

ANNEXURE - 68

SCHEME AND CURRICULUM
of
Four Year
BACHELOR IN HOTEL MANAGEMENT
(Hons./Hons. with Research)
(Programme Code-43)
(As Per New Education Policy-2020)
From the Academic Session 2024-25



DEPARTMENT OF HOTEL MANAGEMENT
Bhagat Phool Singh Mahila Vishwavidyalaya, Sonapat
Accredited with B++ Grade by NAAC
2024-25

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Program Outcome (PO)

The Program Outcomes of the programme will be as follows :-

PO (1) Students will be able to gain knowledge, skills and ability which make them competent to work in the hospitality industry.

PO (2) Students will be able to apply their acquired skills to make careers in various sectors of the hospitality industries.

PO (3) The Programme empowers students to compete and perform well in the hospitality industry.

PO (4) The Programme make students able to work in the field of Hospitality and also make them able to become an entrepreneur.

Program Specific Outcomes (PSO):

The Program Specific Outcomes of the programme will be as follows:-

PSO (1) Understand the nature and basic concept of the Hotel and Hospitality Industry.

PSO (2) Analyze the relationship among operational departments of the Hotel Industry.

PSO (3) Hands on training of students in all core departments to develop basic skills needed for the industry.

PSO (4) Understand the applications of skill acquired in different operational areas of the Hotel Industry.

CURRICULUM & SCHEME OF EXAMINATIONS
For
Four Year BHM (Hons./Hons. with Research)
from the Academic Session 2024 - 25

First Year: First Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-101	DSC	Foundation Course in Food Production -I	3	-	2	4	30	35	35	100
2	B-BHM-103	DSC	Foundation Course in Food and Beverage Service-I	3	-	2	4	30	35	35	100
3	B-BHM-105	DSC	Foundation Course in Front Office-I	3	-	2	4	30	35	35	100
4	B-BHM-107	MIC	Foundation Course in Housekeeping -I	2	-	-	2	15	35	-	50
5	B-BHM-109	MDC	Understanding Indian Tourism	3	-	-	3	25	50	-	75
6	B-AEC	AEC	Choose any one course offered by common pool of the university				2	15	Theory/ Practical		50
									35		
7	B-SEC	SEC	Choose any one course offered by common pool of the university				3	25	50		75
8	B-VAC	VAC	Choose any one course offered by common pool of the university				2	15	35		50
Total credits							24	Total Marks			600

First Year: Second Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-102	DSC	Foundation Course in Food Production -II	3	-	2	4	30	35	35	100
2	B-BHM-104	DSC	Foundation Course in Food and Beverage Service -II	3	-	2	4	30	35	35	100
3	B-BHM-106	DSC	Foundation Course in Front Office-II	3	-	2	4	30	35	35	100
4	B-BHM-108	MIC	Foundation Course in Housekeeping - II	2	-	-	2	15	35	-	50
5	B-BHM-110	MDC	Management in Hotel Industry	3	-	-	3	25	50	-	75
6	B-AEC	AEC	Choose any one course offered by common pool of the university				2	15	Theory/ Practical		50
7	B-SEC	SEC	Choose any one course offered by common pool of the university				3	25	50		75
8	B-VAC	VAC	Choose any one course offered by common pool of the university				2	15	35		50
Total credits							24	Total Marks			600

Note: Students who opt to exit after completion of the first year and have secure 48 credits will be awarded a UG Certificate if, in addition they complete one vocational course of 04 credits during the summer vacation of the first year.

Second Year: Third Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-201	DSC	Indian Regional Cuisine	3	-	2	4	30	35	35	100
2	B-BHM-203	DSC	Food and Beverage Service operation-I	3	-	2	4	30	35	35	100
3	B-BHM-205	DSC	Front Office operation -I	3	-	2	4	30	35	35	100
4	B-BHM-207	MIC	Housekeeping operation-I	3	-	2	4	30	35	35	100
5	B-BHM-209	MDC	Understanding of Airline operation	3	-	-	3	25	50	-	75
6	B-AEC	AEC	Hotel French				2	15	35	-	50
7	B-SEC	SEC	Personality Development-I				3	25	50		75
Total credits							24	Total Marks			600

Second Year: Fourth Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-202	DSC	North Indian Cuisine	3	-	2	4	30	35	35	100
2	B-BHM-204	DSC	Food and Beverage Service operation-II	3	-	2	4	30	35	35	100
3	B-BHM-206	DSC	Front Office operation -II	3	-	2	4	30	35	35	100
4	B-BHM-208	MIC (VOC)	Housekeeping operation-II	-	-	8	4	30	-	70	100
5	B-AEC	AEC	Soft skills in Hospitality Industry	-	-	4	2	15	-	35	50
6	B-VAC	VAC	Food Safety & Quality	2	-	-	2	15	35	-	50
Total credits							20	Total Marks			500

Note: Students who opt to exit after completion of the second year and have secure 96 credits including 04 credits of summer internship will be awarded a UG Diploma.

Third Year: Fifth Semester										
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Viva-Voce Division of Mark		
				L	T	P		Internal Marks	External Marks	Total Marks
1	B-BHM-301	DSC	Food Production Operation	-	-	-	4	30	70	100
2	B-BHM-303	DSC	Food and Beverage Service operation	-	-	-	4	30	70	100
3	B-BHM-305	DSC	Front Office Operation	-	-	-	4	30	70	100
4	B-BHM-307	MIC VOC	Housekeeping Operation	-	-	-	4	30	70	100
5	B-BHM-309	Internship*	Report Writing	-	-	-	4	30	70	100
Total Credits							20	Total Marks		500

* Note: Students who has already complete their 04-credit internship in the end of their first year of the programme, they do not need to undergo for internship in this semester again.

Third Year: Sixth Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-302	DSC	Bakery and Confectionery	3	-	2	4	30	35	35	100
2	B-BHM-304	DSC	Food and Beverage Management	3	-	2	4	30	35	35	100
3	B-BHM-306	DSC	Front Office Management	3	-	2	4	30	35	35	100
4	B-BHM-308	MIC (VOC)	Housekeeping Management	3	-	2	4	30	35	35	100
5	B-BHM-310	MIC	Entrepreneurship in Hospitality Industry	4	-	-	4	30	70	-	100
Total credits							20	Total Marks		500	

Note: Students who opt to exit after completion of third year and have secure 132 credits will be awarded a 3-year BHM.

4-year BHM with Honours

Fourth Year: Seventh Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-401	DSC	Indian Curries & Sweets	3	-	2	4	30	35	35	100
2	B-BHM-403	DSC	Catering Management	3	-	2	4	30	35	35	100
3	B-BHM-405	DSC	Property Management System	3	-	2	4	30	35	35	100
4	B-BHM-407	DSC	Room Division	3	-	2	4	30	35	35	100
5	B-BHM-409	DSC	Interior Decoration	3	-	2	4	30	35	35	100
6	B-BHM-411	MIC	Guest Relationship Management	4	-	-	4	30	70	-	100
Total credits							24	Total Marks			600

Fourth Year: Eighth Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-402	DSC	Mexican Cuisine	3	-	2	4	30	35	35	100
2	B-BHM-404	DSC	Food & Beverage Cost Control	3	-	2	4	30	35	35	100
3	B-BHM-406	DSC	Yield Management	3	-	2	4	30	35	35	100
4	B-BHM-408	DSC	Hotel Textile	3	-	2	4	30	35	35	100
5	B-BHM-410	DSC	Hotel Marketing	4	-	-	4	30	70	-	100
6	B-BHM-412	MIC	HRM in Hotel Industry	4	-	-	4	30	70	-	100
Total Credits							24	Total Marks			600

4-year BHM Honours with Research

Fourth Year: Eighth Semester											
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks			
				L	T	P		Internal Marks	External Marks		Total Marks
									T	P	
1	B-BHM-402	DSC	Mexican Cuisine	3	-	2	4	30	35	35	100
2	B-BHM-404	DSC	Food & Beverage Cost Control	3	-	2	4	30	35	35	100
3	B-BHM-412	MIC	HRM In Hotel Industry	4	-	-	4	30	70	-	100
4	B-BHM-414	Disser-tation	Dissertation/ Research Project	-	-	-	12	Viva-voce	200	-	300
								100			
Total Credits							24	Total Marks			600

Note: A four-year BHM (Honours) Degree in the major discipline will be awarded to those who complete a four-year degree programme with 180 credits.

The students who secured 180 credits including 12 credits from a research project /dissertation, are awarded BHM (Honours with research)

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[Signature]

Incharge
Department of Hotel Management
RDSMV, Khanpur Kalan (Sonapat)

Foundation Course in Food Production -I
B-BHM-101

Total Credits: 4

L - T - P

3 - 0 - 2

External Theory Marks: 35
External Practical Marks :35
Internal Assessment Marks: 30
Time allowed: 3hrs

Course Outcomes: After completion of this course the students will be able to:

CO1 Understand of concept and nature the Professional Cookery.

CO2 Students will acquire knowledge about different kind of Cooking Methods used in Professional Kitchens.

CO3 Students will be familiar with different Kitchen Organization & kitchen Management.

CO4 students will acquire knowledge about basic food commodities.

Unit – 1

Professional Kitchen & Cooking:

Definition, importance, Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), of Kitchen Hierarchy, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

Unit – 2

Kitchen Equipments, Fuels & Safety:

Kitchen Equipments, Classification, Description, Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Work stations, Safety Procedures, Types of fuel, Usage and Precautions. Types of fire, handling and usage of fire fighting extinguishers.

Unit – 3

Condiments, Herbs and Spices Used in India Cuisine:

Introduction, Condiments, Herbs and Spices used in Indian Cuisine (All spice, Ajwain, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.

Unit – 4

Stocks, Sauces, Soups and Salads:

Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

Practical Component:

- Familiarization, identification of commonly used ingredients in kitchen.
- Preparation of Stocks, Mother Sauces and at least two derivatives each mother Sauce.

- Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others).

Recommended Readings:

1. Chef Parvinder S. Bali. Food Production Operations, 3rd ed, Oxford Higher Education, 2021, Print.
2. Chef Parvinder S. Bali. Theory of cookery, 1st ed. Oxford Higher Education, 2017. Print.
3. David Foskett, Ceserani & Kinton's The Theory of Catering, 11th ed, Hodder Education 2007 print.
4. Wayne Gisslen, Professional Cooking, 5th Edition, Wiley 2002. Print

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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P. K. K.

Incharge

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Foundation Course in Food and Beverage Service-I
B-BHM-103

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks: 35
Internal Assessment Marks: 30
Time allowed: 3hrs

Course Outcomes: After completion of this course the students will be able to:

- CO1:** Knowledge of the history and evolution of food and beverage service
- CO2:** Understanding of the various types of food and beverage service styles, including formal, casual, and quick-service
- CO3:** Familiarity with different types of food and beverage establishments, such as restaurants, hotels, cafes, and bars
- CO4:** Knowledge of the role of the server in the food and beverage industry and the importance of good customer service.

Unit-1

Food and Beverage Service Sector

Introduction to Food Service Industry in India Sectors of Food Service Industry Types of Restaurants and their Characteristics. Environmental Factors Influencing Food Service Operations, External Factors, Internal Factors, Employment Opportunities in Food and Beverage service Sector.

Unit-2

Trends and Challenges in the Food & Beverage Service Sector

Healthy and Organic Products, Slow product innovation cycles, Product traceability, Data Consolidation, Waste generation and management, GST Input Tax Credit, Enforcement of Plastic Ban, An Optimized Supply Chain, Stringent Regulatory Landscape, Use of Modern Technologies, The Pervasive Presence of e-Commerce Transparency, Sustainability, and Waste Reduction, Rise of Veganism, Increase in Demand for Plant-Based Foods.

Unit-3

Food Service Equipments

Introduction, Furniture, Linen, Crockery, Glassware, Tableware, Special and Miscellaneous Equipment and their Uses, Disposables, Purchase Considerations for Food Service Equipment: Capital Available, Type of Clientele, Style of Service, Location, Efficiency and Durability, Cost of Maintenance, Replacement, Menu Items, Type of Meal, Storage, Suitability for Multiple Applications Design and Pattern to Suit the Décor, Operation Cost.

Unit-4

Ancillary Sections & Food Service Techniques

Introduction to ancillary areas, Still Room, Silver Room or Plate Room, cleaning of silverware, Wash-up, Hotplate, Pantry, Linen Store, Introduction to food service, Waiter Service, Self-service, Assisted Service, Factors Influencing Style of Service.

Practical:

- Familiarization with F&B Equipment
- Pantry preparations and service
- Care, cleaning and polishing of F&B equipment
- Service using trays and salvers, Water service

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- Mise-en-place and mise-en-scene for different meal periods

Recommended Readings:

1. John Cousins & Suzanne Weekes Food and Beverage Service, 10th ed, U.K. Hodder Education, 2020, Print
2. R. Singaravelavan, Food and Beverage Service, 2nd ed, oxford University Press India, Publication, 2016, print.
3. S N Bagchi and Anita Sharma, Textbook of Food and Beverage Service. 3rd ed. India: Aman Publications, 2015, Print.
4. Gajanan Shirke. Food and Beverage Management. 1st ed. India: Shroff Publishers, 2013, Print

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Foundation Course in Front Office-I
B-BHM-105

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks :35
Internal Assessment Marks: 30
Time allowed: 3hrs

Course Outcomes: After completion of this paper students will be able to:

CO1: Know the history and structure of hospitality industry.

CO2: Understand the positive and negative impacts of tourism.

CO3: Explore the development and distribution of hospitality products.

CO4: Understand different departments in a hotel and their functioning.

Unit 1

Hospitality Industry:

Introduction, origin and Growth, Evolution and growth of hotel industry in India- Ancient and medieval Era, Colonial Era, Modern Era. Tourism Industry: Introduction, industries related to tourism, 5A's of tourism, Importance of tourism, Types of Tourism: International tourism and domestic tourism.

Unit 2

Accommodation Industry:

Classification of Hotels on different basis; Star Categorization, Heritage, On the basis of Location, Clientele, Level of services, on the basis of size. types of rooms in a large hotels.

Unit 3

Organization structure of various hotels:

Organization structure of various hotels; Large Hotel, Medium hotel, Small Hotel. Core areas of the hotels. Introduction and hierarchy of Front Office Department, Layout of front Office department, Qualities of front office staff.

Unit 4

Front office Departments:

Functions of various sub-sections: Reservation, Reception, information, cash and Bills, Travel desk, Communication Section, Bell desk, Concierge, Inter and Intra-department coordination. Duties and responsibilities of Front office personnel: Front office Manager, receptionist, Bell Boys.

Practical Components;

- Personal grooming
- Knowledge of Equipments
- Inter department and intra department co-ordination
- Handling situations
- Front office Activities

Recommended Readings:

1. Chakravarti B. K., Front Office Management in Hotel, 1st ed. CBS, 2018. Print
2. Sudhir Andrews. Front Office Training manual. 3rd ed. India: Tata Mac Graw Hill, 2017. Print.

3. Jatashankar Tewari. Hotel Front Office: Operations and Management, 2nd ed. India: Oxford University Press, 2016. Print
4. Woods, Front Office Management, 1st ed, Pearson India, 2008. Print

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Foundation Course in Housekeeping -I

B-BHM-107

Total Credits: 2

L - T - P

2 - 0 - 0

External Theory Marks: 35

Internal Assessment Theory Marks: 15

Time allowed: 1.30hrs

Course outcomes: After completion of this course the students will be able to:

CO1: Students will be able to identify and classify different types of hotels based on their locations.

CO2: Students will be able to understand the responsibilities of the housekeeping department.

CO3: Students will be able to understand the importance of coordination between different departments for efficient and effective hotel operations

CO4: Students will be able to understand the role of housekeeping in non-hotel industries such as hospitals, hostels, universities, etc.

Unit - 1

The Hotel Industry Overview:

Classification of Hotel, Based on Location, Based on Target Market, Based on size of Property, Based on level of Services, Based on Length of Stay, Based on Theme, Star Rating Hotels and Hotel Departments.

Unit - 2

Housekeeping Department:

Responsibilities of Housekeeping Department, Organizational Structure of Housekeeping Department in Small, Medium and Large Hotel, Housekeeping Personnel, Personal Attributes of Housekeeping Staff. Layout of Housekeeping Department, Coordination with Other Departments i.e. Front Office, Maintenance, Security Department, Food & Beverage, Stores, Human Resource, Purchase, Sales and Marketing.

Recommended Readings:

1. Jayanti Jayanti, Hotel Housekeeping Management: Changing trends and developments, 1st ed. Goodfellow Publishers, 2023, print.
2. G. Raghubalan & Samritee Raghubalan Press Hotel Housekeeping – Operations & Management, 3rd ed., Oxford University Press, 2015, Print.
3. Sudhir Andrews, Hotel Housekeeping Publisher: Tata McGraw Hill, 2017, Print.
4. Joan C Branson & Margaret Lennox (ELBS), Hotel Hostel and Hospital Housekeeping, 5th ed.1988, Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will compulsory covering all the units and shall carry three small questions of five marks each. The rest of two questions will be set from both the two units. The examiner will set two questions from each unit. All questions shall carry 10 marks.

Understanding Indian Tourism B-BHM-109

Total Credits: 3

L - T - P

3 - 0 - 0

External Theory Marks: 50

Internal Assessment Theory Marks: 25

Time allowed: 3hrs

Course Outcomes: After completion of this paper students will be able to:

CO1: Understand the concepts of travel and tourism

CO2: Appraise the positive and negative impacts of tourism.

CO3: Discuss the framework, types and form of tourism

CO4: Describe the different types tourism resources of India, their importance in tourism.

Unit- 1

Introduction of tourism

Meaning and definition of tourism. Characteristics and types of Tourism, components of Tourism, tourism as an industry. Reasons of travelling. History of Tourism through ages, linkages of tourism with other subjects like History, sociology, geography, management and economics, Economic impacts of tourism

Unit -2

Tourism Organizations

Tourism Organizations: Origin, Organization and Function of WTO, IATA as International Organizations while TAAI, IATO and ITDC as Domestic Organizations. Explaining of the terms- Tours, Tourist, and Visitor, traveller, Excursionist, Resource, Attraction, W.T.O. classification of Tourists and its significance. Problem and Prospects of Tourism.

Unit -3

Travel Agency & Tour Operators.

Travel Agency; Introduction and definition, types of Travel agency, Organizational structure and working of travel agency. Tour Operator; Introduction, definition, functions and Organizational structure. Differentiation between travel agency and tour operation business, Purpose of travel of tourists or people.

Recommended Readings:

1. Dallen J. Timothy, Cultural Heritage and Tourism: An Introduction, 2nd ed. Channel view publication, 2020 ebook & Print.
2. Bhatia, A. K., International Tourism, 3rd ed., Sterling Publishers New Delhi, 2006, print.
3. McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Cliffs, N.J., Prentice Hall, 1985, print.
4. Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976.print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will compulsory covering all the units and shall carry four small questions of four marks each. The rest of three questions will be set from all the three units. The examiner will set two questions from each unit. All questions shall carry 10 marks.

2nd Semester
Foundation Course in Food Production -II
B-BHM-102

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks :35
Internal Assessment Marks: 30
Time allowed: 3hrs

Course Outcomes: After completion of this course students will be able to:

CO1: Understand of various cooking methods.

CO2: Acquire knowledge about different food commodities used in professional kitchens.

CO3: Familiar with different types of fishes and its preparations.

CO4: Gain the basic vegetable preparations and different commodities used in hotels.

Unit – 1

Cooking Methods:

Definition, aims and importance of Cooking. Cooking Types, Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Braising. Microwave cooking, Cooking equipment's such as Ovens, Cooking Ranges, Induction Plates.

Unit – 2

Eggs & Meat Cookery:

Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs and its usage in Modern cookery. Classification and selection Criterion of Poultry & Game, Cuts of Poultry, Yield and simple Indian preparations. Characteristics, selection & grading of Meat, Meat cuts, Storage and handling.

Unit – 3

Fish Cookery:

Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

Unit – 4

Vegetable, Cuts & Cookery:

Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

Practical Components

- Understanding Methods of Cooking
- Mise-en- Place and Basic Vegetable Cuts
- Identification of types of rice varieties & pulses.
- Cooking of Indian Breakfasts, Continental breakfasts, Rice, Dals, Indian Breads.

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Department of Hotel Management
Khanpur Kalan (Sonapat)

Recommended Readings:

1. Chef Parvinder S. Bali. Food Production Operations, 3rd ed, Oxford Higher Education, 2021, Print.
2. Chef Parvinder S. Bali. Theory of cookery, 1st ed. Oxford Higher Education, 2017. Print.
3. David Foskett & Victor Ceserani Ceserani & Kinton's The Theory of Catering, 11th ed, Hodder Education 2007.
4. Wayne Gisslen, Professional Cooking, 5th Edition, Wiley 2002. Print

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Foundation Course in Food and Beverage Service-II
B-BHM-104

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks :35
Internal Assessment Marks: 30
Time allowed: 3hrs

Course Outcomes: After completion of this course the students will be able to: **CO1:** Proficiency in basic table setting, napkin folding, and serving techniques
CO2: Understanding of menu planning and design, including the use of seasonal ingredients and menu engineering
CO3: Familiarity with basic menu service, including accompaniments and the proper use of glassware
CO4: Knowledge of food safety and sanitation practices, including proper handling and storage of food, hygiene, and sanitation regulations.

Unit-1

Food and Beverage Organization Structure

Function of Food and Beverage Department, Support Services, Organization of Food and Beverage Department, Functions of Food and Beverage Manager, Organization of Kitchen Stewarding, Purchase and Stores Department, Support Department, Restaurant Organization, Banquet Organization, Room Service Organization, Bar Organization, Intra-and Inter-department Relationships, Inter-department Relationship with Food Production, Front office and Housekeeping departments , Qualities of food and beverage staff

Unit-2

Menu Knowledge

History of Menu, Functions of Menu, Types of Menu, Other Types of Menus, Menu of Institutional Catering, Cyclic Menu, French Classical Menu Courses: Appetizer (Hors d'oeuvre) Soup (Potage) Eggs/Pastas (Oeufs/Farineux) Fish (Poisson) Entrée, Joint (Relevé) Sorbet, Roast (Rôti) Vegetables (Légumes) Sweets (Entremets) Cheese/Savoury (Fromage/Savoureux) Fruits (Dessert) Coffee (Café) À La Carte Sequence, Order of Category of Continental Dishes in À la Carte Menu, Order of Category of Indian Dishes in À la Carte Menu.

Unit-3

Menu Planning

Introduction to Menu Planning, Points Considered while Planning the Menu, Competition Policy of the Establishment, Customer, Operational Aspects, Gastronomic Standpoint, Nutritional Aspect, Government Regulations, Compiling À La Carte Menu, Extensive Choice, Pricing, Waiting Time, Compound Butter, Sauces, Foundation Sauces, Proprietary Sauces, Miscellaneous Sauces,

Unit-4

Cover Set up and Accompaniments

Different types of Garnishes, Importance of garnishes, condiments and their roles in food, different types of seasonings, different types of dressings French Culinary Terms & Examples of Dishes and their Descriptions for French Classical Courses

Practical Components:

- Laying and relaying of table cloth
- Napkin folding

- Handling of service spoon and service fork
- Laying and service of special Table d'hôte menu
- Laying and service of breakfast set up on trays
- Service Sequence- Greeting, seating, order taking, serving and bill presenting.

Recommended Readings:

1. John Cousins & Suzanne Weekes Food and Beverage Service, 10th ed, U.K. Hodder Education, 2020, Print
2. R. Singaravelavan, Food and Beverage Service, 2nd ed, oxford University Press India, Publication, 2016, print.
3. S N Bagchi and Anita Sharma. Textbook of Food and Beverage Service. 3rd ed. India: Aman Publications, 2015, Print.
4. Gajanan Shirke. Food and Beverage Management. 1st ed. India: Shroff Publishers, 2013, Print

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Foundation Course in Front Office-II
B-BHM-106

Total Credits: 4

L - T - P

3 - 0 - 2

External Theory Marks: 35

External Practical Marks :35

Internal Assessment Marks: 30

Time allowed: 3hrs

Course Outcomes: After the completion of the course the students will be able to;

CO1: Gain the knowledge of receiving and departure activities of guest along with room reservation process.

CO2: Acquire the skills in relation to guest registration procedure and process of bill settlements.

CO3: Gain deep understanding of equipments used in front office department.

CO4: Develop situation handling while working with varied kind of guests and their complaints.

Unit -1

Reservation and Guest cycle:

Guest cycle; all phases and activities; pre-arrival, Arrival, Stay, Departure and Post Departure. Reservation: Types of reservation; Tentative, Waitlisted, Confirmed, Guaranteed and non-guaranteed reservation. Modes of Reservation; Written & Verbal. Various source of reservation. System of reservation; Manual system of reservation and automatic system.

Unit- 2

Registration:

Registration Procedure, Identification of guest, Formation of registration records, Room and rate assignment, Establishment of order of settlement of bills, completion of check-in procedure, room keys are issued. Check-in Procedure in manual, semi-automated and fully automated system.

Unit- 3

Automatic, semi- automatic and manual Equipments

Equipments used at front office; Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, Meal plans, Basis of Room charging, Tariff fixation. All types of Manual and automated Equipments used at front office.

Unit -4

Complaint Handling and Job Description

Complaint Handling procedure and Types of complaints; Attitudinal complaints, Service related complaint, Mechanical Complaint and Unusual complaints. Job description and specification of front office Manager, Supervisor, Bell boy, Lobby Manager.

Practical Components:

- Skill to handle guest arrival
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Preparation and study of countries, capitals, currencies
- Identification of F.O. equipments

- Telephone handling at Reservations and

Recommended Readings:

1. Chakravarti B. K., Front Office Management in Hotel, 1st ed. CBS, 2018. Print
2. Sudhir Andrews. Front Office Training manual. 3rd ed. India: Tata Mac Graw Hill, 2017. Print.
3. Jatashankar Tewari. Hotel Front Office: Operations and Management, 2nd ed. India: Oxford University Press, 2016. Print
4. Woods, Front Office Management, 1st ed, Pearson India, 2008. Print

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. The rest of eight questions will be set from all the four units. The examiner will set two questions from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Foundation Course in Housekeeping -II

B-BHM-108

Total Credits: 2

L - T - P

2 - 0 - 0

External Theory Marks: 35

Internal Assessment Theory Marks: 15

Time allowed: 1.30 hrs

Course Outcomes: After the completion of the course the students will be able to:

CO1: Understand the role of human resource management in housekeeping.

CO2: Understand the role of outsourcing in housekeeping and its impact on managing housekeeping operations

CO3: Learn how to effectively plan and manage housekeeping operations, and provide high-quality housekeeping services.

CO4: Learn the cleaning equipment and cleaning agent inventories and provide high-quality housekeeping services.

Unit – 1

Managing Housekeeping Personnel

Introduction, Job Description, Job Specification, Functions of Human Resource Management, Recruiting, Selecting, Hiring, Orienting and Training, Interviewing, Orienting Employees, Scheduling, Motivating Employees, Performance Appraisal.

Unit – 2

Planning Housekeeping Operations

Introduction, The Planning Process, Division of Work Document, Area Inventory List, Frequency Schedule, Performance Standard, Productivity Standard, Equipment and Operating supply Inventory Level, Determining the Par Levels, Work Schedule

Suggested Readings:

1. Jayanti Jayanti, Hotel Housekeeping Management: Changing trends and developments, 1st ed. Goodfellow Publishers, 2023, print.
2. G. Raghubalan & Samritee Raghubalan Press Hotel Housekeeping – Operations & Management, 3rd ed., Oxford University Press, 2015, Print.
3. Sudhir Andrews, Hotel Housekeeping Publisher: Tata McGraw Hill, 2017, Print.
4. Joan C Branson & Margaret Lennox (ELBS), Hotel Hostel and Hospital Housekeeping, 5th ed.1988, Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will compulsory covering all the units and shall carry three small questions of five marks each. The rest of two questions will be set from both the two units. The examiner will set two questions from each unit. All questions shall carry 10 marks.

W.e.f. 2024-25

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Incharge
Department of Hotel Management
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Khanour Kalan (Sonapat)

Management in Hotel Industry

B-BHM-110

Total Credits: 3

L - T - P

2 - 1 - 0

External Theory Marks: 50

Internal Assessment Theory Marks: 25

Time allowed: 2hrs

Course Outcomes: After completion of this course students will be able:

CO1: To help the students gain understanding of the functions and responsibilities of managers.

CO2: To provide them tools and techniques to be used in the performance of the managerial job.

CO3: To enable them to analyze and understand the environment of the organization.

CO4: To help the students to develop cognizance of the importance of management principles.

Unit-1

Introduction to Management

Definitions, managerial roles and functions; Science or Art perspectives, External environment global, innovative and entrepreneurial perspectives of Management Early Contributions and Ethics in Management: Contributions of Taylor and Contribution of Henry Fayol.

Unit-2

Planning and Organising

Planning, Nature and importance of planning, types of plans Steps in planning, Levels of planning, The Planning Process. Organization Structure, Organization chart, Principles of organisation, Scalar Principle, Unity and Command, Span of Control, Centralization and Decentralization, Authority and Responsibility, Delegation of Authority.

Unit-3

Leading and Controlling:

Leading Vs Managing, Trait approach and Contingency approaches to leadership, Dimensions of Leadership. Leadership Behavior and styles, Transactional and Transformational Leadership. Basic control process, control as a feedback system. Feed Forward Control, Global controlling, Requirements for effective control, control techniques and preventive controls.

Recommended Readings:

1. Griffin, Management Principles and Applications, 10th Edition, Cengage publication, 2012. Print.
2. Richard Pettinger, Introduction to Management, Red Globe Press, 4th Edition. 2006. Print.
3. Colin Combe, Introduction to Management, Oxford University Press, 1st edition, 2014. Print.
4. Dr Sarah Birrell Ivory and Professor Emma Macdonald, Introduction to Management, Oxford University Press, 1st edition, 2024. Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus. Question no-1 will compulsory covering all the units and shall carry four small questions of four marks each. The rest of three questions will be set from all the three units. The examiner will set two questions, from each unit. All questions shall carry 12 marks.