

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

B.H.M.C.T.	SEMESTER 1	SEMESTER 2	SEMESTER 3	SEMESTER 4
THEORY				
1	F.P.Foundation-I	F.P.Foundation-II	F.P.Operations-I	F.P. Operations-I I
2	F&B S Foundation-I	F&B S Foundation-II	F&B S Operations-I	F&BS Operations-I I
3	Front Office Foundation Course	Front Office Operation-I	Front Office Operations-II	Front Office Management
4	Foundation Course in House Keeping	House Keeping Operations-I	House Keeping Operations-II	House Keeping Management
5	Communication	Food Science & Nutrition	Hotel Information System	Basic Accounting
6	Application of Computers**	Business Communication	Food & Beverage Control & Management**	Intro. To Management

PRACTICAL/ PROJECT/ SEMINAR				
1	FP-I	FP-II	FP-III	FP-IV
2	F&BS-1	F&BS-II	F&BS-II I	F&BS-IV
3	FO-I	FO-II	FO-III	FO-IV
4	HK-I	HK-II	HK-III	HK-IV
5	Computers			

Industrial Training : Minimum 600 to 800 hours during the course of which at least one exposure should be of 200 hours in a single stretch.

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SEMESTER 5 Truncated semester		SEMESTER 6	SEMESTER 7	SEMESTER 8
THEORY		Exams in the Month of April-May 1st week in 8th semester		
Group A	Group B			
Advanced Food Production-I	Hotel Accounting	Industrial Training	Advanced Food Production-II	Indian Heritage
Advanced F & B Service- 1	Facility Planning-I	(20 Weeks) October to March	Advanced F & B Service- II	Intro. To Tourism & Tourism Geography
Food Safety	Hospitality Marketing		Business Law	Environmental Issues
Exam for this Group along with all Practicals will be held in the month of September	Exam for this Group will be held in the month of June		Financial Management	Research Methodology
			Facility Planning -II	
			Human Resource Management & Organization Behaviour***	
***PRACTICAL/PROJECT/ SEMINAR				
FP-V		Industrial Training Report	FP-VI	Research project
F&BS-V		Report Presentation	F&BS-VI	
Personality Development-I		Viva- Voice	Personality Development- II	

Industrial Training : Minimum 600 to 800 hours during the course, each department exposure should be of 200 hours in a single stretch.

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S. No.	TOPICS FOR RESEARCH PROJECT
	Group 1
1	Conference/Convention Management
2	Club/Resort Management
3	Trade Show Management
4	QSR/Fast Food Chain Management
5	Time Share/Condominium Management
6	Indian Classical Cuisine
7	Butter sculpture & ice-carving
8	Sugar craft & icing decorations
9	Food Photography
10	Food Journalism
	Group 2
11	Strategic Management
12	Service Management
13	Quantitative Analysis/Techniques
14	Applied Research in Hospitality
15	Conflict Resolution Management
16	Business Ethics
17	Sales management in Hospitality
18	Internet marketing in Hospitality

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19	Entrepreneurship Development
20	Internet, intranet and web-based applications in Hospitality
21	Health & Nutrition
22	Hospitality Business Forms (Franchise, lease etc.)

Industrial Training : Minimum 600 to 800 hours of which at least one exposure should be of 200 hours in a single stretch.

Personality Development - 1 : Ex-tempore speaking, public speaking, group discussion, one-minute speech and team - behaviour.

Personality Development - 2 : Interview skills, presentation skills, seminar skills and leadership role-plays.

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HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-1 SEMESTER: 1

S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB TOTAL	
						TA	CT	TOT			
(THEORY)											
1	HM101	FOUNDATION COURSE IN FOOD PRODUCTION - 1	3	1		10	20	30	70	100	4
2	HM102	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -I	3	1		10	20	30	70	100	4
3	HM103	FOUNDATION COURSE IN FRONT OFFICE	3	1		10	20	30	70	100	4
4	HM104	FOUNDATION COURSE IN HOUSE KEEPING	3	1		10	20	30	70	100	4
5	HM105	COMMUNICATION	3	1		10	20	30	70	100	4
6	HM106	APPLICATION OF COMPUTERS	3	1		10	20	30	70	100	4
(PRACTICAL / PROJECT)											
1	HM191	FOOD PRODUCTION PRACTICAL - 1			4	20	20	40	60	100	2
2	HM192	FOOD & BEVERAGE SERVICE PRACTICAL - 1			4	20	20	40	60	100	2
3	HM193	FRONT OFFICE PRACTICAL - 1			2	20	20	40	60	100	2
4	HM194	HOUSE KEEPING PRACTICAL - 1			4	20	20	40	60	100	2
5	HM196	APPLICATION OF COMPUTERS PRACTICAL - 1			4	20	20	40	60	100	2
		TOTAL (42)	18	6	18					1100	34

TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS : 1100 TOTAL PERIODS : 44 TOTAL CREDITS : 34

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING
TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS

HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-1 SEMESTER: 2

S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB TOTAL	
						TA	CT	TOT			
(THEORY)											
1	HM201	FOUNDATION COURSE IN FOOD PRODUCTION -II	3	1		10	20	30	70	100	4
2	HM202	FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE -II	3	1		10	20	30	70	100	4
3	HM203	FRONT OFFICE OPERATION - 1	3	1		10	20	30	70	100	4
4	HM204	HOUSE KEEPING OPERATION - 1	3	1		10	20	30	70	100	4
5	HM205	FOOD SCIENCE & NUTRITION	3	1		10	20	30	70	100	4
6	HM206	BUSINESS COMMUNICATION	3	1		10	20	30	70	100	4
(PRACTICAL/ PROJECT)											
1	HM291	FOOD PRODUCTION PRACTICAL - II			4	20	20	40	60	100	2
2	HM292	FOOD & BEVERAGE SERVICE PRACTICAL -II			4	20	20	40	60	100	2
3	HM293	FRONT OFFICE PRACTICAL - II			2	20	20	40	60	100	2

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4	HM294	HOUSE KEEPING PRACTICAL - II			2	20	20	40	60	100	2
		TOTAL (37)	18	6	12					1000	32

TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS : 1000 TOTAL PERIODS : 36 TOTAL CREDITS : 32

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-2 SEMESTER: 3

S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB TOTAL	
						TA	CT	TOT			
(THEORY)											
1	HM301	FOOD PRODUCTION OPERATION-I	3	1		10	20	30	70	100	4
2	HM302	FOOD & BEVERAGE SERVICE OPERATIONS - I	3	1		10	20	30	70	100	4
3	HM303	FRONT OFFICE OPERATION - II	3	1		10	20	30	70	100	4
4	HM304	HOUSE KEEPING OPERATION - II	3	1		10	20	30	70	100	4
5	HM305	HOTEL INFORMATION SYSTEM	3	1		10	20	30	70	100	4
6	HM306	FOOD & BEVERAGE CONTROLS & MANAGEMENT	3	1		10	20	30	70	100	4
(PRACTICAL/ PROJECT)											
1	HM391	FOOD PRODUCTION PRACTICAL- III			4	20	20	40	60	100	2
2	HM392	FOOD & BEVERAGE SERVICE PRACTICAL -III			2	20	20	40	60	100	2
3	HM393	FRONT OFFICE PRACTICAL - III			2	20	20	40	60	100	2
4	HM394	HOUSE KEEPING PRACTICAL - III			2	20	20	40	60	100	2
		TOTAL (38)	18	6	12					1000	32

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TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS : 1000 TOTAL PERIODS : 36 TOTAL CREDITS : 32

ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING
TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008))

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HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-2 SEMESTER: 4

S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB TOTAL	
						TA	CT	TOT			
(THEORY)											
1	HM401	FOOD PRODUCTION OPERATION-II	3	1		10	20	30	70	100	4
2	HM402	FOOD & BEVERAGE SERVICE OPERATIONS -II	3	1		10	20	30	70	100	4
3	HM403	FRONT OFFICE MANAGEMENT	3	1		10	20	30	70	100	4
4	HM404	HOUSE KEEPING MANAGEMENT	3	1		10	20	30	70	100	4
5	HM405	BASIC ACCOUNTING	3	1		10	20	30	70	100	4
6	HM406	INTRODUCTION TO MANAGEMENT	3	1		10	20	30	70	100	4
(PRACTICAL/ PROJECT)											
1	HM491	FOOD PRODUCTION PRACTICAL - IV			4	20	20	40	60	100	2
2	HM492	FOOD & BEVERAGE SERVICE PRACTICAL - IV			4	20	20	40	60	100	2
3	HM493	FRONT OFFICE PRACTICAL - IV			2	20	20	40	60	100	2
4	HM494	HOUSE KEEPING PRACTICAL - IV			2	20	20	40	60	100	2
		TOTAL (37)	18	6	12					1000	32

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TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS : 1000 TOTAL PERIODS : 36 TOTAL CREDITS : 32

ONE
SEMESTER =
90
WORKING
DAYS
OF WHICH
AT LEAST
80
DAYS
OF TEACHING
TOTAL
CLASS
ROOM /
LABORATORY
CONTACT
HOURS PER
WEEK
36
HOURS

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REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008))

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S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB	
						TA	CT	TOT			
		(THEORY)									
1	HM501	ADVANCE FOOD PRODUCTION - 1	3	1		10	20	30	70	100	4
2	HM502	ADVANCE FOOD & BEVERAGE SERVICE -I	3	1		10	20	30	70	100	4
3	HM503	HOTEL ACCOUNTING	3	1		10	20	30	70	100	4
4	HM504	FOOD SAFETY	3	1		10	20	30	70	100	4

TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS : 900 TOTAL PERIODS : 37 TOTAL CREDITS : 30

ONE SEMESTER = 45 WORKING DAYS OF WHICH AT LEAST 40 DAYS OF TEACHING AS TRUNCATED SEMESTER

TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS

HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-3 SEMESTER: 6

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6

1

2

3

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB TOTA	
						TA	CT	TOT			
		(THEORY)									
1	HM601	INDUSTRIAL TRAINING									
		(20 WEEKS)									
3											
4											
		(PRACTICAL/ PROJECT)									
1	HM661	Industrial Training Report									10
2	HM662	Report Presentation									6
3	HM663	Viva-Voice									6
		TOTAL								300	22

TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS : 300 TOTAL PERIODS : 22 weeks+ 2 weeks TOTAL CREDITS : 22

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008))

HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-4 SEMESTER: 7

S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB TOTA	
						TA	CT	TOT			
(THEORY)											
1	HM701	ADVANCE FOOD PRODUCTION - II	3	1		10	20	30	70	100	4
2	HM702	ADVANCE FOOD & BEVERAGE SERVICE -II	3	1		10	20	30	70	100	4
5	HM705	FACILITY PLANNING -II	3	1		10	20	30	70	100	4
3	HM706	BUSINESS LAW	3	1		10	20	30	70	100	4
4	HM707	FINANCIAL MANAGEMENT	3	1		10	20	30	70	100	4
6	HM708	HUMAN RESOURCE MANAGEMENT	3	1		10	20	30	70	100	4
(PRACTICAL / PROJECT)											
1	HM791	FOOD PRODUCTION PRACTICAL- VI			4	20	20	40	60	100	2
2	HM792	FOOD & BEVERAGE SERVICE PRACTICAL -VI			3	20	20	40	60	100	2
3	HM795	PERSONALITY DEVELOPMENT PRACTICAL -II			3	20	20	40	60	100	2
		TOTAL (36)	18	6	12					900	30

TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS : 900 TOTAL PERIODS : 36 TOTAL CREDITS : 30

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ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING TOTAL CLASS ROOM / LABORATORY CONTACT HOURS

PER W

HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-4 SEMESTER: 8

S. NO.	COURSE NO.	SUBJECT	PERIODS			EVALUATION SCHEME					CREDITS
			L	T	P	SESSIONAL EXAM			ESE	SUB TOTAL	
						TA	CT	TOT			
(THEORY)											
1	HM805	INDIAN HERITAGE	3			10	20	30	70	100	4
2	HM806	TOURISM MANAGEMENT	3			10	20	30	70	100	4
3	HM807	ENVIRONMENTAL ISSUES	3			10	20	30	70	100	4
4	HM808	RESEARCH METHODOLOGY	3			10	20	30	70	100	4
5.	HM809	ORGANIZATIONAL BEHAVIOUR	3			10	20	30	70	100	4
	TOTAL									400	
(PRACTICAL/ PROJECT)											
1	HM898	Research Project	3		20	40		40	160	200	8
		TOTAL (36)	15		20					600	28

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TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS: 600 TOTAL PERIODS: 35 TOTAL CREDITS: 28

ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING
TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

SEMESTER-I

Food Production Foundation - I (FFP -I)

Introduction to the art of cookery

Culinary history-Development of the culinary art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian regional cuisine, Popular International cuisine (an introduction). French, Italian, Chinese. Characteristics, Menu terms, Names of the Dishes, popular spices used etc.

Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry. Principles of a balanced and a healthy diet, Action of heat on food.

Methods of cooking

Classifications, principles, equipment required, methods of cooking-boiling, roasting, poaching, braising, grilling, baking, roasting, broiling, stewing, sauteing, blanching steaming, micro-waving etc.

Basic preparations

Mise-en-place of all the basic preparations, stocks, egg preparations

Kitchen Equipment

Different types of the kitchen equipment, different types of special equipment, heat generating, refrigeration, kitchen machinery, storage tables, hand tools, weighing and measuring, pot wash, diagrams, uses, maintenance, criteria for selection.

Food Commodities

Classification with examples and uses in cookery Cereals, pulses, vegetables, mushrooms, fruits, eggs, foundation ingredients-their characteristics and their uses in cookery

Kitchen hygiene

Personal hygiene, their importance, food handling & storage, care, sanitation practices, attitude towards work in the kitchen, fumigation.

HACCP - Practices in food handling & storage

Conversion tables: American, British measures and its equivalents

Food Production Practical - I

Practical

Proper usage of a kitchen knife and hand tools

Understanding the usage of small equipment

Familiarisation, identification of commonly used raw material

Basic hygiene practices to be observed in the kitchen

First aid for cuts & burns

Safety practices to be observed in the kitchen

Demonstration of fire fighting for kitchen fires

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TECHNOLOGY (Applicable for the Batch starting from (2008))

Demonstration of cooking methods - two items of preparation of each method*

Basic cuts of vegetables*

Basic stock preparations*

Egg cookery including classical preparations*

**REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))**

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended :

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS

Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS

Theory of Catering, Mrs. K.Arora, Frank Brothers

Modern Cookery for Teaching & Trade Vol. I, Ms. Thangam Philip, Orient Longman

Herrings Dictionary of Classical & Modern Cookery, Walter Bickel

Chef Manual of Kitchen Management, Fuller, John

The Professional Chef (4th edition), Le Rol A.Polsom

The Book of Ingredients, Jane Grigson

Indian Food, K.T.Achaya, Oxford

Food & Beverage Service Foundation -I (FFBS -1)

Theory:

- The Food & Beverage Service Industry
 - Introduction to the Food & Beverage Industry
 - Types of Catering Establishments
 - Introduction to Food & Beverage Operations

- F & B Service areas in a hotel
 - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, executive lounges, business centres & Night Clubs.

- F & B Service Equipment
 - Usage of Equipment, criteria for selection, requirements, quantity and types
 - Furniture
 - Linen
 - Chinaware, Silverware & Glassware
 - Disposables
 - Special Equipment & Other Equipment
 - Care and maintenance

- Food & Beverage Service Personnel
 - Food & Beverage Service Organization
 - + Job Descriptions & Job Specifications of F& B Service Staff
 - Attitude & Attributes of a Food & Beverage personnel, competencies.
 - Basic Etiquettes for Catering staff

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Interdepartmental relationship
- Food & Beverage Service Methods
 - Table Service-Silver/English, Family, American, Butler/French, Russian
 - Self Service-Bufferet & Cafeteria
 - Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc.,
 - Single Point Service-Take Away Vending, Kiosks, Food Courts & Bars, Automats
- Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service - I (FBSP -1)

Practical:

Restaurant Etiquettes
Restaurant Hygiene practices
Mis- En -Place & Mis- En -Scene
Identification Of Equipments
Laying & Relaying of Table cloth
Napkin folds
Rules for Laying a table
Carrying a Salver/Tray
Service of Water
Handling the Service Gear
Carrying Plates, Glasses & other Equipments
Clearing an Ashtray
Situations like spillage

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service -Lillicrap & Cousins, ELBS
- Modern Restaurant Service -John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management -Brian Varghese

Application of Computers (AOC)

Theory

INTRODUCTION TO COMPUTERS

What is a computer, Block Diagram, Components of a computer system, generation of computers, programming languages, generation of languages, storage devices, floppy disks, CD ROM's

OPERATING SYSTEMS

Introduction, Functions, types, Components, Case Studies - DOS, Windows

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INTRODUCTION TO DBMS

Data, Datatypes, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MS Access.

WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS

What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.

What is spreadsheet, Features, Formulae and functions? If Statement, preparing sample worksheets, Different graphs,

Features of POWERPOINT. Preparing a presentation Preparing an Organization chart

INTRODUCTION TO INTERNET

What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce

Application of Computers (AOC-I)

PRACTICALS

DOS, WINDOWS
MS WORD
MS EXCEL
MS POWERPOINT
FOX PRO & ACCESS
INTERNET USAGE

Suggested books

- Fundamental of Computers, V.Rajaraman, Prentice Hall India
- Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication.
- Management Information System by Arora & Bhatia Excels books
- Management Information System by O'Brien James Tata McGraw Hills
- Management Information System by S. Sadagopal Prentice Hall

Foundation Course in Front Office (FFO)

The Hospitality Industry

History and development of Hotel Industry Types of hotels

Defining the term hotel Classifying hotels, levels of service

Front office Organisation

Front office operations - Organisation chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel

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TECHNOLOGY (Applicable for the Batch starting from (2008))

Front Office Operations

The guest cycle
Front office systems
Front office forms
The front desk
Front office equipments
Telecommunication
Property management systems

The Accommodation Product

Need for hotel product brochures, tariff cards
Types of guest rooms and suites, executive floors or club floor concept
Types of room rates, basis for charging room rates
Meal plans - Types, needs and use of such plans
Types of guests - FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

Front Office Practical (FOP- !)

- 1) Communication skills - verbal, non verbal
- 2) Preparation and study of countries, capitals, currencies, airlines and flags chart
- 3) Telecommunication skills - telephonic situation handling
- 4) Forms and formats related to 3rd semester
- 5) Identification of equipment, work structure and stationery
- 6) Basic manners and grooming standards required for Front Office operation

Reference Books :

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews, Tata McGraw Hill
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
8. A Manual of Hotel Reception, J.R.S.Beavis & S.Medlik, Heinemann Professional
9. Accommodation Operation - Front Office, Colin Dix, Pitman
10. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

Foundation course in Hotel Housekeeping (FHK)

Theory

1. INTRODUCTION

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Meaning and definition- Importance of Housekeeping
- Responsibility of the Housekeeping department
- A career in the Housekeeping department

2. HOUSEKEEPING DEPARTMENT

- Organizational framework of the Department (large/Medium/Small Hotel)
- Role of Key Personnel in Housekeeping
- Job Description and Job Specification of staff in the department
- Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper
- Inter departmental Co-ordination with more emphasis on Front office and the Maintenance department
- Facilities planning and Design of Housekeeping Department and relevant sub sections

3. HOUSEKEEPING PROCEDURES

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

4. THE HOTEL GUEST ROOM

- Layout of guest room (Types)
- Layout of corridor and floor pantry
- Types of guest rooms
- Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)

5. CLEANING SCIENCE

- Characteristics of a good cleaning agent
- PH scale and cleaning agent with their application
- Types of cleaning agent
- Cleaning products (Domestic and Industrial)

6. CLEANING EQUIPMENT

- Types of Equipment
- Operating Principles of Equipment
- Characteristics of Good equipment (Mechanical/Manual)
- Storage, Upkeep, Maintenance of equipment

7. CARE AND CLEANING OF DIFFERENT SURFACES

- Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Stain Removal

8. GLOSSARY OF TERMS (with reference to 2nd semester syllabus)

Housekeeping Practical - I (HKP -I)

Guest Room Layout

Identification of cleaning equipment - Manual & mechanical

Cleaning of different surfaces

Stain removal

Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing

Use of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

Reference books :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

Communication (COMM)

I. Language and communication

1. Need, purpose, nature, models
2. Process of communication and various factors of communication
3. Barriers to communication and overcoming these barriers
4. Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.
5. Communication in Hospitality organisation and its effects on performance

II. Remedial English

1. Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.
2. Linkers and cohesive device
3. Expressing the same idea/thought unit in different ways

III. Skills of written English

1. Note making and developing notes into drafts - rewriting of drafts. The use of cohesive devices
2. Correspondence : letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts)

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

3. Writing bio-data, applications, complaint
4. Precis writing
5. Writing reports (factual record of incident / data), log book writing

- IV. Oral skills (listening and speaking) for effective communication
1. Note taking, preparing summaries and abstracts for oral presentation
 2. Restaurant and Hotel English, polite and effective enquiries and responses
 3. Addressing a group, essential qualities of a good speaker and listener
 4. Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech
 5. Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

Suggested books

- Bhaskar, W.W.S., and Prabhu, N.S.. "English through reading", MacMillan, 1978
- D'Souza Eunice and Shahani, G., "Communication Skills in English", Noble Publishing, 1977

SEMESTER-II

Food Production Foundation - II (FFP -II)

Kitchen Organization layout and hierarchy

Kitchen layout and functions, receiving area, storage area, cold butchery, and vegetable mise en place area, cold kitchen, hot kitchen, garde manger, bakery and confectionery. The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel.

Basic preparations

Mise-en-place of all the basic preparations soups, sauces, roux, aspic, glaze, bouquet garni, mirepoix, d'uxelle, pastes masala, batters, doughs, marinades and gravies.

Classification of soups, principles, garnishes, accompaniments, International soups. Importance of sauces, mother sauce, thickening agents used in a sauce, rectification of faulty sauces, other popular sauces

Breakfast

International and Indian menus, preparations, traditional / classical items, 'Power breakfast' & 'Brunch' concept

Basic bakery and confectionery.

Principles of baking, uses of different types of oven, role of ingredients used and menu examples, ingredient proportions, various mixes, methods and temperature variations.

Food Commodities

**REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))**

Classification using basic food chart with examples and uses in cookery Seafood, freshwater fish, meat cookery introduction

Introduction to Indian cuisine

History, characteristics, different ingredients used, regional differences, equipments used, cooking methods, religious influences

Basic culinary terms-Indian and Western / International.

Food Production Practical - II

Practical

Basic sauce preparations and few (2-4) commonly used derivatives* Preparation of traditional / classical Indian, English and continental breakfast dishes*. Preparation of three course simple Indian menus and Indian snacks / high tea items* Preparation of basic continental cookery-stews, sauces, soups, and basic fish preparations.*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Books recommended :

Art of Indian Cookery, Rocky Mohan, Roli

Prasad - Cooking with Masters, J. Inder Singh Kalra, Allied

Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman

Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn

The Complete Guide to the Art of Modern Cookery, Escoffier

Food & Beverage Service Foundation -II (FFBS -II)

Theory:

- Types Of Meals
 - Breakfast-Introduction, Types, Service Methods,a la carte and TDH set ups
 - Brunch
 - Lunch
 - Hi-Tea
 - Dinner
 - Supper
 - Elevenses and others

- Menu
 - Introduction
 - Types-Ala Carte & Table D'hote
 - Menu Planning, considerations and constraints
 - Menu Terms
 - Menu Design
 - Classical French Menu
 - Classical Foods & its Accompaniments with Cover
 - Indian regional dishes, accompaniments and service

- Control Methods
 - Billing Methods-Duplicate & Triplicate System, KOTs & BOTs, Computerised K.O.T's
 - Necessity and functions of a control system, F&B Control cycle & monitoring

- Non - Alcoholic Beverages
 - Classification
 - Hot Beverages-Types, Production, Service
 - Cold Beverages-Types, Production, Service

- Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service - II (FBSP -II)

Practical:

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Breakfast Table Lay-up. TDH & A la
Carte Cover Restaurant Reservation
System Receiving the guests
Sequence of Service

Silver Service
Crumbing, Clearing , Presenting the bill
Side board Organization
Taking an Order-Food & Making a KO T.
Writing a Menu in French & its Equivalent in English
Service of Cold & Hot - Non Alcoholic Beverages

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service -Lillicrap & Cousins
- Modern Restaurant Service -John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management -Brian Varghese
- Food Service Operations - Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- Menu planning-Jaksa Kivela, Hospitality Press
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas, Heinemann Professional
- Profitable Menu Planning -John Drysale

FRONT OFFICE OPERATION - I (FOO - I)

Reservations

Reservation methods
Reservation inquiring Group
reservation The Reservations
record Reservation confirmation
Reservation maintenance
Reservation reports Reservation
considerations

Registration

Pre-registration activities
Registration activity
The registration record
Room and rate assignment- FITs, Groups, Crew, Indian & Foreign
Method of payment

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Issuing the room key
Fulfilling special requests
Creative options
Change of room
Over-booking cases

Front Office Responsibilities

Front office communication
Interdepartmental communication
Guest services
Guest relations
Dealing with emergencies : medical, death, theft, robbery, fire, bomb threats etc..

Front Office Computer Operation

Basics of computer
Application of property management system
Reservations
Registration
Cashiering
Night audit

Front Office Security Functions

Role of Front Office in Hotel Security
Check in : use of metal detectors, validators, scanty baggage handling
Keys control : ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & damaged keys, use of key cards
Guest & staff movement & access control
Protection of funds, safe deposit boxes

Front Office Practical (FOP- II)

- 1) How to handle inquiries, suggestive selling
- 2) How to convert inquiries to valid reservations
- 3) Preparing and filling up reservation forms
- 4) Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
- 5) Reservation handling by computers. Actual computer lab work with the PMS
- 6) Preparing and filling up registration card
- 7) Role play for different check ins as - Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups
- 8) Role play on guest complaint handling, critical and dangerous situation handling
- 9) Operating FIDELIO/IDS-PMS system in computer lab. Familiarization of all options

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Housekeeping Operations - I

Theory

1. CLEANING OF PUBLIC AREAS

- Cleaning process
- Cleaning and upkeep of Public areas
- (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)

2. SAFETY AWARENESS AND FIRST AID

- Concept and Importance
- Safety: Accidents, Fires (Cause, Procedure, Accident report form)
- Security: Security of Guest/Staff/Public areas/Rooms/Back office areas
- First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

3. SAFEGUARDING ASSETS

- Concerns for safety and security in Housekeeping operations
- Concept of Safeguarding assets
- Theft: Employee, guest, external persons
- Security in Hotel guest rooms

4. PEST CONTROL

- Types of pests
- Control procedures

5. HOUSEKEEPING SUPERVISION

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

6. LINEN/ UNIFORM / TAILOR ROOM

- Layout
- Types of Linen, sizes and Linen exchange procedure
- Selection of linen
- Storage Facilities and conditions
- Par stock: Factors affecting par stock, calculation of par stock
- Discard Management
- Linen Inventory system
- Uniform designing: Importance, types, characteristics, selection, par stock
- Function of Tailor room

7. CLEANING OF GUEST ROOMS

- Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms)

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Weekly cleaning/spring cleaning
- Evening service
- Systems & procedures involved
- Forms and Formats
- Guest room cleaning - Replenishment of Guest supplies and amenities

1. GLOSSARY OF TERMS (with reference to 3rd semester syllabus)

Housekeeping Practical - II

Room Attendant Trolley
Bed Making
Turn down service
Cleaning of guest rooms - departure, occupied, vacant
Cleaning of public areas
Inspection of guest rooms & public areas with the help of checklist
First aid

Reference books :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi

Food Science & Nutrition (FS &N)

- I Introduction : Food & its relation to health, Objectives in the study of nutrition
- II Major Nutrients : Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals
- III Classification of raw materials into food groups : Cereals, Pulses, Milk & milk products, milk borne disease, pasteurization and boiling, preservation of milk, Eggs, Meat varieties, preservatives,

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

cooking poultry white and red meat, Fish, cooking, disease produced by fish, Fruit & Vegetables, Nuts & dried fruits, Sweet foods & sweetening agents, Spices & condiments, emulsions, colloids, flavour and browning.

- IV Factors influencing food intake & food habits, Physiologic factors that determine food intake, Environmental & behavioural factors influencing food acceptance
- V Food Processing: definition, objective, types of treatment, effect of factors like heat, acid, alkali on food constituents.
- VI. Water: Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).
- VII. Balanced Diet/Menu planning: Definition, importance of balanced diet, RDA for various nutrients - age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/ meals.

Books for reference

Clinical dietetics & nutrition - F. P. Anita
Food science chemistry & experimental foods - Dr. M Swaminathan
Normal and therapeutic nutrition - H. Robinson
Microbiology - Anna K Joshna
Food & Nutrition - Dr. M. Swaminathan
A text book of Bio chemistry - A. V. S. S. Rama Rao
Catering Management an integrated approach Mohinseth, Surjeet Mulhan
Food facts & principles - Manay & Shalakshara Swamy
Food science - Sumathi Mudambi
Nutritive value of Indian foods. Indian Council of Medical Research
Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001
Principles of Food Technology by P.J.Fellows
Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Me Graw Hill)
Sensory Evaluation by Amerine (Academic Press)
Principles of Food Science by Borgstrom and Macmillon
Food Science by Potter & Hotchkiss

**REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))**

Business Communication (BCOMM)

- I Business communication
 - 1. Need, purpose, nature, models
 - 2. Channels of Business communication
 - 3. Selection of channel

- II Organisational communication
 - 1. Upward, downward, lateral, purpose, functions
 - 2. Written communications, memos, circulars, notices, advertisements, press notes
 - 3. Communicating with outside world : Business letters of different types, e-mail writing and manners
 - 4. Communicating within groups, nature, purpose, merits, demerits
 - 5. Role of wit and humour

- III Handling meetings
 - 1. Types of meetings
 - 2. Structuring a meeting : agenda and minutes
 - 3. Conducting a meeting

Suggested books

- Sharma, R.C., and Mohan, K., " Business Correspondence and Report Writing", Tata McGraw Hill, 1994
- Gartside, L, "Model Business Letters", Pitman, 1992
- Communications in Tourism & Hospitality, Lynn Van Der Wagen, Hospitality Press

SEMESTER-III

Food Production Operation - I (FPO -I)

Regional cuisine

A detailed study on North and South Indian regional cuisine : Goa, Kashmir, Kerala, Andhra Pradesh, Karnataka, Tamilnadu, Assam, Bengal, Ingredients used. Traditional preparation methods, Utensils and accompaniments.

Quantity food production

Introduction to Large scale commercial cooking, contract catering, Industrial catering, Institutional catering, Layout of a large quantity kitchen, staff hierarchy, production workflow

**REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))**

Banquet menus- planning, indenting, costing, forecasting, recipes, pre-preparation and cooking techniques.

Stores

Principles of storage, Types of stores, Layout of Dry and cold room, Staff Hierarchy, Guidelines for efficient storage, control procedures, Inventory Procedures, EOQ, Re-order levels, Bin Cards, Form and formats, Function of a stores manager.

Cuts of Meat & Meat Cookery

Cuts of beef, pork, lamb, chicken, SPS, menus examples, methods of cooking each cut, Cold cuts, ham, bacon, common types of ham, preparation, menu examples, selection, storage points

Food Commodities

Classification with examples and uses in cookery : Pressed meats, Smoked Meats, classification of milk and milk products including cheese. Classification and International cheese.

Food Production Practical - III

Practical

Preparation of gravies and commonly used Indian masalas*

Regional cookery of India

Karnataka, Tamilnadu, Kerala, Andhra Pradesh, Gujrathi, Lucknow, Moghlai, Punjabi, Bengali, Hyderabad and Kashmiri cuisines with proper accompaniments like chutney, Indian breads rice preparations etc.*

Tandoor cooking*

Planning elaborate Indian menus upto 40 portions*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended :

A Taste of India, Madhur Jaffrey, Pavillion

Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins

Prashad , Cooking with Masters, J.Inder Singh Kalra, Allied

Zaika, SonyaAtal Sapru, HarperCollins

Punjabi Cuisine, Premjit Gill

Hyderabad Cuisine, Pratibha Karan, HarperCollins

Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman

Wazwaan, Rocky Mohan, Roli & Janssen

Food & Beverage Service Operation -I (FBSO - I)

Theory:

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- 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

- Alcoholic Beverages-
 - Introduction, definitions and classification Wines
 - Classification
 - Viticultures Viticulture Methods
 - Vinification-Still, Sparkling, Aromatized & Fortified Wines
 - Vine Diseases
 - Wines-France, Italy, Spain, Portugal, South Africa, Australia, India & California
 - Food & Wine Harmony
 - Wine glasses and equipment
 - Storage and service of wine

- Beers
 - Introduction
 - Ingredients Used
 - Production
 - Types and Brands, Indian and International
 - Service, bottled, canned and draught beers

- Other Fermented & Brewed Beverages
 - Sake
 - Cider
 - Perry
 - Alcohol Free Wines

- Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service - III (FBSP - III)

Practical:

- Room Service Tray & Trolley Lay-Up and service. Room Service Amenities Set-up In Rooms. Functional & Floor Layouts for room service Conducting Briefing/De-Briefing for F & B outlets Taking an Order for Beverages. Service Of Beer, Sake and Other Fermented & Brewed Beverages.
- Service Of Sparkling, Aromatized, Fortified, Still Wines.
- Set up a table with Prepared Menu with wines.

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Food & Beverage Service -Lillicrap & Cousins
- Modern Restaurant Service -John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management -Brian Varghese
- The World Of Wines, Spirits & Beers-H.Berberoglu
- Beverage Book-Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages -Lipinski & Lipinski
- Food Service Operations - Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- New York Bartenders Guide- BD & L
- Mr. Boston's Bartender & Party Guide -Warner
- Menu planning-John Kivela
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas
- Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas-
- Profitable Menu Planning- John Drysale

Front Office Operation - II (FOO - II)

Lobby and Bell Desk Operation

Role of lobby managers

Role of guest relation executive

Function of bell desk

Layout and equipment used

Function of Hospitality desk / Concierge desk

Handling VIPs

Staff Organisation, duty rota and work schedule

Luggage handling procedure

Bell desk forms and formats

Car valet operations

Front Office cash / Checkout and Settlement

Role of the Front desk cashier

Importance of front office cash

Duties and responsibilities of front desk cashier

Checkout and account settlement

Checkout options

Unpaid account balances

Front Office Accounting

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Accounting fundamentals
Hotel credit management (including credit cards)
Foreign currency awareness and handling procedures
The guest folio
Tracking transactions - account allowance
Internet control - Transcript, cash sheet, cash banks

The Night Audit

Function of night audit
Operating model - non-automated. Semi automated
The night audit process
Verifying the night audit

Guest complaint handling / Problem solving

Process, thumb rules
Common complaints / problems / situations handling
Role of emotions in situation handling

Credit Control

Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/ credit card users
Control measures at the time of: reservation, check-in, during stay, check-out, after departure, Prevention of
Skippers : on arrival/during stay/on departure day

Front Office Practical (FOP- III)

- 1) Identification of lobby layout and all equipment
- 2) Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and BellBoys.
Real Life Situations to be enacted
- 3) Preparation of guest folio. Filling up, accounting and totaling guest folios - semi automated and automated
- 4) Calculating of occupancy percentages
- 5) Making of plan grid and discount grid
- 6) Preparing and filling up of forms and formatted related to 5th semester syllabus
- 7) Preparation of transcript and night auditors sales
- 8) Computer application of cashiering, night audit and front office accounting - in details. Actual computer lab session on IDS - PMS system.

Reference Books :

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry,
Butterworth Heinemann

Housekeeping Operations - II (HKO - II)

Theory

1. **INTERIOR DECORATION**
 - Importance, Definition & Types
 - Classification
 - Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis
 - Elements of Design: Line, Form, Colour, Texture
2. **COLOUR**
 - Color Wheel
 - Importance & Characteristics
 - Classification of colors
 - Color Schemes
3. **LIGHTING**
 - Classification
 - Types & Importance
 - Applications
4. **FURNITURE ARRANGEMENTS**
 - Principles
 - Types of joints
 - Selection
5. **FLOOR & WALL COVERING**
 - Types and Characteristics
 - Carpets: Selection, types, Characteristics, Care and Maintenance
6. **WINDOWS, CURTAINS AND BLINDS**
7. **SOFT FURNISHINGS AND ACCESSORIES**
 - Types, use and care of Soft furnishing
 - Types of Accessories: Functional and Decorative
8. **FLOWER ARRANGEMENT**
 - Concept & Importance
 - Types & Shapes
 - Principles
 - Tools, Equipment & Accessories
9. **REFURBISHMENT AND REDECORATION**

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Definition
- Factors
- Procedure and task involved
- Snagging list

10. GLOSSARY OF TERMS (with reference to 4th semester syllabus)

Housekeeping Practical - III (HKP - III)

- Flower arrangements
- Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

Reference books :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

Reference Books :

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Principles of Hotel Front Office Operations , Sue Baker& Jeremy Huyton, Continuum
8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

Hotel Information System (HIS)

Theory

1. MANAGEMENT INFORMATION SYSTEM (MIS)

- Concepts, evaluation & meaning
- MIS Designs and functions
- Managing multi processor environments.
- MIS Security issues
- MIS performance evaluation

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

2. HOTEL INFORMATION SYSTEM

The HIS concept

Software Modules.

- a. Reservation
- b. Guest Accounting
- c. Room Management
- d. Point of Sales
- e. General Management

3. COMPUTER BASED RESERVATION SYSTEM

Global distribution system

Inter sell agencies

Central reservation Systems (CRS)

Affiliate and non affiliate Systems

Property Level Reservation Systems

- a. Reservation inquiry
- b. Determination of availability
- c. Creation of reservation record
- d. Maintenance of reservation records
- f. Generation of reports.

New Developments Reservation

through the internet.

ROOMS MANAGEMENT APPLICATIONS

- Rooms Management Module
 - a. Room status.
 - b. Room and rate Assignment
 - c. In House guest Information functions.
 - d. Housekeeping functions.
 - e. Generation of Reports

5. GUEST ACCOUNTING MODULE

- Types of Accounts
- Posting entries to Accounts
- Night audit routine
- Account settlement
- Generation of reports

6. PROPERTY MANAGEMENT SYSTEM INTERFACES

Point of sale Systems (POS)

Cash Accounting Systems (CAS)

CAS / PMS Advantages and concerns.

Electronic Locking Systems.

Energy Management Systems.

Auxiliary Guest Services.

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Guest Operated Devices in room Vending Systems
Guest Information Systems

7. FOOD & BEVERAGE APPLICATIONS

POS order - Entry units
Key Boards and Monitors
Touch Screen Terminals
Immediate Character Recognition (ICR) Terminal.
Wireless Terminals
POSD Printers.
Guest check Printers
Receipt Printers
Workstation Printers
Consolidated reports

8. FOOD & BEVERAGE MANAGEMENT APPLICATIONS

- Recipe Management
- Sales Analysis.
- Menu Management Integrated food service software
- Management reports from automated beverage Systems

9. ACCOUNTING APPLICATIONS

- Account Receivable Module
- Account payable module
- Payroll module
- Inventory module
- Purchasing module
- Financial reporting module

10. SELECTING AND IMPLEMENTING COMPUTER SYSTEMS

- Analyzing current information needs
- Collection Information of computer Systems
- Establishing system requirements
- Proposals from vendors
- Contract negotiations
- Installation factors

Suggested books

Hotel Front Office Management, James Bardi, VNR Hotel Information System,
Michael Kasavana, CBI - VNR Effective Front Office Operations, Michael
Kasavana, CBI - VNR

Food & Beverage Controls & Management (FBCM)

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

F&B CONTROL - OVERVIEW

Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control.

COST & SALES CONCEPTS

Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts. Cost/Volume/Profit Relationships (Break-even analysis).

BUDGETARY CONTROL

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

FOOD CONTROL

Food Purchasing Control, Food Receiving Control, Food Storing and Issuing Control, Food Production Control, Food Cost Control, Food Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes

BEVERAGE CONTROL

Beverage Purchasing Control, Beverage Receiving Control, Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control.

LABOUR CONTROL

Labour cost considerations, Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of Performance, Payroll Analysis.

FRAUDS IN F&B CONTROL

Frauds in Purchasing, Receiving, Storing, Issuing, Preparing and Selling Stages of F&B Control, Prevention of Frauds.

INVENTORY CONTROL

Importance, objectives, methods, levels & technique, perpetual inventory, monthly inventory, pricing of commodity, comparison of physical and perpetual inventory.

F&B MANAGEMENT - OVERVIEW

Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management.

MENU MANAGEMENT

Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.

MATERIAL MANAGEMENT

Introduction, concepts.

F&B MANAGEMENT IN FAST-FOOD AND POPULAR CATERING

Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN HOTELS AND QUALITY RESTAURANTS

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN FUNCTION CATERING

Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN INDUSTRIAL/INSTITUTIONAL CATERING

Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN HOSPITAL CATERING

Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.

SUGGESTED TEXT BOOKS & REFERENCES

1. Food & Beverage Management
By: Bernard Davis & Sally Stone
Published by: Butterworth-Heinemann Ltd. UK
2. Food & Beverage Control
By: Richard Kotas and Bernard Davis
Published by: International Text book Company Limited, Glasgow.
3. Principles of Food , Beverage, and labour Cost Control
By: Paul R. Dittmer, Published by: John Wiley & Sons
4. Food & Beverage Operation - Cost Control & Systems Management,
Charles Levinson, Prentice Hall
5. Food & Beverage Management
By: Bernard Davis & Sally Stone
Published by: Butterworth-Heinemann Ltd. UK
6. Food & Beverage Control
By: Richard Kotas and Bernard Davis
Published by: International Text book Company Limited, Glasgow.
3. Principles of Food , Beverage, and labour Cost Control
By: Paul R. Dittmer
Published by: John Wiley & Sons, INC.

SEMESTER-IV

Food Production Operation - II (FPO -II)

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Menu Planning

Introduction, types of Menus, French classical menus, International menus, Menu terms, Factors that affect menu planning.

Accompaniments, garnishes and Salads

For all French classical menus, Classical vegetable accompaniments, classical potato preparation, classical garnishes : Indian, Asian and western foods. Accompaniments for popular international dishes. Classification of salads, types, dressings, examples, Parts of a salad, principles, and vegetable based, meat based, pasta based, sea food, pulses, cereals etc.

Basic bakery and Confectionary

Types of dough, types of cake batters, cookies, classical breakfast rolls, examples of bakery and confectionary product, names and description

Convenience food and Fast foods

Characteristics, types- Indian and western, Menu examples, equipment used, differences, Role of convenience foods in fast food operations, advantages and disadvantages of convenience food, labour & cost saving aspect.

Re-chauffe cookery

Food Commodities

Classification with examples and uses in cookery

Nuts and oil seeds, fats and oils classification, sweetening agents, spices and condiments leavening agents, herbs, essences, flavors and food coloring agents, raising agents, brighteners, gels and modified starches used in bakery.

Sandwiches, rolls, burgers, pizzas, hot dogs, foot longs

Types, preparations, selection of spreads, fillings, classical sandwiches, smorgasbord, canapes, presentation styles and appropriate garnishes and accompaniments.

Food Production Practical - IV

Practical

Regional Indian cookery*

Preparation of Salads, centerpiece, cold cuts and sandwiches*

Preparation of Basic Bakery and Confectionery*

Biscuit dough, Bread dough, Cake batters, Puff pastry dough, Croissants, Danish pastry,

Doughnuts, Different Bread preparation. Pancakes, Cold and hot desserts.*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended :

The Larder Chef, M.J.Leto & W.H.K.Bode

Garnishes, Lyn Rutherford

Modern Cookery (Vol-I) For Teaching & Trade Philip E.Thangam

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Professional Baking, Wayne Glasslen
A Taste of India, Madhur Jaffrey
Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
Prashad, Cooking with Masters, Jiggs Kalra
Zaika, Sonya Atal Sapru, HarperCollins
Punjabi Cuisine, Premjit Gill
Hyderabad! Cuisine, Pratibha Karan, HarperCollins
Professional Chef by Arvind Saraswat, ELBS Publisher

Food & Beverage Service Operation -II (FBSO - II)

Theory:

- Spirits
 - Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila)
 - Spirits- Types, Production, Brands- Indian and International & Service
 - Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados Etc.,
- Liqueurs
 - Types
 - Production
 - Brands & Service - Indian and International
- Bar
 - Introduction, bar stocks maintenance
 - Types, Layout, Equipments Used, Control Methods & Licenses
 - Staffing, job description, job specification
 - Bar Planning and Designing & Bar Menus, costing, corkage
- Cocktails
 - Introduction, History, Types & Preparation.
 - Classic Cocktails -Recipes, costing, innovative cocktails & mocktails
 - Cocktail Bar Equipment, garnishes, decorative accessories
 - Terms related to alcoholic beverages
 - Interaction with guests, suggestive selling
- Tobacco
 - Types
 - Production
 - Brands, storage & Service
- Food & Beverage Terminology related to the inputs of the semester

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Food & Beverage Service - IV (FBSP - IV)

Practical:

- Service Of Spirits & Liqueurs
- Bar set up and operations
- Cocktail/ Mocktail Preparation, presentation and service
- Service Of Cigars & cigarettes

Reference Books:

- 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, Heppner & Deegan Professional Food & Beverage Service Management -Brian Varghese The World Of Wines, Spirits & Beers-H.Berberoglu Beverage Book-Andrew, Dunkin & Cousins Professional Guide to Alcoholic Beverages—Lipinski Alcoholic Beverages - Lipinski & Lipinski Food Service Operations - Peter Jones & Cassel Master Dictionary of Food & Wine-Joyce Rubash New york Bartenders Guide- BD & L Mr. Boston's Bartender & Party Guide -Warner Menu planning-John Kivela
- The Restaurant (From Concept to Operation)-Lipinski Professional Food Service- Sergio Andrioli & Peter Douglas Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas-Profitable Menu Planning- John Drysale

Front Office Management (FOM)

Yield Management

- Introduction and concept
- Differential rates
- Booking horizons
- Forecasting bookings
- Reacting variations in demand in order to maximize yield
- Statistical representations - threshold curves
- Displacement
- Concept and usage of revenue management

Accommodation Management Aspects

- Tariff decisions
- Cost and pricing - Hubbart formula
- Marginal or contribution pricing
- Market pricing
- Inclusive / non inclusive rates
- Control -verification, night audit, computerized control systems, occupancy and revenue reports,
- Daily Front Office reports and statistics and its analysis
- Budgeting : Forecasting room availability/room revenue, expenses
- Staffing - Personnel Management aspects.
- Equipments - Management and maintenance.

**REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))**

Hotel Sales

Selling Concept

Selling models, plan, sales call, closing the call

Internal / In-house sales promotion, merchandising

Direct sales -travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling letters

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Front Office Practical (FOP- IV)

- 1) Yield management calculations. Preparing statistical data based on actual calculations
- 2) Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
- 3) Preparation of sales letters, brochure, tariff cards and other sales documents
- 4) Internet practice in computer lab to activate the IRS and GDS skills in students
- 5) Computer proficiencies in all hotel computer applications - actual computer lab hours

Reference Books :

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front Office Management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell

Housekeeping Management (HKM)

Theory

1. HOUSEKEEPING BUDGETING

- Concept & Importance
- The Budget process
- Operational and capital budget
- Housekeeping Room cost
- Housekeeping Expenses'

2. LAUNDRY MANAGEMENT

In-house Laundry v/s contract Laundry : merits & demerits

Layout

Laundry Flow process

Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables)

Stains and Stain removal

Laundry detergents

Care of fabrics of different types, typical fabrics used in hotels

3. CONTRACT CLEANING

- General
- Complete program
- Special
- Periodic

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Pricing a contract

4. PLANNING TRENDS IN HOUSEKEEPING

- Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping
- Planning for the provision of Leisure facilities for the guest
- Boutique hotel concept

5. PLANNING AND ORGANISING IN THE HOUSE KEEPING DEPARTMENT

- Area Inventory list
- Frequency schedules
- Performance standards
- Productivity Standards
- Inventory Levels
- Standard Operating Procedures & Manuals
- Job Allocation
- Manpower planning
- Planning duty roster

6. SPECIAL PROVISIONS FOR HANDICAPPED GUESTS

- Guest room - added features and modifications
- Public Areas : Wash - rooms, restaurants, main entrance etc. added features and modifications

**7. SITUATION HANDLING / SERVICE DESIGN FOR TYPICAL MARKET SEGMENT
(Safety, security & comfort)**

- Airlines crew guest rooms
- Single lady guests
- Children
- Typical house-keeping complaints / situations handling
- Inter-departmental coordination specially with Room-service, Maintenance, Telephone, security and front desk

**8. ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPTS IN
HOUSEKEEPING**

9. GLOSSARY OF TERMS (with reference to 5th semester syllabus)

Housekeeping Practical - IV (HKP - IV)

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations

Reference books :

1. Hotel Housekeeping, Sudhir Andrews, Tata McGraw Hill

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

Basic Accounting (BACC)

- Accounting Theory - Business Transaction and Basic Terminology, Need To Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles - Concepts and Conventions.
- Account Records - Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books - Cash, Sales & Purchase books, Bank Reconciliation statement.
- Financial Statements - Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.
- Depreciation Reserves and Provisions - Meaning, basic Methods.
- Computer Applications - Preparation of Records and Financial Statements.

Reference Books:

1. Comprehensive Accountancy , S.A. Siddiqui
2. A Complete Course in Accounting Volume - I, N.D. Kapoor
3. Double-Entry Book-Keeping , R.C. Chawla & C. Juneja
4. Introduction to Accountancy, T.S. Grewal

Introduction to Management (IMGT)

1. CONCEPT OF MANAGEMENT

Nature, management Vs administration, levels of Management, characteristics of management, the process of management, planning, organising, staffing, directing, coordinating and controlling.

2. MANAGEMENT THOUGHT JOURNEY FROM INCEPTION TILL TODAY

Brief history and change in conceptual orientation from times of F. W. Taylor & Henry Fayol to modern day management.

3. PLANNING

Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, planning premises, forecasting, components of planning: objectives, strategies, policies,

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

procedures, methods, rules, programmes and budgets.

4. ORGANISATION

Meaning, nature and importance of organisation, principles of organisation, organisation charts and manuals-formal and informal organisation, types of organisation, functional, line and staff and committee, span of management, delegation, centralization and decentralization, development.

5. STAFFING

Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job design, job evaluation and merit rating, human resource development

6. DIRECTING

Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing techniques of directing orders, chain of command, authority-responsibility-accountability relationship, supervision.

7. LEADERSHIP

Leadership theories in brief, different styles of leadership and their relevance with reference to context and conditions / situations.

8. MOTIVATION

Meaning, nature and importance of motivation, benefits of motivation, theories of motivation, Maslow's theory of need hierarchy. Herzberg's hygiene-motivation theory. Vroom's expectancy theory-Mc Gregory's theory 'X' and theory 'Y', Morale-incentives.

9. COMMUNICATION

Meaning and nature of communication, types of communication: upward/downward, verbal/nonverbal, formal/informal, barriers to communication, communication process.

10. CO-ORDINATION

Need for co-ordination, principles and techniques of co-ordination.

11. CONTROLLING

Meaning, control process, need for control, control techniques, budgetary and non-budgetary control, marketing control-production control-quality control, financial control-information control-PERT & CPM, concept of strategic control, control & accountability & pressure to perform.

12. DECISION MAKING

Types of decisions, step-by-step decision making process, review of decision

Reference Books:

Management - Stoner & Freeman

Essentials of Management - Koontz & O'donnel

Management and Organisation - M. Louis Allen

Management Theory and Practice - Earnest Dale

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TECHNOLOGY (Applicable for the Batch starting from (2008))

Management tasks - Peter F Drucker
Management Process - Davar R
Fundamentals of Management - J. S. Chandran
Principles of management - P. N. Reddy
Essentials of Management - Chatterji
Personnel Management & Industrial Relations - Verma & Agarwal

SEMESTER-V

Advanced Food Production- I (AFP -I)

Popular International cuisine

Features, Regional classification, Ingredients, methods of cooking, courses of the menu, Mexican, Chinese, Thai, Italian, Spanish, Lebanese (Mediterranean), Menu examples (Japanese cuisine-only theory),

Garde Manger

Definition, Functions, Importance of Garde manger and Butchery, lay-out, Staff organization, Storage points, SPS of meat products, Yields test calculations and portioning.

Buffet preparations

Principles of Buffet, Presentation, Types, Themes, Buffet Setups, typical dishes, smorgasbord

Cold cuts

Farcis, terrines, pates, galantines, ballotines, mousses, quenelles, -types, preparation, menu examples. Cold sauces, dips, chaudfroid, aspics, methods of preparations, examples, chacutiere, sausages, types, preparation, popular sausages, SPS, cooking methods, casings, storage, problems.

Advanced Bakery Preparation

Sugar craft, chocolate confectionary, cold puddings and sweets.

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TECHNOLOGY (Applicable for the Batch starting from (2008))

Food Production Practical - V

Practical

Cold preparations, platters and buffets*

International cooking, Recipes from, Italy, Spain, Mexico.*

Exotic Indian & International starters & snacks, Hors d'oeuvres platter, mezze etc.*

Advance Bakery - Rolls, breads, pastries, cookies, Mousses, Souffles, Parfait, Bavarois, Puddings, Gateaux etc. *

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended :

The Larder Chef, M.J.Leto & W.H.K.Bode, Butterworth Heinemann

Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn

Professional Chefs-Art of Garde Manger (4th Edition) Frederic H.Semerschmid and John F.Nicolas

Professional baking, Wayne Glasslen

Classical food preparation & presentation, W.K.H.Bode

Classical Recipes of the World, Smith, Henry

Le Repertoire de la Cuisine, Louis Saulmier, Leon Jaggl & Sons

Baking, Martha Day, Lorenz Books

Professional Pastry Chef, Bo Friberg, John Wiley

The New Catering Repertoire, Vol. I, H.L.Cracknell & G.Nobis, Macmillan

The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions

Advanced Food & Beverage Service -I (AFBS - I)

Theory:

- Restaurant Planning
 - Introduction
 - Planning & Operating various F & B Outlets and support / ancillary areas
 - Factors-Concept, Menu, Space& Lighting ,Colors and Market.
 - Restaurant Design team

- Restaurant Problems and Guest / Situation Handling - thumb rules

- Other Catering Operations
 - Off- Premises Catering
 - Hospital Catering
 - Industrial & Institutional Catering

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Airline & Railway catering
- Home Delivery
- Take aways

- Afternoon & High Teas
 - Introduction, Menu, Cover & Service

- Buffet
 - Introduction
 - Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement
 - Buffet Management

- Table Cheeses
 - Introduction Types
 - Production Brands & Service Storage

- Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service - V (FBSP - V)

Practical:

Restaurant Set-ups of different types Service of
Afternoon & High teas Buffet Lay -up, theme
Buffets set up Service of cheese Cocktail parties

Reference Books:

- 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, Heppner & Deegan Professional Food & Beverage Service Management -Brian Varghese The World Of Wines, Spirits & Beers-H.Berberoglu Beverage Book-Andrew, Dunkin & Cousins Professional Guide to Alcoholic Beverages—Lipinski Alcoholic Beverages -Lipinski & Lipinski Food Service Operations - Peter Jones & Cassel Master Dictionary of Food & Wine-Joyce Rubash New york Bartenders Guide- BD & L Mr. Boston's Bartender & Party Guide - Warner Menu planning -John Kivela
The Restaurant (From Concept to Operation)-Lipinski Professional Food Service-Sergio Andrioli & Peter Douglas Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas-Profitable Menu Planning-John Drysale

Food Safety (FS)

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- I. Basic introduction To Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene
- II. Food microbiology: General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vineager, anti-biotics, Food poisoning, Food infections.
- III. Food preservation, Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods
- IV. Food adulteration & Additives, Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants, Classification of additives & its role
- V. Food standards, The need for food laws, Prevention of food adulteration act standards, Fruit product order standards, Agmark standards, Indian standards institution, International - Codex Alimentarius, ISO, Regulatory agencies - WTO, Consumer protection Act
- VI. Quality Assurance : HACCP, Need, Origin, Principles, terminology, steps / stages, benefits
- VII. Food borne diseases : Types (Infections and intoxications), common diseases caused by food borne pathogens, preventive measures.
- VIII. Hygiene and sanitation in food sector : general principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection (Methods and agents commonly used in the hospitality industry), safety aspects of processing water (uses & standards), waste water & waste disposal

REFERENCES:

1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. PFA Rules

HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall

Hotel Accounting (HACC)

- Uniform system of accounts : introduction, departmental income & expense statement (all

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TECHNOLOGY (Applicable for the Batch starting from (2008))

schedules including long - form)

- Departmental accounting : meaning and purpose, methods, allocation and apportionment of expenses
- Understanding Balance sheet statement : meaning and purpose, assets and liabilities, identification of assets and liabilities.
- Visitors Tabular Ledger - meaning & purpose, very basic of audit, Night Audit in hotels
- Costing : fundamentals, marginal costing technique, basic standard costing techniques, standards for Material & Labour variance only.

Reference books :

1. Hotel Accounting, Earnest B. Horwath & Luis Toth
2. Hospitality Management Accounting, Michael M. Coltman
3. Uniform System of Accounts, Educational Institute of American Hotel & Lodging Association, USA
4. Hospitality Accounting, Richard Kotas & Michael Conlan, International Thomson Business Press
5. Hotel & Catering Costing & Budgets, R.D. Boardman, Heinemann

Facility Planning - I (FPLAN - I)

INTRODUCTION: The role of facilities in the hospitality industry, cost associated with hospitality facilities, the cost of development and construction, cost of operation, cost of renovation and modernization, impact of facility design on facility management, components, layouts and materials, methods and types of construction, paints and varnishes.

MANAGING MAINTENANCE: types of maintenance, maintenance management systems,

FACILITY SYSTEMS:

- WATER AND WASTE WATER SYSTEMS: water usage in the lodging industry, water systems, water quality, water heating, swimming pool water systems, water conservation
- ELECTRICAL SYSTEMS: fuses and circuit breakers, distribution panels and wiring, electric motors, controls and drive elements, electronic equipment, reading electrical utility meters, checking the bill for electrical energy, ac and dc system of supply, power in ac single and three phase
- HEATING, VENTILATION AND AIR CONDITIONING SYSTEMS: guest room hvac system types, centralized systems, decentralized systems, guestroom hvac maintenance, refrigeration cycle, cooling systems operations and maintenance, factors influencing building comfort
- LIGHTING SYSTEMS: basic definitions, light sources, natural lights, artificial light, lighting system design, design factors, lighting system maintenance, cleaning fixtures and lamps, replacing lamps, affects of maintenance on light outputs.
- SAFETY AND SECURITY SYSTEMS: safety and the hospitality industry, fire safety, fire

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TECHNOLOGY (Applicable for the Batch starting from (2008))

- prevention, fire detection, fire notification, fire suppression, fire control.
- BASIC FUELS: types, calorific value, definition, comparison, cost calculation

TEXT BOOKS AND REFERENCES:

1. Hospitality Facilities management and Design
By: David M. Stipanuk, Harold Roffmann
Published: Educational Institute, AHMA
2. How things work-The Universal Encyclopedia of Machines, Volume 1 &2
3. The Management of Maintenance and Engineering Systems in the Hospitality Industry
By: Frank D. Borsenik & Alan T, Stutts
Published: John Willey & Sons Inc. NY
4. Air Conditioning Engineering
By: W.P.Jones
Published: English Language Book Society/Edward Arnold

Hospitality Marketing (HMAR)

Basic introduction to marketing, meaning, nature and scope, difference between marketing and selling

Hotel marketing, Changing role of Hotel marketing, Features of Hospitality marketing, Customer expectation from Hospitality services, Value chain linkage in hotel industry, Classification of Hotel industry.

Market segmentation, Organisational customer segment, Travel Market, Corporate meeting, marketing, Incentive markets, Convention market

Services marketing, basic difference between goods and services and their marketing, Marketing Mix in services marketing (7 P's), Types of services

Product, Front Office & accommodation, food and beverage, Value added products, recreation & health, Shops, car rental service

Services pricing policy, Approaches, Methods, Factors influencing pricing policy.

Promotion, Advertising; sales promotion, personal selling publicity; Communication process in services promotion, Public relations in hotel industry

Place (distribution), Agents & brokers, Electronic channels

People, Role of employees in service delivery, Recruitment, selection and training of employees, Relationship marketing.

**REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))**

Physical evidence, Employee dress, Aesthetics, Tangible Equipment

Process of service delivery, Steps in service delivery, Level of customer involvement

Consumer Behaviour in hotel industry, Customer expectations, Post purchase evaluation, Types of service expectations, Factors influencing customer expectations and perceptions of service, Managing the customer mix, Customer Delight approach

Marketing strategies for hotel industry, New service development, Blue printing, mapping the service system, A strategic program for the marketing of service

TQM in service marketing (Measures, features application in hospitality industry), Hospitality marketing - Indian scenario, (Issues /solutions /future prospects)

REFERENCE BOOKS :

1. Services marketing - Zeithl Valerire - A and Mary Jo Baiter
publisher Megraw Hill companies
2. Delivery quality service: Zeithmal, pasasuraman and bitner Publisher, New York, Free press

Personality Development Practical - I

Personality Profile

Personality and self-concept, Elements of Personality, Determinants of Personality, causes of deranged Personality, Personality Analysis.

Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language -use and misuse, Art of good Conversation, Art of Intelligent Listening.

Stress management

Meaning, purpose, techniques.

Personality Development Strategies

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

Interpersonal Skills

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

Group Discussion

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

Telephone conversation

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

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Reference Books:

1. Personal Management and Human Resources
By: C.S.Venkata Ratanam and B.K.Srivastava
Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
2. Human Behaviour at Work
By: Keith Davis
Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
3. I'm OK, You're OK
By: Thomas A. Harris
Published By: Pan Books, London and Sydney
4. Pleasure of your Company
By: Ranjana Salgaocar
Published By: Pyramid Publishers, Goa
5. How to get the job you want
By: Arun Agarwal, Published By: Vision Books, New Delhi
6. Get That Job, Rohit Anand & Sanjeev Bikhchandani, Harper Collins

SEMESTER VI

INDUSTRIAL TRAINING OF 20 WEEKS OF 22 CREDITS

SEMESTER-VII

Advanced Food Production- II (AFP - II)

Kitchen Management

Work-flow, lay-out, stewarding, staffing, stores management, indenting, production planning, new product development, use of internet and other latest technologies in food production

Food Styling

General principles, modern and special innovative garnishes, accompaniments, decorations and concept development

Banqueting Preparations

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

Types of banquets, themes, production, menu preparation

Low calorie food, advantages, disadvantages, menu examples, preparation.

Out -door Catering

Concept, principles, limitations, menus, planning, check list and precautions

Cook chill systems

Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

Cook freeze system

Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

Miscellaneous

Power breakfasts, brunches and lunches, High teas, cocktail snacks, theme menus, food festivals, other new or non-conventional catering concepts

Airline and Cruise liner meal planning

Food Production Practical - VI

Practical:

International cookery

Recipes from China, Srilanka, Thailand, Lebanon (Mediterranean) and other countries* Bakery and confectionery-chocolate preparation, fancy cakes, savory items, quiches, tarts etc.* Out-door Catering (if possible)*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended :

The Professional Pastry Chef, Friberg

The Wilton Ways of Cake Decorations, Hamlyn Publishing

Chocolate, Carolyn Humphries

International Cook Book, Cavendish House

Time - Life Series - The Cooking of Various countries

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TECHNOLOGY (Applicable for the Batch starting from (2008))

Theory:

- Function Catering
 - Introduction
 - Types of Function
 - Function Administration & Organization-Booking Procedure, Menus, Function contracts, Seating Arrangements

- International Cuisines, Classical dishes / menus / service
 - Mediterranean
 - Oriental
 - Polynesian
 - Far East
 - American
 - French
 - Kosher
 - Middle East
 - Italian
 - Mexican
 - Scandinavian
 - German
 - Spanish

Gueridon 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.

Kitchen Stewarding and ancillary areas

- Introduction
- Staffing, equipment & layout
- Kitchen Stewarding Operations
- Inventory/Records maintenance

Analysing strengths and weaknesses of catering outlets vis-a-vis competition - parameters, decision making on basis of the analysis

Traditional Indian service - South Indian (wedding & functions), Thali service (Lay-out & sequence) and other regional cuisines for special occasions.

Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service - VI (FBSP - VI)

Practical:

Taking Banquet Booking-Filling - Banquet FP Formal

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TECHNOLOGY (Applicable for the Batch starting from (2008))

Banquet Service Bar Set-up and operations
Guéridon Service -Basic Preparation, classical dishes Indian themes and food festivals

Reference Books:

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, Heppner & Deegan Professional Food & Beverage Service Management -Brian Varghese The World Of Wines, Spirits & Beers-H.Berberoglu Beverage Book-Andrew, Dunkin & Cousins Professional Guide to Alcoholic Beverages—Lipinski Alcoholic Beverages -Lipinski & Lipinski Food Service Operations - Peter Jones & Cassel Master Dictionary of Food & Wine-Joyce Rubash New York Bartenders Guide- BD & L Mr. Boston's Bartender & Party Guide -Warner Menu planning -John Kivela
The Restaurant (From Concept to Operation)-Lipinski Professional Food Service- Sergio Andrioli & Peter Douglas Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas-Profitable Menu Planning-John Drysale

Business Law

1. THE INDIAN CONTRACT ACT

Definition of Contract-essential elements of a valid contract-classification of contracts-voidable contract-void contract-illegal agreement-express contract-implied contract-executed contract-executory contract.

Offer-definition-essentials of a valid offer when does an offer come to an end. Acceptance-essentials of valid acceptance-communication of offer acceptance revocation-when complete.

Consideration-definition-rules as to consideration-stranger to consideration-when contract made without consideration valid-minor's agreement -minor's liability for necessities.

Contract with persons of unsound mind. Mistake of law-mistake of fact-their effect-bilateral and unilateral mistakes-misrepresentations-fraud-undue influence-coercion-their effects-consideration or object-when unlawful agreement opposed to public policy attempted performance or tender essentials of a valid tender time as the essence of contract.

By performance-by impossibility-lapse of time-by operation of law-by breach of contract.

2. LICENSES AND PERMITS

licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation-renewal suspension and termination of licenses.

3. FOOD LEGISLATION

principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities ct, ISU, AGMARK

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

4. **LIQUOR LEGISLATION**
Types of licenses, drinking in the licensed premises and different types of permits.
5. **INDUSTRIAL LEGISLATION**
factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act to be discussed in brief with particular reference to hotel industry)
6. **SHOPS AND ESTABLISHMENT ACT**
introduction-definition-adult-family-commercial establishment-employer-employee-exemption-registration-daily and weekly working hours-overtime-annual leave with wages.
7. **LAW OF TENANCY**
rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments, (to be discussed in details)
8. **CONSUMER PROTECTION ACT**
consumer protection councils, procedure for redressal of grievances
9. **ENVIRONMENT PROTECTION ACT**
powers of the central Govt. prevention and control of environment pollution.
10. **LAWS RELATING TO HYGIENE, SANITATION AND ADULTERATION**
what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act, AGMARK.
Books:
 1. Mercantile law - N. D. Kapoor
 2. Mercantile law- S.P. Iyengar
 3. Principles of Business Law - Aswathappa .K
 4. Business Law - M. C .Kuchal
 5. Bare Acts of respective legislationShops and Establishments Act.

Financial Management (FMGT)

- Financial Management: meaning, objectives of financial management, profit maximization Vs. wealth maximization approach
- Financial Statement : meaning and objectives of different types of financial management systems, financial analysis and tools of analysis, trends and common- size analysis
- Ratio Analysis : meaning and objective, classification, profitability ratios, financial ratios, turn over ratios
- Capitalisation : meaning, over-capitalisation and under-capitalisation

REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING
TECHNOLOGY (Applicable for the Batch starting from (2008))

- Sources of finance : short-term, mid-term and long-term finances, role of commercial banks, long-term financing and Financial institutions
- Corporate Share Capital & Corporate Debt: Different forms of securities, their advantages and dis-advantages, debt - capital in various forms
- Working Capital : concept, sources, management of working capital
- Budgets : meaning and importance, types of budgets, steps in budgeting, cash budget, basic capital budgeting - pay-back period, ARR, NPV & P. Index
- Funds Flow Statement and cash flow statement : meaning, uses, preparation
- Depreciation policies : meaning, causes, objectives, determination

Reference Books :

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

Facility Planning II

ENERGY MANAGEMENT: background, energy pricing, energy cost control and building systems, reducing guest room energy costs, reducing food and beverage production and service energy costs, reducing boiler and chilling energy costs, energy management and conservation systems.

BUILDING AND EXTERIOR FACILITIES: roof, exterior walls, windows and doors, structural frame, foundation elevators, storm water drainage systems, utilities, landscaping and grounds.

PARKING AREAS : parking lots, structural features, layout considerations, maintenance, parking garages, accessibility requirements for parking areas, valet parking,

LODGING PLANNING AND DESIGN: development process, feasibility studies, space allocation programme, operational criteria, budget, preliminary schedule, site design, Hotel design, guest rooms and suites, lobby, food and beverage outlets, function

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TECHNOLOGY (Applicable for the Batch starting from (2008))

areas, recreational facilities, back of the house areas.

FOOD SERVICE PLANNING AND DESIGN: concept development, feasibility, regulations, planning layout, receiving areas, storage areas, kitchen, office space, sample blue print.

TEXT BOOKS AND REFERENCES:

1. Hospitality Facilities management and Design
By: David M. Stipanuk, Harold Roffmann
Published: Educational Institute, AHMA
2. How things work-The Universal Encyclopedia of Machines,
Volume 1&2
3. The Management of Maintenance and Engineering Systems in the Hospitality Industry
By: Frank D. Borsenik & Alan T, Stutts
Published: John Willey & Sons Inc. NY
4. Air Conditioning Engineering
By: W.P.Jones
Published: English Language Book Society/Edword Arnold
5. Building Construction
By: Sushil Kumar
Published: Standard Publishers Distributors, Delhi
6. The Complete Guide to DIY and Home maintenance
By: Mike Lawrence
Published: Orbis Publishing Ltd. UK

Human Resource Management

- Evolution, Role and Status of Human Resource Management in India - Structure and Function of Human Resource Management - Systems View of HRM.
- Manpower Planning - Concept, Organisation and Practice, Manpower Planning Techniques - Short-Term and Long-Term Planning.
- Recruitment and Selection - Job Analysis - Description - Job Specification - Selection Process - Tests and Interviews - Placements and Induction.
- Performance Appraisal - Purpose - Factors Affecting Performance Appraisal - Methods and

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TECHNOLOGY (Applicable for the Batch starting from (2008))

systems of Performance Appraisal - Counselling.

- Training and Development - Need and Importance - Assessment of Training Needs - Training And Development of Various Categories of Personnel.
- Career Planning and Development - Career Counselling - Promotion and Transfers - Retirement and other Separation Process.
- Wages and Salary Administration - Development Sound Compensation Structure, Direct & Indirect costs, Fringe benefits, CTC (Cost to company) concept and its implications - Regulatory Provisions - Incentives .
- Grievance Handling and Discipline - Development Grievance Handling Systems - Collective Bargaining -Managing Conflicts.
- Laws /Acts / Statutory mechanism in Indian context related to HRM issues especially hospitality sector

Reference Books:

1. Arun Monappa & S. Saiyuddain: Personal Management, Tata McGraw Hill.
2. Pramod Verma: Personnel Management in Indian Organisations.
3. Edwin b. Flippo: Personnel Management, McGraw Hill.
4. Services marketing - The Indian experience by Ravi Shankar publisher, south Asia publications, Delhi
5. Services marketing S. M Jha Publisher, Himalaya publications
6. Marketing for hospitality industry - Roberts
7. Service marketing - Wood ruffe Helen publisher Macmillan
8. Strategic hotel and motel marketing - Hart & Troy
9. Service marketing - Love, Lock, Christopher II
10. Marketing leadership in Hospitality by Robert Lewis and Richard Chambers.
11. Foundation and practices Marketing of Services - Strategies for Success, Harsh V. Verma, Professional Managers' Library, Global Business Press

Personality Development Practical - II

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

Basic concept of Recruitment and Selection: intent and purpose, selection procedure , types of

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TECHNOLOGY (Applicable for the Batch starting from (2008))

interviews

Preparing for interviews: self planning, writing winning resume', knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions

Facing an interview panel: time- keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self- introduction, panel addressing, mental frame-work during interviews

Mock Interview

Presentation skills, seminar skills and leadership role plays

Conducting / Participating - meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.

Reference Books:

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

SEMESTER-VIII

Indian Heritage (IHER)

Historical perspective - Indian History - Scope and Objective - Evolution of Culture - Ancient, medieval and modern

Outline of Great Scriptures - Upanishads - Sankya - Darshans - Ramanaya - Mahabharatha - Bhagavadgeetha
- Buddhism - Tripitakas - Jainism - Puranas

Life of Great Philosophers - Adishankaracharya - Madvacharya - Ramanujacharya - Basavanna - Ramakrishna

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Paramahansa - Swamy Vivekaananda - Arabindo

Knowledge of Indian Performing Arts - Bharathanatyam - Kuchupudi - Kathak - Odissi - Kathakali - Mohiniattam
- Folk theater and performances and its role in promoting Indian tourism - Karnataka and Hindustani
classical music

Indian Painting - Colourful Mosaic - evolution of Indian Painting - Ajantha - Ellora paintings.

Art, Sculpture and Craft - Indian Sculptures - Scope - Early Chalukyan style special reference to Badami cave temple -
Aihole and Pattadakal sculptures - Konark temples - Indo-Sarcenic architecture
- Churches of India - Handicrafts - Puppetry - Toys - Jewellery - Textiles

Literary Heritage - Sanskrit - Pali - Kannada - Tamil - Hindi - Urdu

Books for Reference:

1. S. Radhakrishnan - Indian Philosophy
2. R. Shamashastry - History of the Dharmasastras
3. D. P. Chattopadhyaya what is Living and What is Dead in Indian Philosophy
4. Ananda K Kumaraswamy - Indian and South East Asian Architecture
5. V. Brodov - Indina Philosophy in Modern Times
6. Swamy Vivekananda - His disciples from the East and the West
7. V. P. Varma - Modern Indian Political thought
8. Ram Acharya - Torusim and Cultural Heritage of India. RBSA Publications Jaipur.

Organizational Behaviour (OB)

- O.B. - Definition, relevance and scope
- **FOUNDATIONS OF INDIVIDUAL BEHAVIOUR**
Environment, personal, organizational and psychological factors
- Personality, perception, attitudes, learning

MOTIVATION

Nature, important theories - Maslow, Herzberg, equity and expectancy

FOUNDATION OF GROUP BEHAVIOUR

Group dynamics, group formation, group tasks, group decision making

LEADERSHIP

nature and theories - trait theory, behavioural and fielders contingency theories

COMMUNICATION

Interpersonal communication, barriers and ways of overcoming the barriers. Organizational communication, informal

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communication

CONFLICT

Reasons and ways of overcoming conflict

ORGANISATION

Structure - behavioural implications of different structures

ORGANIZATIONAL CHANGE

Resistance to change and ways of overcoming the resistance

ORGANIZATIONAL CULTURE

How created and sustained

BOOKS:

Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall of India
New Strom and Davis; Organisational Behaviour - Human Behaviour work, New York McGraw Hill
Fred Lechans; Organisation Behaviour, New York, McGraw Hill
Aswathappa K; Organisational Behaviour, Mumbai, Himalaya Publishing House
B. P. Singh; Organisational Behaviour, Dhanpat Rai & Sons
Umasharan; Organisational Behaviour, New Delhi, Tata McGraw Hill Publishing House
Arun Monappa; Personnel Management, New Delhi, Tata McGraw Hill Publishing company
Subha Rao P; Human Resource Management, Bombay Himalaya Publishing

Introduction to Tourism & Tourism Geography

Introduction to Tourism

1. Tourism phenomenon
Concept. Definition
Historical evolution and development
2. Transport systems
Air transport
Railways
Road
Sea and waterways. Indian and international examples
3. Travel agencies
History and development of travel agencies
Role and function. Indian and international examples
4. Tourism organization and associations
Role and function of
 - a) World tourism organization

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TECHNOLOGY (Applicable for the Batch starting from (2008))

- b) ASTA, UFTAA, PATA, IATA etc. Basic concept for international tourism
- 5. Tourism industry
 - Major & minor components
 - Types of tourism resources of sports, cultural, historical, nature based, sports and adventure tourism
- 6. Types of tours
 - Importance of tour operations
 - Major national and international tour operators
 - Importance and role of tourist guides
- 7. Travel formalities and regulations
 - Passports, functions, types, issuing authority, procedure for obtaining passport etc
 - VISAS: functions, type, issuing authority, procedure for obtaining VISA. Other travel legislations.
- 9. Foreign exchange

Tourism Geography

Countries and currencies, procedure for obtaining foreign exchange foreign exchange counters, customs formalities, immigration etc India the subcontinent, season for different travel centres / circuits, rich natural ambience, cultural heritage, growth effusion of Indian culture, Indian people caste, tribes & religions, development of tourism in India.

International tourism - famous destinations, over-view and world's continents, longitude & latitude of map-reading skills, time & climate zones, exploring earth's countries, major cities and airports around the world, relationship between geography and tourism.

Season and off-season in tourism.

Reference Books:

- 1) Hotels for tourism development - Dr. Jagmohan Negi, Metropolitan
- 2) Profile of Indian tourism - Shalinin Singh
- 3) Tourism today - Ratandeep Singh
- 4) Dynamics of tourism - Pushpinder S. Gill
- 5) Introduction to tourism - Seth. P.M., Sterling
- 6) Tourism, past, present and future - Bukhart
- 7) Tourism principles and policies - A. K. Bhatia, Sterling
- 8) Travel agents and tourism - Merrisen James
- 9) Tourism and cultural heritage of India - Acharaya Ram
- 10) Culture and art of India - Mukerjee. A

- 11) International Tourism, Francois Vellas & Lionel Bickerel, Macmillan Business
- 12) Tourism - The State of Art, edited by Seaton, Wood etc., John Wiley Cross Cultural Communication for tourism, & Hospitality Industry by Helen Fitz Gerald, Hospitality Press, Melbourne
- 13) Tourism Today- Geographical Analysis, Douglas & Peare, Longman Publishers

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TECHNOLOGY (Applicable for the Batch starting from (2008))

- 14) Tourism - Past, present and future, Burkart & Medik, Heinman
- 15) Towards Geography of Tourism, D.G.Pearce
- 16) Regional Geography of India, R.L.Singh
- 17) Recreational Tourism - A social science perspective, Ryan Chris, Routledge, London
- 18) Tourism Development, A.K.Bhatia, Sterling Publication, Delhi
- 19) The Geography of Travel & Tourism, Brian G. Boniface & Chris Cooper, ButterworthHeinmann
- 20) International Tourism, Francois Vellas & Lionel Becherel, Macmillan Business
- 21) Tourism - The State of the Art, A.V.Seation & C.L.Jenkins & Smith, John Wiley, NY

Environmental Issues

1. **Introduction and development of environmental message to**
Staff - raise awareness build commitment, provide support, reward efforts, celebrate success
Business partners - coordination
Guests - participation
Community - sponsorship, urban beautification, alternate energy sources
2. **Waste Management**
Why manage waste
Recycling
Non hazardous energy separation
3. Energy and waste conversion
Introduction
Energy efficiency action plan Assessing current performance
Energy conservation measures
Guidelines for major use areas
Making decision about investments
Evaluation of new technology
4. Water
Water and the environment Improving water quality
Case studies
5. Product purchase
Principles of responsible purchasing Implementation of Eco friendly purchasing Products: recycled paper, future products
6. Indoor air quality
Potential sources of air pollution Improving

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indoor air quality Costs

7. External air emissions

Sources

Effects

Hotels and air pollution

1. Noise

Introduction Problems of noise

Program for tackling noise

2. Hazardous materials

Definition

Sources

Hazards

Dealing with hazardous materials

3. Ecotels

What are ecotels

Case studies India, abroad

4. Buildings of the future

Building materials - cement, bricks, wall panels

Paints

Smart buildings

Current technology

8. Outlines on environmental laws.

Reference book:

Environmental Management for Hotels, Butterworth & Heinemann.

Eco-informatics; Dr S. K. Agarwal APH Publication

Environmental Chemistry by A. K. Dey New Age Publishers.

Environmental Science By S.C. Santra Kalyani Publishers

Research Project : Design & Methodology (RPDM)

INTRODUCTION

Meaning & definition, Scope and Purpose of doing research, Areas of research, Research procedure, Applications of research, Problems of conducting research.

PROJECT THEME

Identifying theme of project, Selection of title, Description of universe, Executive summary, Statement of research problem and

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TECHNOLOGY (Applicable for the Batch starting from (2008))**

research objectives, Rationale for conducting study.

RESEARCH DESIGN & DATA COLLECTION METHOD

Primary research, Secondary research, Research approaches - Observation, Experiment, Survey, Research instrument - Questionnaire, Mechanical,

SAMPLING PLAN

Sampling unit, Sample size, Sample selection process, Sampling media.

FIELD WORK

Planning, organizing and supervising field work.

DATA ANALYSIS

Classification, Tabulation, Analysis and Interpretation.

REPORT WRITING

Report format, Executive summary, Literature review, Findings, Conclusions & Recommendations, Bibliography.

Suggested Text Books & References

1. Marketing Management, Philip Kotler
Prentice-Hall of India, New Delhi.
2. Hospitality & Travel marketing, Alastair M. Morrison
Delmar Publishers Inc.
3. Marketing Research, Harper W. Boyd
Richard D. Irwin, INC., All India Traveller Book Seller, Delhi.
4. How to complete your reasearch project successfully, Judith Bell
UBS Publisher Distributors, Delhi
5. How to research and write a thesis in hospitality & tourism, James M. Paynter
John Wiley & Sons, NY, USA
6. Travel, Tourism & Hospitality Research, Ritchie Goeldner, John Wiley