Operation procedure, Glassware – commonly used, Storage & Handling of Glassware, Cocktails and Mocktail, Emerging trends in Bar Operations.

**UNIT-V**

**(8 hours)**

**Beverage control:** Introduction, Procedure, techniques and importance of beverage control, Purchasing, receiving, Storing and Issuing. BOT & Inventory control.

Cost Dynamics: Cost definition and its classification, different formulas used for food cost, Sales definitions, different reports prepared, sales mix, Profit definition, gross profit, Ebit, ebit.





### **Text Book**

- Service and cover set up for different breakfast service.
- Banquet set up for different occasions.
- Introduction to buffet equipments
- Buffet set up, Buffet presentations, Bar setup and operations
- Cocktail - Preparation, presentation and service

### **Reference Books**

- Mocktail- Preparation, presentation and service
- Conducting Briefing/De-Briefing for bar and beverage staff
- Service of beverages
- Set up a table with Prepared Menu with Wines



**Advance Front Office (22MHMT 305C)**

**L: T: P: 4:0:0**

**Credits-4**

**Course Objectives:**

To inculcate the supervisory and planning skills in the students about the front office department in particular.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Planning and Evaluating Front office operations.
- Total Quality Management Practices.
- Front office Management System.
- Legal issues and Front office related laws.
- Formalities required while travelling.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Planning and Evaluating Front office Operations**

Establishing room rates, Forecasting room availability- Forecasting data, forecast formula, forecasting forms, budgeting for operations- Forecasting room revenue, estimating expenses. Refining budget plan, evaluating front office operations.

**UNIT-II**

**(8 hours)**

**Total Quality Management**

Quality- Meaning, Guests' Perception, Total Quality Management aspects. Practices in Total Quality Management – Japanese Kaizen 5-S Practices, Quality control Circles, Benchmarking, Advantages of Total Quality Management

**UNIT-III**

**(8 hours)**

**Front office Management System**

Property Management System, Selection of Front office Management System – Need Analysis, PMS and GDS. Rooms Management and Guest Accounting Applications, Software- Hotel Logix, Fidelio, Opera

**UNIT-IV**

**(8 hours)**

**Legal issues and Front office related laws**

Overview of legal obligations, Front Office contracts. Legal Concerns: Guest safety, Guest privacy, Guest removal, Guest property, Guest non payment, illness and mishaps. Principles and practices in Business ethics. A study of laws relating to accommodation, study of laws relating to foreigners Act, 1946; Foreign Exchange Regulation Act, 1973, Passport Act, 1967

**UNIT-V**

**(8 hours)**

**Travel formalities:** Passport, Visa, Health requirements, taxes, customs, currency, travel insurance, baggage and airport information.



### **Text Book**

- Professional Front Office, Sue Baker, Pearson publications
- Hotel Front Office, Tewari, Oxford Publications
- Front office: procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth- Heinemann.

### **Reference Books**

- Bhatnagar S, K., Front Office Management, Frank Brothers & Co.
- Bardi James, Front Office Operations.
- Front office, Elsevier publications.



**Advance Accommodation Operations (22MHMT 305D)**

**L: T: P: 4:0:0**

**Credits-4**

**Course Objectives:**

This course gives the idea of planning and organizing the housekeeping department. It covers the detail of planning and implementing trends at the housekeeping department.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Planning and Organizing the Housekeeping Department.
- Planning Trends in Housekeeping.
- Budget and budgetary control.
- Managing Housekeeping personnel.
- Learn Energy and Water Conservation.

**Syllabus:**

**UNIT-I**

**(8hours)**

**Planning and Organizing Housekeeping Department:** Planning process, Area Inventory List, Frequency Schedule, Performance and Productivity standard, Time and motion study, Standard Operating Manual, Job Allocation and Work Schedules, Calculating staff strength and duty roaster, Teamwork and leadership, Training in Housekeeping, Inventory Level for Non Recycle Items.

**UNIT-II**

**(8 hours)**

**Planning Trends in Housekeeping:** Planning Guest Rooms, Bathrooms ,suites, Lounges Planning fir the Provision of Leisure facilities for the Guest Boutique Hotel Concept, Special Provision for Physically Challenged Guest.

**UNIT-III**

**(8 hours)**

**Environment Friendly Housekeeping**

Ecotels: Introduction, Meaning, importance & their certification. Energy conservation, Water conservation, conservation of Manpower. Waste Management- Solid & Liquid. Sewage treatment, Pollution related to hotel industry. Eco- friendly practices adopted by hotels. LEED system. Green Housekeeping. Housekeeper's role in Environmental Management.

**UNIT-IV**

**(8 hours)**

**Budget:** Budget and budgetary control, Budget process, Methods of buying, Stock record issuing and control.

**UNIT-V**

**(8 hours)**

**Managing Housekeeping Personnel**

Determining staff strength, recruitment and selection of the staff, training of the employees, planning duty roaster, performance appraisals, employee welfare and discipline, teamwork & leadership.



### **Text Book**

- House Keeping Management - Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Housekeeping Management – G. Raghubalan
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes

### **Reference Books**

- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burstein, Publisher :CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II Edn.)- Robert J. Martin & Thomas J.A.Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's



## Hotel Safety Security & Engineering (AEC- M301A)

L: T: P:: 2:0:0

Credits-2

### Course Objectives:

This course gives the idea of Hotel Safety, Security & Engineering.

### Course Outcomes:

After completion of the course student will be able to Understand:-

- Application of security in Hotels.
- Handling Emergency procedures.
- Importance of maintenance department
- Energy audit and Recent trends.
- Pollution control & waste management.

### Syllabus:

#### UNIT-I

(4hours)

**Hotel Security:** concept, importance, Type, Organization structure, Application of security in Hotels, scope and trends.

#### UNIT-II

(4 hours)

**Medical assistance:** The First Aid box, Handling Burns & scalds, Bleeding, fainting, fractures, heart- attack, sprain, and shock. Handling Emergency procedures: Fire, Bomb threat, Theft, Death, Terrorism, and Natural Calamity.

#### UNIT-III

(4 hours)

**Maintenance Department:** Introduction, Role & Importance of maintenance department in the hotel industry, organization chart. Types of maintenance – preventive & breakdown; advantages and disadvantages.

#### UNIT-IV

(4 hours)

**Energy Management:** Concept, Objective, Importance, sources, applications, energy audit and Recent trends.

**Water management:** Concept, Objective, Importance, sources, types of water, and applications.

#### UNIT-V

(4 hours)

**Waste Management and Pollution control:** Concept, Objective, Importance, Types of waste and pollutions, Disposal of different types of wastes. Recent trends.



### **Text Book**

- David MC Sware Nancy Rue Richard Linten: Essentials of Food Safety and Sanitation the American Hotel & Motel Association.
- Borsenik, Fran, D., 1979: The Management of Maintenance and Engineering Systems in Hospitality Industries, New York, John Wiley.
- Redlin Michael H. & David: Managing Hospitality Engineering Systems, 1987, AH & MA USA.
- David Kirz: Environment Management for Hotels, Butterworth, Heinemann Ltd., Oxford, 1996.

### **Reference Books**

- Donglass, C. : Energy Technology handbook, McGraw Hill, New York, 1977.
- Prakash, I.K.: Energy Systems and Development, Oxford University Press, New Delhi, 1980.
- Thorndike, EH: Energy and Environment, Addison, New York, 1979.
- Energy and Water Resource Management: Robert E. Aulbac.
- Management hospitality Engineering Systems: Michael H. Redlin and David M. Stipanuk.



## Communication in English (MOOC) (AEC- M301B)

### Earning Credits through MOOC's

- (a) BHMCT students can avail a facility of earning up to a maximum of 8 credits of their degree requirements through MOOC's.
- (b) MOOC courses eligible for this purpose are the courses offered by NPTEL/ SWAYAM only. 4 weeks course will enable students to earn 1 credit, 8 weeks course will enable to earn 2 credits, 12 weeks course will enable to earn 3 credits and 16 weeks course will enable to earn 4 credits.
- (c) MOOC courses can be taken in respective area only in lieu of Elective courses such as HSS Electives, Science Electives, Open electives, Departmental Electives. No core, lab or project courses can be dropped in lieu of MOOC.
- (d) A student desirous of opting for a MOOC shall submit an application not later than one week prior to the scheduled normal date of semester registration to the concerned Head of the Department (HoD) giving the following details: Subject Title, Agency Offering MOOC, Examination system and Credits of the Subject. Timing and duration of course and its examination, centers of conducting of examination and facilities at the centre of the examination to be opted by the candidate.
- (e) On receipt of the application by the HoDs, the HoDs shall constitute a committee of at least 3 members with himself as Chairman and two other members. This committee shall examine the proposal in detail regarding subject contents, examination system, suitability of the subject and equivalence of subject as per the University norms and give its recommendations for approval or non-approval including any special conditions to be imposed. The final approval of this will be granted by the University on explicit recommendation of Head of Institution.
- (f) Fee and other charges, if any, payable to MOOC providing and certification agency shall be borne by concerned student at his/ her own level.





(g) The student shall submit the original certificate issued by MOOC to the concerned HoDs and the HoDs will verify the same. The original will be returned after verification and verification shall be certified by the HoDs on the photocopy which shall be kept in records. The HoDs will submit the recommendation report to the university authorities through Head of Institution. (i) An equivalent Grade corresponding to grade/ marks awarded by MOOC agency shall be determined by a committee consisted by the University. This equivalent Grade shall be shown in the mark sheet and accounted in the SGPA and CGPA calculations.



**Food Production Operation & Management-II Practical (22MHMP 302)**

**L: T: P: 0:0:4**

**Credits-2**

**Course Objectives:**

The course will cover fundamental cooking techniques involving Meat, fish preparations, Indian regional cuisine, Cake, Sponges and Pastry preparations.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Types of vegetables & fruits cuts.
- Kinds of meats cuts and its preparation.
- Preparation of Fish & Poultry and its cooking method.
- Various types of cakes and sponges.
- various types of cookies and Biscuits

**Syllabus:**

- Familiarization with different types of vegetables & fruits.
- Various Preparations of Vegetables & Fruits with reference to effect of heat.
- Demonstration of various kinds of meats cuts, and various preparation methods of meat.
- Preparations of five course menu from regional cuisine of India as per syllabus.
- Classical preparation of Poultry and discuss various cooking method involved
- Classical preparation of Fish and discuss various cooking method involved.
- Preparations of various types of cakes and sponges.
- Various types of laminated pastry preparation.
- Preparations of various types of cookies and Biscuits.



## Front Office Operation & Management-II Practical (22MHMP 303)

**L: T: P: 0:0:4**

**Credits-2**

### **Course Objectives:**

This course gives student's basic idea of operations in the Front office department performed and how to perform different tasks.

### **Course Outcomes:**

After completion of the course student will be able to understand:-

- The key control system.
- Procedure of lost & found.
- Night auditing formats & documentation.
- Role plays making a sales call.
- Different software knowledge & report generated.

### **Syllabus:**

- Managing Key Control system manually and through automation
- Documentation of Lost and Found procedures
- Process and documentation of Night Auditing through automation.
- Process of making a sales call.
- Basic Computer training/Software interface
- Role play of making reservation and registration through software.



**Advance Culinary Skills Practical (22MHMP 305A)**

**L: T: P: 0:0:4**

**Credits-2**

**Course Objectives:**

This course give student's basic idea of cooking methods and dishes prepared in French, Chinese & Italian cuisines and presentation skill required

**Course Outcomes:**

After completion of the course student will be able to understand:-

- Different regional dishes from Italian cuisine, French cuisine & oriental cuisine
- Different bakery preparations
- Plate presentation & points to be considered
- Different types of cold cuts
- Different types of dessert preparations

**Syllabus:**

- There will be hands on practical training for students to prepare and learn intricacy of various regional dishes from Italy, France and Oriental.
- Preparation of cold & hot sweets, Simple cookies, Biscuits, Tarts.
- Preparations of Breads of different countries.
- Cake Making- Cake making methods, Simple Cakes, Cake Faults.
- Pastry making: Methods, Pastry Faults- reason for faults.
- Practicing plate presentation, garnishing, carving etc.
- Learn about different types of cold cuts.



**Advance F&B Service Practical (22MHMP 305B)**

**L: T: P:: 0:0:4**

**Credits-2**

**Course Objectives:**

This course gives student's knowledge of different service procedures and work performed in the F& B service operations preparations of different alcoholic & non-alcoholic beverages.

**Course Outcomes:**

After completion of the course student will be able to understand: -

- Cover setup for fine dining restaurant
- Taking orders for alcoholic beverages
- services of different beverages
- Cocktail & Mocktail preparations
- Table setups
- Different Buffet setups used in Hotel

**Syllabus:**

- Service of different alcoholic beverages.
- Wine service and cover setup according to wines
- Banquet set up for different occasions.
- Introduction & familiarization to buffet equipments
- Buffet set up, Buffet presentations, Bar setup and operations
- Cocktail - Preparation, presentation and service
- Mocktail- Preparation, presentation and service
- Beverage control procedures
- Mise-en -place points considerations for the bar setups
- Taking wine orders suggesting wines in accordance to food ordered



**Advance Front office Practical (22MHMP 305C)**

**L: T: P: 0:0:4**

**Credits-2**

**Course Objectives:**

This course give student's idea of different levels of works performed during the Front office operations.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- The application of property management software
- Creation of Registration cards
- Billing procedures
- Different reports generated by night auditor.
- Billing Role play

**Syllabus:**

- Exercises of various modules through PMS.
- Creating a Profile of a guest
- Creating a reservation record
- Creating a registration record
- Practicing Shortcut keys/ F keys
- Manual Posting of vouchers and Folios
- Settlement of Guest account - Billing/credit card/travellers Cheque
- Report Generation process.



**Advance Accommodation Operations Practical (22MHMP 305D)**

**L: T: P: 0:0:4**

**Credits-2**

**Course Objectives:**

This course gives student's basic idea of forms and format used at the control desk of housekeeping department.

**Course Outcomes:**

After completion of the course student will be able to understand:-

- The layout of Ecotels
- Familiarization of Forms & Formats
- Storage and maintenance of different of different cleaning equipment
- Preparing checklists
- Preparing duty roasters

**Syllabus:**

- Case studies in Ecotels.
- Preparation & Familiarization of Forms & Formats
- Preparing Guestroom and Public area Checklists,
- Preparing Duty Roasters.
- Calculation of Staff strength and Time & Motion Study.
- Role play of operations in public area



### General Proficiency (GP M03)

#### Awards of General Proficiency Marks:

Distribution of marks for General proficiency (non-credit) remarks will be based on the cumulative percentage of marks scored by student during each semester through various components as detailed below. Detailed distribution for award of marks in each component and/or their weightage may be as prescribed by the university from time to time.

S. No	Assessment	Weightage of marks
1	Discipline/Behaviour of students inside/outside of institute/university campus (To be awarded by Proctor of institute/Registrar of university)	40%
2	Games/Sports/Cultural/Literary events (To be awarded by respective officer in-charge)	40%
3	Academic & research/Special lecture/Extracurricular events & industrial visits (To be awarded by concerned Head of Department)	20%





### Specialized Training Report & Viva-Voce

The objective of Specialized training is to facilitate learners with skills & practices of trade (in the chosen professional elective such as Advance Culinary Skills, F&B Services, Front office & Accommodation Opt.) so as to supplement their theory and practical inputs and enable them ready for the industry.

**Duration of Exposure:** 20 weeks + 04 weeks = 24 weeks. The duration of Specialized Training proposed in Master of Hotel Management (MHM) 4<sup>th</sup> semester will be of (20 + 04 weeks = 24 weeks). Further it has been specified that the students will undergo 20 weeks training in a specialized department chosen and rest 04 weeks training in floating/ancillary departments like; HR, sales & Marketing, Security; Fire; Store; maintenance etc.

Training Schedule:

The IV Semester shall be supplemented by a specialized training in a professional elective. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 06. Being practical oriented the number of hours input per week comes as 12 hours per week.

Leave Formalities: As per the hotel norms.

### WHAT TO OBSERVE

**Points that will be Common for all students of IV semester in each discipline**

1. Standard operation/ Operating Procedure
2. Who is who- Key people in the Core Group?
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/Welfare Policies (Break-Timings) Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NOC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes
14. Forms & Formats
15. Record Keeping & Systems



## Advance Culinary Skills

### WHAT TO OBSERVE

1. Experts foe cuisine
2. Availability of Raw Material
  - A. Bases of Cuisines
  - B. Base of species
  - C. Base of popular
  - D. Base of Food/Dishes
  - E. Seasonal Dishes
3. Availability of Equipments
4. Understand the Language/Mark
5. Operating hours
6. Standard Recipes
7. Availability of Manpower
8. Setting up of Menu
9. Local ethics/ Religious Requirement
10. Promotion of Cuisine
11. Waste Management
12. Storage/ Preparation Technologies, Various Spices

### Bakery Management:

1. Area/Layout
2. Equipments required
3. Various preparation/Menu
4. Operation hours
5. Standard Recipe
6. Issuing/Receiving Procurements
7. Standard Receiving/sale procedure
8. Waste Management

## Advance Food & Beverage Service Operations & Management

### WHAT TO OBSERVE

1. Technology used by Management
2. Management Techniques
3. Inventory/Issuing/Receiving System
4. Billing/ Ordering Procedure
5. Types of Meal & Timing
6. Responsibility of staff
7. Procurements Techniques
8. Cover/ Person that are accommodated during meal hours
9. Structure of Institution
10. Cleaning / Maintenance procedure
11. Timing of operation
12. Standard Service Timing
13. Waste Management
14. Type of Equipment used/Specification
15. Inventory system / Procedure
16. Reservation Procedure
17. Specialty of Outlet



## **Advance Front Office Operation & Management**

### **WHAT TO OBSERVE**

1. Total No's of Rooms/Area provided for accommodation
  - a. Star Category
2. Reservation Procedure
3. Operation Timing
4. Cleaning Schedule (Daily/weekly/Spring)
5. Services/facilities provided by Management
6. Staff Structure/Shift Timing
7. Co-ordination between the staff/dept.
8. Discount
9. Billing procedure
10. Staff structure
11. Various formats used by departments
12. Facilities/ amenities provided in Room
13. Total No. of Rooms and facilities
14. Tariff structure/Rack Rates/Discounts
15. Reservation Types/Mode
16. Reservation Procedure
17. Reservation Sources
18. Reception/Receiving Procedure
19. Co-ordination/ intra department relationship
20. Various check-in procedure
21. Standard phrase of Common
22. Policies/Procedure for
  - a. No show
  - b. Scanty Baggage
  - c) Single lady
  - c. VIP
  - d. Groups/ lay over
23. Various Reports
24. Coordination with House-Keeping / F&B/ Production Team/Dept.
25. Billing/Financial policies
26. Foreign guest handling
27. Various sub-units/departments
28. Emergency handling procedure
29. Guest/Staff Communication Channels
30. Local information/
31. Post. Departure formalities



## Advance Accommodation Operation & Management

### WHAT TO OBSERVE

#### Linen & Uniform

1. Learn to identify the linen / uniform by category/size even when in fold
2. Study the Pest Control procedure followed & learn how the linen/uniform is preserved against mildew
3. Observe system & quantum of Linen Exchange with Laundry, Room, and Restaurants
4. Note the discard procedure & observe the percentage of discard
5. Observe procedure for exchange of uniforms and linen
6. Note procedure followed for uniform/linen exchange after closing hours
7. Note arrangement of linen/uniforms systematically in shelves/hangers.
8. Understand the need & use of par stocks maintained
9. Study total number and variety of items

#### Rooms

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom and bathroom. Understand the procedure for procurement and replenishment of guest supplies
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guests facilities e.g. telephone, channel music, A/C, T. V. etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleanliness in the corridors and other Public areas on the floors
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other services (like shoe shine etc.)

#### The Control Desk

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handling of work during peak hours
6. Observe the formats used by the department and study various records maintained

#### Public Area

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observe tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning



### **Specialized Training Report on MHMT-401A/B/C/D& 402**

Academic Credits for Training report shall be based on following:

- Log books and attendance, Appraisals, report and presentation.
- All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed.
- They are also advised to make a training report in accordance to their curricula for IV Semester.
- A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 minutes.
- Marks will be awarded on this jointly by a panel of one internal and one external examiner.
- The presentation should express the student's experiences in the department and what has he learned/ observed.

The field project report will be submitted in the form specified as under:

- a) The typing should be done on single side of the paper
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

1. Logbook.;
2. Appraisal;
3. A copy of the offer letter and Specialized Training Certificate.
4. Specialized training report in view of requirements of IV semester.
5. Power Point presentation on a CD, based on the report.
6. Attendance Record.
7. The specialized training report is intended to serve the students to develop ability to apply multidisciplinary concepts, tools and techniques to deal with the specialization chosen by them. Each student is required to prepare a report based on their elective exposure in the industry.

### **Evaluation of Specialized Training:**

- a. A viva-voce will be conducted by an external examiner on the basis of the learning in operation areas of the hotel. The 60% weightage will be given to specialized training report, log book & presentation and 40% weightage viva voce.