

**NATIONALE DUCATION POLICY-2020**  
**Common Minimum Syllabus for all Uttarakhand State Universities**  
**and Colleges**



**Syllabus Proposed**

**2023-24**

**Sri Dev Suman Uttarakhand University**  
**Badshahithol, Tehri (Garhwal)**

**पाठ्यक्रम निर्माण समिति, उत्तराखण्ड**  
**Curriculum Design Committee, Uttarakhand**

| क्र० सं० | नाम एवं पद   |         |
|----------|--|---------|
| 1        | प्रो० एन० के० जोशी<br>कुलपति, श्रीदेव सुमन उत्तराखण्ड विश्वविद्यालय, टिहरी | अध्यक्ष |
| 2        | कुलपति, कुमाऊँ विश्वविद्यालय, नैनीताल                                      | सदस्य   |
| 3        | प्रो० जगत सिंह बिष्ट<br>कुलपति, सोबन सिंह जीना विश्वविद्यालय, अल्मोड़ा     | सदस्य   |
| 4        | प्रो० सुरेखा डंगवाल<br>कुलपति, दून विश्वविद्यालय, देहरादून                 | सदस्य   |
| 5        | प्रो० ओ० पी० एस० नेगी<br>कुलपति, उत्तराखण्ड मुक्त विश्वविद्यालय, हल्द्वानी | सदस्य   |
| 6        | प्रो. एम० एस० एम० रावत<br>सलाहकार-रूसा, रूसा निदेशालय, देहरादून            | सदस्य   |
| 7        | प्रो० के० डी० पुरोहित<br>सलाहकार-रूसा, रूसा निदेशालय, देहरादून             | सदस्य   |

# Proposed Curriculum Structure for Undergraduate Program in Bachelors of Hotel Management

## 1. Pedagogy for Multi-Disciplinary Four Years Undergraduate Program in Hotel Management

Appropriate curriculum, pedagogy, constant formative evaluation, and enough student assistance are all required for effective learning. The goal is to contextualise curriculum through effective pedagogical techniques that determine learning experiences and thus learning outcomes. Some examples include active, cooperative, collaborative, and experiential learning pedagogies.

The use of technology will be focused to create a learning environment that connects learners to content, classmates, and instructors throughout the learning process while respecting learners' pace is a pressing necessity. Following measures would be taken for smooth transition of knowledge:

- a) Classroom processes will encourage rigorous thinking, reading and writing, debate, discussion, peer learning and self-learning.
- b) The emphasis will be on critical thinking and challenge to current subject orthodoxy will develop innovative solutions. Curricular content will be presented in ways that invite questioning and not a body of ready knowledge to be assimilated or reproduced. Faculty will act as facilitators of questioning and not authorities on knowledge.
- c) Classroom pedagogy will focus on the 'how' of things i.e. the application of theory and ideas. All courses including core and skill enhancement will design projects and practicum's to enable students get relevant hands-on experiences.
- d) Classroom processes will address issues of inclusion and diversity since students are likely to be from diverse cultural, linguistic, socio-economic and intellectual backgrounds.
- e) Cooperative and peer-supported activities will be part of empowering students to take charge of their own learning.
- f) Faculty will have the freedom to identify and use the pedagogical approach that is best suited to a particular course and student.
- g) Pedagogies like PBL (Problem/Project Based Learning), Learning through Case Studies, gamification, simulations, Service Learning will be brought into practice as part of curriculum. Learning within and beyond focus groups will be core. Experiential learning in the form of internship and field projects with a specified number of credits is to be mandatory.

**2. The Category of Course and it's description:**

|   | <b>Course Type</b>   | <b>Description</b>  |
|---|--|---|
| 1 | Languages  | Languages provide the medium of fresh and free thinking, expression and clarity in thought and speech. It forms as a foundation for learning other courses. Helps fluent communication. In addition to English, a candidate shall opt for any other language related to the field of study..  |
| 2 | Ability Enhancement Courses  | Foundation Courses enable students to develop a deep sense of commitment to oneself and to the society and nation largely. These courses will supplement in better understanding of how to integrate knowledge to application into a society.<br>Ability enhancement courses are the generic skill courses which are basic and needed to all to pursue any career. These courses ensure progression across all careers.   |
| 3 | Skill Enhancement Courses/<br>Vocational courses   | Skill Enhancement/Development courses are to promote skills pertaining to a particular field of study. The purpose of these courses is to provide students life-skills in hands-on mode so as to increase their employability/Self-employment. The objective is to integrate discipline related skills in a holistic manner with general education.<br>These Generic Elective Courses are courses chosen from an unrelated discipline/subject, with an intention to seek exposure beyond discipline/sof choice. These courses may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge and few will be taken up through online mode from MOOCs platform approved by UGC. Each Department has complete freedom to suggest their own papers under this category based on their expertise, specialization, requirements, scope and need |
| 4 | Discipline based Introductory Courses (In specific cases of lateral entry or bridge courses) | Introductory courses bridge the gap for a student if he/she has not got a basic groundwork in a specific area of discipline   |

|   |   |  |
|---|---|--|
| 5 | Discipline Specific Core Courses                                    | A discipline is the field in which a student focuses during the course of his/her degree. A course in a discipline, which should compulsorily be studied by a candidate as a core requirement is termed as a Core course. The core courses aim to cover the basics that a student is expected to imbibe in that particular discipline. They provide fundamental knowledge and expertise to produce competent, creative graduates with a strong fundamental, technical and academic acumen. The purpose of offering core courses is to ensure that the institution/faculty follow a minimum common curriculum <b>which makes credit transfer and mobility of students easier.</b> |
| 6 | Discipline Specific Elective Courses                                | Elective courses offered under the main discipline are referred to as Discipline Specific Electives. These courses provide more depth within the discipline itself or within a component of the discipline and provide advanced knowledge and expertise in an area of the discipline. The institutions have freedom to have their own courses based on their expertise, specialization, requirements, scope and need. The elective courses may be of interdisciplinary nature.   |
| 7 | Project work/ Dissertation/ Internship/ On the Job Training         | Project work is considered as a special course involving application of knowledge in solving/ analyzing/ exploring a real life situation / difficult problem/ data analysis. Project Work has the intention to provide research competencies/ Operational acumen of the chosen field at Undergraduate level. It enables to acquire special/ advanced knowledge through supplement/support study to a project work. Candidates shall carry out project work on his/her own with an advisory support by a faculty member to produce a dissertation/project report. Internship/ On the Job Training shall be an integral part of the Curriculum.                                    |
| 8 | Extra Curricular Activities/ Co-curricular and Extension Activities | These activities help in character building, spiritual growth, physical growth, etc. They facilitate development of various domains of mind and personality such as intellectual, emotional, social, moral and aesthetic developments. Creativity, Enthusiasm, and Positive thinking are some of the facets of personality development and the outcomes of these activities.   |

The suggested progressive curriculum will provide necessary knowledge and abilities along a continuum from beginner problem solvers (at programme entry level) to expert problem solvers (by graduation):

At the end of first year – Ability to solve well defined problems

At the end of second year – Ability to solve broadly defined problems

At the end of third year – Ability to solve complex problems that are ill-structured requiring multi-disciplinary skills to solve them

During fourth year – Deeper and Advanced learning of Skill set and Experience of workplace problems solving in the form of on the job internship Research Experience preparing for higher education or Entrepreneurship Experience

### 3. The Curriculum framework

| Year   | Objective                                      | Natureof Courses   | Outcome  | No. of courses<br>(Even &<br>Odd Sem) | Credits  |
|--|--|--|--|---------------------------------------|--|
| 1styear<br>1 <sup>st</sup> &2 <sup>nd</sup><br>Semesters                                     | Understanding<br>and Exploration               | <ol style="list-style-type: none"> <li>1. Discipline CoreCourses (DSC)</li> <li>2. Ability Enhancement Compulsory Courses (AEC)</li> <li>3. SkillEnhancement Courses &amp; vocational courses(SEC)</li> </ol>          | <ul style="list-style-type: none"> <li>• Understanding of Disciplines;</li> <li>• Language Competency for work place</li> <li>• Basic skills sets to pursue any vocation</li> </ul>  | 3+3<br>1+1<br>2+2                     | 18+18= 36<br>2+2= 4<br>4+4= 8<br>Total=24+ 24=<br>48               |
| <b>Exitoption with Certification in Hospitality Basic Operations with minimum 40 credits</b> |  |  |  |                                       |  |
| 2 <sup>nd</sup> Year<br>3 <sup>rd</sup> &<br>4 <sup>th</sup> Semesters                       | Focus,<br>Immersion<br>& real time<br>learning | <ol style="list-style-type: none"> <li>1. DisciplineCoreCourses (DSC)</li> <li>2. SkillEnhancement Courses &amp; vocational courses(SEC)</li> <li>3. Industrial Exposure for live practicing learned skills</li> </ol> | <ul style="list-style-type: none"> <li>• Understandingof disciplines;</li> <li>• Facilitateddevelopment of various domains of tradeand personality;</li> <li>• Promoteskills pertaining to a particular field of study;Providestudents life-skills in hands-on modeso as to Practice skills</li> </ul> | 3<br>3<br>1<br>0+3x4= 12              | 18<br>6<br>0+ 20<br>Total= 24+20=<br>44<br>Accumulated<br>total=92 |
| <b>ExitOption with Diploma In Hospitality Operations with minimum 78 credits</b>             |  |  |  |                                       |  |

|   |                                   |   |  |     |            |
|---|-----------------------------------|---|--|-----|------------|
| 3 <sup>rd</sup> Year<br>5 <sup>th</sup> &<br>6 <sup>th</sup> Semesters            | Application and advanced learning | 1. Discipline Specific Elective Courses 1 each semester with practical (DSE); | • In depth learning of major disciplines; Skillsets for employability.   | 2+1 | 10+6=16    |
|   |                                   | 2. Discipline Specific Course   | • Exposure to discipline beyond the chosen major   | 4+0 | 16+0=16    |
|   |                                   | 3. Skill Enhancement Electives  | • Facilitated development of various domains of trade  | 0+2 | 0+2= 02    |
|   |                                   | 4. Open elective (MOOCS Course)   |  | 2+2 | 4+4=08     |
|   |                                   | 5. Ability Enhancement  |  | 0+2 | 0+2=02     |
| <b>Exit option with Bachelor Degree Hotel Management with minimum 112 credits</b> |                                   |   |  |     |            |
| 4 <sup>th</sup> Year<br>7 <sup>th</sup> &<br>8 <sup>th</sup> Semesters            | Deeper Concentration              | 1. Discipline Specific Elective courses (DSE)                                 | • Deeper and Advanced Learning of the Major Discipline.  | 2   | 10         |
|   |                                   | 2. Skill Enhancement courses/ vocational courses (SEC)                        | • Skill sets for advanced knowledge  | 2   | 4          |
|   |                                   | 3. Ability Enhancement  | • Developing decision making and planning abilities and Developing managerial competencies and Experiential learning | 1   | 2          |
|   |                                   | 4. Open Elective  |  | 2   | 4          |
|   |                                   | 5. Field Project Work /On the Job entrepreneurial exposure                    |  | 0+2 | 0+20       |
| <b>Bachelor Degree in Hotel Management with Honours with minimum 146 credits</b>  |                                   |   |  |     | Total= 176 |

**6. Detailed Courses within Curriculum with accumulated Credits**

| <b>Courses</b>   | <b>Theory + Practical</b> |
|--|---------------------------|
| <b>I- Discipline Specific Core Courses (DSC) 26 Courses (excluding Practical course)</b>   |                           |
| 14 Courses of 4 credit from each of the core disciplines of choice   | 14X4= 56                  |
| 9 Core Course Practical / Tutorial*  | 10x2=18                   |
| 2 Industry exposure/field work   | 2x20= 40                  |
| <b>Total</b>   | <b>114</b>                |
| <b>II- Discipline Specific Elective Courses (DSE) 4Courses</b>   |                           |
| 4 Courses of 4 credits spread in different year of study; Two coursehaving choice from each discipline of choice and 2 paper of interdisciplinary nature.Three courses will have practical exposure. | 4x4=16                    |
| Elective Course Practical of 2 credits (3 Practical)   | 3x2=06                    |
| <b>Total</b>   | <b>22</b>                 |
| <b>III- Ability Enhancement Courses (AE) 4Courses</b>  |                           |
| 1. Ability Enhancement Compulsory Courses (AECC)<br>(4courses of 2 credits each)   | 4x2=8                     |
| <b>Total</b>   | <b>8</b>                  |
| <b>IV. Skill Enhancement Courses (SEC) 10 Courses</b>  |                           |
| 1. Skill Enhancement Courses (SEC)<br>(10courses of 2 credits each and 1 course of practical)  | 10x2=20                   |
| 2. Open Elective online 6 Vocational Courses (OE) with 2 credit each   | 6x2=12                    |
| <b>Total</b>   | <b>32</b>                 |
| <b>Total</b>   | <b>176</b>                |
| Note- *wherever there is practical there will be no tutorials and vice-versa   |                           |
|  |                           |

**7. Course specification under Choice Based Credit System CBCS in accordance with Model Curriculum of University Grants Commission**

**a. Discipline Specific Core Course (Total 9 Courses to be picked with Six Credit Each; 4 for Theory and 2 for Practical)**

1. DSC-1A: Food Production Foundation



2. DSC-1B: Food & Beverage Service Foundation
3. DSC-1C: Front Office Operations Foundations
4. DSC-2A: Food Production Operations
5. DSC-2B: Food & Beverage Service Operations
6. DSC-2C: Accommodation Operations Foundation
7. DSC-3A: Introduction to Indian Cuisine
8. DSC-3B: Food & Beverage Service Operations-II
9. DSC-3C: Room Division Operations
10. DSC-4A: Food Production Operations Industry Exposure-I (6 credit course for 12 hours /week)
11. DSC-4B: Food and Beverage Service Operations Industry Exposure-I (6 credit course for 12 hours /week)
12. DSC-4C: Room Division Operations Industry Exposure-I (6 credit course for 12 hours /week)
13. DSC-4D: Other Hospitality Ancillary Departments (4 credit course for 8 hours/ week)
14. DSC-5: Accounting Skills for Hospitality
15. DSC-6: Travel and Tourism Management
16. DSC-7: Fundamentals of Management
17. DSC-8: Fundamentals of Finance Management
18. DSC-9: Fundamentals of Research Methodology
19. DSC-10 A: Operational skill based Industrial Exposure
20. DSC-10B: Field Project Work
21. DSC-11A: Project report on Industrial Exposure
22. DSC-11B: Field Project Dissertation Report

**b. Discipline Specific Elective (6 Credit each for course with Practical for other 4 credit; Students will pick one Course each from available elective group DSE1;DSE2;DSE3 in three respective semesters)**

1. DSE-1A: Understanding International Cuisines
2. DSE-1B: Fundamentals of Alcoholic Beverages
3. DSE-1C: Hotel Front Office Management
4. DSE-1D: Hotel House Keeping Management
5. DSE-2A: Regional Cuisines of India
6. DSE-2B: Advanced Food & Beverage Operations
7. DSE-2C: Hotel Information Systems
8. DSC-2D: Fundamentals of Linen and Laundry Operations
9. DSE-3A: Advance Baking and Patisserie
10. DSE-3B: Food and Beverages Controls and Management
11. DSE-3C: Fundamentals of Revenue Management

12.DSE-3D: Fundamentals Interior Decoration

More options to choose from can be added in above list by the academic council on recommendation from BOS understanding the need of Industry. Institutions may fix a group size for DSE Options say about 25-30 Students per group.

**c. Ability Enhancement Compulsory Courses (Two Credit Each)**

1. AEC-1: Universal Human Values Fundamentals
2. AEC-2: Personality Development
3. AEC-3: Environmental Sciences
4. AEC-4: Health and Wellness through Yoga

**d. Skill Enhancement Elective Courses (Two Credit Each)**

1. SEC-1: Introduction to Tourism and Hospitality Industry
2. SEC-2: English Language Skills
3. SEC-3: Fundamentals of Computing and IT Operations (Practical Course)
4. SEC-4: Hygiene and Sanitation
5. SEC-5: Fundamentals of Food Science
6. SEC-6: Fundamentals of Baking
7. SEC-7: Writing Skills for Hospitality (Writing of Industry Reports)
8. SEC-8: Business Communication
9. SEC-9: Safety and Security for Hospitality operations
10. SEC-10: Facility Planning
11. SEC-11: Hospitality Laws
12. SEC-12: Hospitality Sales & Marketing
13. SEC-13: Nutrition & Dietetics
14. SEC-14: Human Resource Management
15. SEC-15: Organizational Behaviour
16. SEC-16: Fundamentals of Entrepreneurship
17. SEC-17: Customer Relationship Management
18. SEC-18: Introduction to Economics

Add on MOOC Vocational courses will also be part of SEC (Open Electives which will be choice based online courses to be opted as per the semester requirement from the given list of minimum 12 hrs duration with 2 credit each)

1. OE-1: HACCP certification
2. OE-2: Operational Budgeting
3. OE-3: Blog & Content writing for Travel Trade and Food
4. OE-4: Digital Marketing
5. OE-5: Foreign Language Practice (French/German/Japanese/Chinese/Spanish)

6. OE-6: Total Quality Management
7. OE-7: Fundamentals of Retail Management
8. OE-8: Fundamentals of Event Management
9. OE-9: Food Purchasing Control
10. OE-10: Food Laws, Regulations, Quality and Food Standards
11. OE-11: Cleaning Public Areas and Pest Control
12. OE-12: Front Office Accounting Systems
13. OE-13: Receiving, Storing and Issuing Control in Hospitality
14. OE-14: Beverage Cost Control
15. OE-15: Hotel Management: Distribution, Revenue and Demand Management
16. OE-16: Hospitality Inbound Marketing Fundamentals
17. OE-17: Luxury Management
18. OE-18: Cloud Kitchen Operations
19. OE-19: Health and Safety in Food Services
20. OE-20: Restaurant Business Operations
21. OE-21: Fundamentals of Human Psychology
22. OE-22: Fundamentals of Cyber Security
23. OE-23: Internet of Things Fundamentals (IOT)

More options or choose from above list can be recommended by BOS to the Academic Council understanding the need of Industry.

**Important:**

1. The syllabus should provide a brief write-up about each paper outlining the salient features, utility, learning objectives and prerequisites.
2. A Two Credit, only theory paper will have 2 hours of lecture per week and in case of practical 4 hours per week. Similarly, a Six Credit, Only Theory paper will have 5 Hours of Lecture and 1 hr of Tutorial Per Week, Whereas 6 Credit Theory and Practical (4+2) Paper shall have 4 Hrs of Lecture and 4 Hrs of Practical per week.
3. The size of the practical group for practical papers is recommended to be 15 students but for food production and food and beverage services it can be up to 30 students depending on lab infrastructure. We may have batches divided for practical and workload may be accessed batch wise. One Credit of Theory is equal to Two Labs, thus for Two Credit Paper No of theory classes per week shall be Two and/or Labs would be Four. In case of multiple batches the lab workload shall be multiplied and accessed accordingly.
4. The list of reference books should be given at the end of each course syllabus.
5. Activity based learning events such as theme lunches, food festivals about 1-2 each year should be planned to supplement learning of students.

6. Seminar/ Conferences/ Workshops/ Symposiums/ Interaction Programmes/ Extension Lecture focusing on key areas of Hospitality should be organised on yearly manner.

**8. The credit requirements for the Program are as follows.**

| <b>Exit with</b>  | <b>Minimum Credit Requirement*</b> | <b>Total Credits</b> | <b>NSQF Level</b> |
|---|------------------------------------|----------------------|-------------------|
| Certificate at the Successful Completion of First Year (Two Semesters) of Four Years Multidisciplinary Hotel Management Program                             | <b>40</b>                          | <b>48</b>            | <b>5</b>          |
| A Diploma at the Successful Completion of the Second Year (Four Semesters) of Four Years Multidisciplinary Hotel Management Program                         | <b>78</b>                          | <b>92</b>            | <b>6</b>          |
| Bachelor Degree in Hotel Management at the Successful Completion of the Third Year (Six Semesters) of Four Years Multidisciplinary Hotel Management Program | <b>112</b>                         | <b>136</b>           | <b>7</b>          |
| Bachelor's degree with Honors in the Discipline at the Successful Completion of the Four Years (Eight Semesters) Multidisciplinary Hotel Management Program | <b>146</b>                         | <b>176</b>           | <b>8</b>          |

**1. Program Structure/Course Detail: (Proposed)**  
**Semester -I**

| <b>COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT &amp; CATERING TECHNOLOGY PROGRAM</b> |                    |                           |                          |  |                             |                                |                                 |   |            |              |                |
|---|--------------------|---------------------------|--------------------------|--|-----------------------------|--------------------------------|---------------------------------|---|------------|--------------|----------------|
| <b>Semester</b>   | <b>Course code</b> | <b>Category of course</b> | <b>Theory/ Practical</b> | <b>Paper Title</b>                               | <b>Attributes developed</b> | <b>Instruction hrs. / Week</b> | <b>Duration of Exams (Hrs.)</b> | <b>Scheme of Examination Evaluation</b> |            |              | <b>Credits</b> |
|   |                    |                           |                          |  |                             |                                |                                 | <b>IE</b>                               | <b>SEE</b> | <b>Total</b> |                |
| <b>1</b>  | <b>BHM 101</b>     | <b>DSC-1A</b>             | <b>T</b>                 | Food Production Foundation                       | <b>K,C</b>                  | <b>4</b>                       | <b>3</b>                        | <b>30</b>                               | <b>70</b>  | <b>100</b>   | <b>4</b>       |
|   | <b>BHM 101 P</b>   | <b>DSC-1A P</b>           | <b>P</b>                 | Food Production Foundation Practical             | <b>P</b>                    | <b>4</b>                       | <b>4</b>                        | <b>50</b>                               | <b>50</b>  | <b>100</b>   | <b>2</b>       |
|   | <b>BHM 102</b>     | <b>DSC-1B</b>             | <b>T</b>                 | Food & Beverage Service Foundation               | <b>K, C</b>                 | <b>4</b>                       | <b>3</b>                        | <b>30</b>                               | <b>70</b>  | <b>100</b>   | <b>4</b>       |
|   | <b>BHM 102 P</b>   | <b>DSC-1B P</b>           | <b>P</b>                 | Food & Beverage Service Foundation Practical     | <b>P</b>                    | <b>2</b>                       | <b>4</b>                        | <b>50</b>                               | <b>50</b>  | <b>100</b>   | <b>2</b>       |
|   | <b>BHM 103</b>     | <b>DSC-1C</b>             | <b>T</b>                 | Front Office Operations Foundations              | <b>K,C</b>                  | <b>4</b>                       | <b>3</b>                        | <b>30</b>                               | <b>70</b>  | <b>100</b>   | <b>4</b>       |
|   | <b>BHM 103 P</b>   | <b>DSC-1C P</b>           | <b>P</b>                 | Front Office Operations Foundations Practical    | <b>P</b>                    | <b>2</b>                       | <b>4</b>                        | <b>50</b>                               | <b>50</b>  | <b>100</b>   | <b>2</b>       |
|   | <b>BHM 104</b>     | <b>AEC-1</b>              | <b>T</b>                 | Universal Human Values Fundamentals              | <b>K</b>                    | <b>2</b>                       | <b>2</b>                        | <b>25</b>                               | <b>25</b>  | <b>50</b>    | <b>2</b>       |
|   | <b>BHM 105</b>     | <b>SEC-1</b>              | <b>T</b>                 | Introduction to Tourism and Hospitality Industry | <b>K, C</b>                 | <b>2</b>                       | <b>2</b>                        | <b>25</b>                               | <b>25</b>  | <b>50</b>    | <b>2</b>       |
|   | <b>BHM 106</b>     | <b>SEC-2</b>              | <b>T</b>                 | English Language Skills                          | <b>T</b>                    | <b>2</b>                       | <b>2</b>                        | <b>25</b>                               | <b>25</b>  | <b>50</b>    | <b>2</b>       |
| <b>Total</b>  |                    |                           |                          |  |                             | <b>26</b>                      | <b>-</b>                        | <b>315</b>                              | <b>435</b> | <b>750</b>   | <b>24</b>      |

Semester II

| COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM |              |                    |                   |  |                      |                         |                          |                                  |            |            |            |
|--|--------------|--------------------|-------------------|--|----------------------|-------------------------|--------------------------|----------------------------------|------------|------------|------------|
| Semester   | Course code  | Category of course | Theory/ Practical | Paper Title  | Attributes developed | Instruction hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |            |            | Credits    |
|  |              |                    |                   |  |                      |                         |                          | IE                               | SEE        | Total      |            |
| 2  | BHM 201      | DSC - 2A           | T                 | Food Production Operations                             | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4          |
|  | BHM 201- P   | DSC-2A-P           | P                 | Food Production Operations- P                          | K,P,T                | 4                       | 4                        | 50                               | 50         | 100        | 2          |
|  | BHM 202      | DSC-2B             | T                 | Food & Beverage Service Operations- I                  | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4          |
|  | BHM 202-P    | DSC-2B-P           | P                 | Food& Beverage Service Operations-I- P                 | K,P,T                | 2                       | 4                        | 50                               | 50         | 100        | 2          |
|  | BHM 203      | DSC-2C             | T                 | Accommodation Operations Foundation                    | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4          |
|  | BHM 203-P    | DSC-2C-P           | P                 | Accommodation Operations Foundation- p                 | K,P,T                | 2                       | 4                        | 50                               | 50         | 100        | 2          |
|  | BHM-204-P    | SEC-3-P            | P                 | Fundamentals of Computing and IT Operations -Practical | T,P                  | 2                       | 2                        | 25                               | 25         | 50         | 2          |
|  | BHM 205      | SEC-4              | T                 | Hygiene and Sanitation                                 | K,T                  | 2                       | 2                        | 25                               | 25         | 50         | 2          |
|  | BHM 206-P    | AEC-2-P            | P                 | Personality Development                                | T,P                  | 2                       | 2                        | 25                               | 25         | 50         | 2          |
|  | <b>Total</b> |                    |                   |  |                      |                         | <b>28</b>                | -                                | <b>315</b> | <b>435</b> | <b>750</b> |

Semester –III

| COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM |             |                    |                   |                                       |                      |                         |                          |                                  |            |            |           |
|--|-------------|--------------------|-------------------|---------------------------------------|----------------------|-------------------------|--------------------------|----------------------------------|------------|------------|-----------|
| Semester   | Course code | Category of course | Theory/ Practical | Paper Title                           | Attributes developed | Instruction hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |            |            | Credits   |
|  |             |                    |                   |                                       |                      |                         |                          | IE                               | SEE        | Total      |           |
| 3  | BHM 301     | DSC-3A             | T                 | Introduction to Indian Cuisine        | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4         |
|  | BHM 301-P   | DSC-3A-P           | P                 | Introduction to Indian Cuisine -      | K,P,T                | 4                       | 4                        | 50                               | 50         | 100        | 2         |
|  | BHM 302     | DSC-3B             | T                 | Food& Beverage Service Operations-I   | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4         |
|  | BHM 302-P   | DSC-3B-P           | P                 | Food& Beverage Service Operations-I-P | K,P,T                | 2                       | 4                        | 50                               | 50         | 100        | 2         |
|  | BHM 303     | DSC-3C             | T                 | Room Division Operations              | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4         |
|  | BHM 303-P   | DSC-3C-P           | P                 | Room Division Operations - P          | K,P,T                | 2                       | 4                        | 50                               | 50         | 100        | 2         |
|  | BHM 304     | SEC-5              | T                 | Fundamentals of Food Science          | K,T                  | 2                       | 2                        | 25                               | 25         | 50         | 2         |
|  | BHM 305     | SEC-6              | P                 | Fundamentals of Baking                | K,P,T                | 2                       | 2                        | 25                               | 25         | 50         | 2         |
|  | BHM 306     | SEC-7              | T                 | Writing Skills for Hospitality        | K,T                  | 2                       | 2                        | 25                               | 25         | 50         | 2         |
| <b>Total</b>   |             |                    |                   |                                       |                      | <b>26</b>               |                          | <b>315</b>                       | <b>435</b> | <b>750</b> | <b>24</b> |

Semester-IV

| COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM |  |                    |                   |   |                      |                      |                          |                                  |            |              |           |
|--|--|--------------------|-------------------|---|----------------------|----------------------|--------------------------|----------------------------------|------------|--------------|-----------|
| Semester   | Course code  | Category of course | Theory/ Practical | Paper Title   | Attributes developed | Exposure hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |            |              | Credits   |
|  |  |                    |                   |   |                      |                      |                          | <b>IE</b>                        | <b>SEE</b> | <b>Total</b> |           |
| 4  |  | <b>DSC- 4A</b>     |                   | Food Production Operations Industry Exposure-I (6 credit course for 12 hours /week)                   | <b>P,T</b>           | <b>12</b>            |                          | <b>100</b>                       | <b>200</b> | <b>300</b>   | <b>20</b> |
|  |  | <b>DSC-4B</b>      |                   | DSC-4B: Food and Beverage Service Operations Industry Exposure-I (6 credit course for 12 hours /week) | <b>P,T</b>           | <b>12</b>            |                          |                                  |            |              |           |
|  |  | <b>DSC-4C</b>      |                   | DSC-4C: Room Division Operations Industry Exposure-I (6 credit course for 12 hours /week)             | <b>P,T</b>           | <b>12</b>            |                          |                                  |            |              |           |
|  |  | <b>DSC-4D</b>      |                   | DSC-4D: Other Hospitality Ancillary Departments (4 credit course for 8 hours/ week)                   | <b>P,T</b>           | <b>4</b>             |                          |                                  |            |              |           |
|  | <b>22 Weeks Industrial exposure training in above areas.</b> |                    |                   |   |                      |                      |                          |                                  |            |              |           |
| <b>Total</b>   |  |                    |                   |   |                      | <b>40</b>            |                          | <b>100</b>                       | <b>200</b> | <b>300</b>   | <b>20</b> |



Semester-V

| COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM |                          |  |                   |   |                      |                         |                          |                                  |     |       |         |
|--|--------------------------|--|-------------------|---|----------------------|-------------------------|--------------------------|----------------------------------|-----|-------|---------|
| Semester   | Course code              | Category of course   | Theory/ Practical | Paper Title   | Attributes developed | Instruction hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |     |       | Credits |
|  |                          |  |                   |   |                      |                         |                          | IE                               | SEE | Total |         |
| 5  | BHM 501<br>A/B/C/<br>D   | DSE-1A<br>or<br>DSE-1B<br>or<br>DSE-1C<br>or<br>DSE-1D         | T                 | Understanding International Cuisines<br>Or<br>Fundamentals of Alcoholic Beverages<br>Or<br>Hotel Front Office Management<br>Or<br>Hotel House Keeping Management            | K,C                  | 4                       | 3                        | 30                               | 70  | 100   | 4       |
|  | BHM 501-P<br>A/B/C/<br>D | DSE-1A-P<br>or<br>DSE-1B-P<br>or<br>DSE-1C-P<br>or<br>DSE-1D-P | P                 | Understanding International Cuisines- P<br>Or<br>Fundamentals of Alcoholic Beverages- P<br>Or<br>Hotel Front Office Management-P<br>Or<br>Hotel House Keeping Management- P | K,P,T                | 4                       | 4                        | 50                               | 50  | 100   | 2       |
|  | BHM 502                  | DSC-5  | T                 | Accounting Skills for Hospitality   | K,C                  | 4                       | 4                        | 30                               | 70  | 100   | 4       |
|  | BHM 503                  | DSC-6  | T                 | Travel and Tourism Management   | K,C                  | 4                       | 4                        | 30                               | 70  | 100   | 4       |
|  | BHM 504                  | DSC-7  | T                 | Fundamental of Management   | K,C                  | 4                       | 4                        | 30                               | 70  | 100   | 4       |

|              |                |              |          |                                      |            |           |          |            |            |            |           |
|--------------|----------------|--------------|----------|--------------------------------------|------------|-----------|----------|------------|------------|------------|-----------|
|              | <b>BHM 505</b> | <b>SEC-8</b> | <b>T</b> | Business Communication               | <b>K,C</b> | <b>2</b>  | <b>2</b> | <b>25</b>  | <b>25</b>  | <b>50</b>  | <b>2</b>  |
|              | <b>BHM 507</b> | <b>OE</b>    | -        | Open Elective to be picked from list | -          | -         | -        | -          | <b>50</b>  | <b>50</b>  | <b>2</b>  |
|              | <b>BHM 508</b> | <b>OE</b>    | -        | Open Elective to be picked from list | -          | -         | -        | -          | <b>50</b>  | <b>50</b>  | <b>2</b>  |
| <b>Total</b> |                |              |          |                                      |            | <b>24</b> |          | <b>195</b> | <b>455</b> | <b>650</b> | <b>24</b> |

**Semester-VI**

| Semester | Course code              | Category of course  | Theory/ Practical | Paper Title  | Attributes developed | Instruction hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |           |            | Credits  |
|----------|--------------------------|---|-------------------|--|----------------------|-------------------------|--------------------------|----------------------------------|-----------|------------|----------|
|          |                          |   |                   |  |                      |                         |                          | IE                               | SEE       | Total      |          |
| <b>6</b> | <b>BHM 601 A/B/C/D</b>   | <b>DSE-2A<br/>Or<br/>DSE-2B<br/>Or<br/>DSE-2C<br/>Or<br/>DSE-2D</b>         | <b>T</b>          | Regional Cuisines of India<br>Or<br>Advanced Food & Beverage Operations<br>Or<br>Hotel Information Systems<br>Or<br>Fundamentals of Linen and Laundry Operations         | <b>K,C</b>           | <b>4</b>                | <b>3</b>                 | <b>30</b>                        | <b>70</b> | <b>100</b> | <b>4</b> |
|          | <b>BHM 601-P A/B/C/D</b> | <b>DSE-2A-P<br/>Or<br/>DSE-2B-P<br/>Or<br/>DSE-2C-P<br/>Or<br/>DSE-2D-P</b> | <b>P</b>          | Regional Cuisines of India-P<br>Or<br>Advanced Food & Beverage Operations-P<br>Or<br>Hotel Information Systems-P<br>Or<br>Fundamentals of Linen and Laundry Operations-P | <b>K,P,T</b>         | <b>4</b>                | <b>4</b>                 | <b>50</b>                        | <b>50</b> | <b>100</b> | <b>2</b> |
|          | <b>BHM 602 A/B</b>       | <b>SEC-9<br/>Or<br/>SEC-10</b>  | <b>T</b>          | Safety and Security for Hospitality operation<br>Or<br>Facility Planning   | <b>K,C</b>           | <b>2</b>                | <b>2</b>                 | <b>25</b>                        | <b>25</b> | <b>50</b>  | <b>2</b> |
|          | <b>BHM 603 A/B/C</b>     | <b>SEC-11<br/>Or<br/>SEC-12<br/>Or</b>                                      | <b>T</b>          | Hospitality Law<br>Or<br>Hospitality Sales &Marketing<br>Or  | <b>K,C</b>           | <b>2</b>                | <b>2</b>                 | <b>25</b>                        | <b>25</b> | <b>50</b>  | <b>2</b> |

|              |                |               |   |                                      |            |           |          |            |            |            |           |
|--------------|----------------|---------------|---|--------------------------------------|------------|-----------|----------|------------|------------|------------|-----------|
|              |                | <b>SEC-13</b> |   | Nutrition and Dietetics              |            |           |          |            |            |            |           |
|              | <b>BHM 604</b> | <b>DSE- 8</b> | T | Fundamentals of Financial Management | <b>K,C</b> | <b>4</b>  | <b>3</b> | <b>30</b>  | <b>70</b>  | <b>100</b> | <b>4</b>  |
|              | <b>BHM 605</b> | <b>AEC-3</b>  | T | Environmental Science                | <b>K,C</b> | <b>2</b>  | <b>2</b> | <b>25</b>  | <b>25</b>  | <b>50</b>  | <b>2</b>  |
|              | <b>BHM 606</b> | <b>OE</b>     |   |                                      | -          | -         | -        | -          | <b>50</b>  | <b>50</b>  | <b>2</b>  |
|              | <b>BHM 607</b> | <b>OE</b>     |   |                                      | -          | -         | -        | -          | <b>50</b>  | <b>50</b>  | <b>2</b>  |
| <b>Total</b> |                |               |   |                                      |            | <b>20</b> | <b>-</b> | <b>185</b> | <b>365</b> | <b>550</b> | <b>20</b> |

Semester-VII

| Semester | Course code              | Category of course                                  | Theory/ Practical | Paper Title  | Attributes developed | Instruction hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |           |            | Credits  |
|----------|--------------------------|---|-------------------|--|----------------------|-------------------------|--------------------------|----------------------------------|-----------|------------|----------|
|          |                          |   |                   |  |                      |                         |                          | IE                               | SEE       | Total      |          |
| 7        |                          |   |                   |  |                      |                         |                          |                                  |           |            |          |
|          | <b>BHM 701 A/B/C/D</b>   | <b>DSE-3A Or DSE-3B Or DSE-3C Or DSE-3D</b>         | T                 | Advanced Baking & Patisserie<br>Or<br>Food & Beverage Controls & Management<br>Or<br>Fundamentals of Revenue Management<br>Or<br>Fundamentals of Interior Decoration       | <b>K,C</b>           | <b>4</b>                | <b>4</b>                 | <b>50</b>                        | <b>50</b> | <b>100</b> | <b>4</b> |
|          | <b>BHM 701-P A/B/C/D</b> | <b>DSE-3A-P Or DSE-3B-P Or DSE-3C-P Or DSE-3D-P</b> | P                 | Advanced Baking & Patisserie-P<br>Or<br>Food & Beverage Controls & Management<br>Or<br>Fundamentals of Revenue Management-P<br>Or<br>Fundamentals of Interior Decoration-P | <b>K,P,T</b>         | <b>4</b>                | <b>4</b>                 | <b>50</b>                        | <b>50</b> | <b>100</b> | <b>2</b> |
|          | <b>BHM 702</b>           | <b>DSE-9</b>  | T                 | Fundamentals of Research Methodology   | <b>K,C</b>           | <b>4</b>                | <b>4</b>                 | <b>50</b>                        | <b>50</b> | <b>100</b> | <b>4</b> |
|          | <b>BHM</b>               | <b>SEC-14</b>                                       | T                 | Human Resource Management  | <b>K,C</b>           | <b>2</b>                | <b>2</b>                 | <b>25</b>                        | <b>25</b> | <b>50</b>  | <b>2</b> |

|              |                        |  |   |  |            |           |          |            |            |            |           |
|--------------|------------------------|--|---|--|------------|-----------|----------|------------|------------|------------|-----------|
|              | <b>703<br/>A/B/C</b>   | <b>Or<br/>SEC-15<br/>Or<br/>SEC-16</b> |   | Or<br>Organizational Behaviour<br>Or<br>Fundamentals of Entrepreneurship |            |           |          |            |            |            |           |
|              | <b>BHM<br/>704 A/B</b> | <b>SEC-17<br/>Or<br/>SEC-18</b>        | T | Customer Relationship Management<br>or<br>Introduction to Economics      | <b>K,C</b> | <b>4</b>  | <b>3</b> | <b>30</b>  | <b>70</b>  | <b>100</b> | 2         |
|              | <b>BHM<br/>705</b>     | <b>AEC-4</b>                           | P | Health and Wellness through Yoga   | <b>K,C</b> | <b>2</b>  | <b>2</b> | <b>25</b>  | <b>25</b>  | <b>50</b>  | 2         |
|              | <b>BHM<br/>706</b>     | <b>OE</b>                              |   |  | -          | -         | -        | -          | <b>50</b>  | <b>50</b>  | 2         |
|              | <b>BHM<br/>707</b>     | <b>OE</b>                              |   |  | -          | -         | -        | -          | <b>50</b>  | <b>50</b>  | 2         |
| <b>Total</b> |                        |  |   |  |            | <b>18</b> | -        | <b>230</b> | <b>370</b> | <b>600</b> | <b>20</b> |

Semester-VIII

| <b>COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT &amp; CATERING TECHNOLOGY PROGRAM</b> |                    |                                     |                          |   |                             |                             |                                 |   |            |              |                |
|---|--------------------|-------------------------------------|--------------------------|---|-----------------------------|-----------------------------|---------------------------------|---|------------|--------------|----------------|
| <b>Semester</b>   | <b>Course code</b> | <b>Category of course</b>           | <b>Theory/ Practical</b> | <b>Paper Title</b>  | <b>Attributes developed</b> | <b>Exposure hrs. / Week</b> | <b>Duration of Exams (Hrs.)</b> | <b>Scheme of Examination Evaluation</b> |            |              | <b>Credits</b> |
|   |                    |                                     |                          |   |                             |                             |                                 | <b>IE</b>                               | <b>SEE</b> | <b>Total</b> |                |
| <b>8</b>  | <b>BHM<br/>801</b> | <b>DSC-10 A<br/>Or<br/>DSC-10 B</b> |                          | Operational Skills Based<br>Industrial Exposure<br>Or<br>Field Project Work             |                             | 40                          | 1                               | 100                                     | 200        | 300          | 14             |
|   | <b>BHM<br/>802</b> | <b>DSC-11 A<br/>Or<br/>DSC-11 B</b> |                          | Project Report of Industrial<br>Exposure<br>Or<br>Dissertation on Field Project<br>Work |                             | -                           | 1                               | 100                                     | 100        | 200          | 6              |
| <b>Total</b>  |                    |                                     |                          |   |                             | <b>40</b>                   |                                 | <b>200</b>                              | <b>300</b> | <b>500</b>   | <b>20</b>      |

**Note: Open Elective(OE) Courses will be of 2 credits per course and evaluated on the basis of percentage score achieved and will be than broken up with equivalent marks as per the evaluation scheme and in case of grades the grade equivalence will be worked out as per the specified equivalence criteria. The courses should be as per the list and should be opted in the beginning of Semester and approved by Institute Head. The list will be provided to University in advance.**

## **9. PROGRAM OBJECTIVES, OUTCOMES and SPECIFIC OUTCOMES**

A) Name of the Degree: Bachelors in Hotel Management

B) Specialization: F&B Production, F&B Service, Housekeeping& Front Office

### **9.1 Program Objective:**

#### **For 1<sup>st</sup> Year Certificate level the programme aims to:**

- 9.1.1 Develop operational skills, with clear understanding of operational procedures for entry level job position and match NSQF level V standards;
- 9.1.2 Make students familiar with fundamental context of the courses opted for;
- 9.1.3 Acquaint students with Knowledge of facts, principles, processes of basic hospitality operations;
- 9.1.4 Provide students with a range of cognitive and practical skills required to accomplish tasks by selecting and applying basic methods, tools materials and information;
- 9.1.5 Develop skills of collecting and organizing information and communication;
- 9.1.6 Make students responsible for their own work and learning and support others as a team;
- 9.1.7 Match knowledge and Skills sets of international standards;
- 9.1.8 Develop individuals who are recognised as professionals in their field;
- 9.1.9 Reflect current industry practice develop attributes accordingly;
- 9.1.10 Provide a professional, creative, dynamic and supportive learning environment;
- 9.1.11 Produce students who can match the Industrial requirement and become employable;
- 9.1.12 Recognise the role of the university in supporting the development of the individual, imbibe confidence through interview mock drills and introductory presentations;

#### **For 2<sup>nd</sup> Year Diploma level the programme aims to:**

- 9.1.13 Provide students with knowledge and skills that can match with requirement NSQF Level 6;
- 9.1.14 Be distinctive yet integrated and can be tailored to specialist interest;
- 9.1.15 Develop wide range of specialized technical skill, clarity of knowledge and practice in broad range of activity involving standard / non-standard practices;
- 9.1.16 Incorporate in students factual and theoretical knowledge in broad contexts within a field of work;
- 9.1.17 Develop a range of cognitive and practical skills required to generate solutions to specific problems in the field of work;
- 9.1.18 Make students good in data collecting organizing information, and logical communication;
- 9.1.19 Apply knowledge and skills into practice in house and during internship;

- 9.1.20 Produce employable individuals who reflect the characteristics required by Hospitality Professionals;
- 9.1.21 Equip students with the necessary values and skills to embark on a successful, professional career in the Hospitality and Tourism sectors;
- 9.1.22 Make students professional and knowledgeable of current industry practices; imbibe confidence in them through Group Discussions and mock interviews;
- 9.1.23 Develop a sense of professional community, culture and identity through a range of applied learning experiences;
- 9.1.24 Provide such experiences that students will learn the value of effective leadership through partnerships and collaboration;

**For 3<sup>rd</sup> Year Bachelor Degree level the programme aims to:**

- 9.1.25 Ensure that the students can demonstrate knowledge and skills required at NSQF Level 7;
- 9.1.26 Encourage graduates to achieve excellence by participating beyond boundaries;
- 9.1.27 Acquaint students with command of wide ranging specialized theoretical and practical skill, involving variable routine and non-routine context;
- 9.1.28 Provide students with wide ranging, factual and theoretical knowledge in broad contexts within a field of work;
- 9.1.29 Provide wide range of cognitive and practical skills required to generate solutions to specific problems in a field of work;
- 9.1.30 Make graduates ethical and responsible in their behaviour and attitude. Their learning will be underpinned by issues of sustainability and social, environmental and economic awareness. They will be encouraged to become responsible, socially aware and inclusive in their understanding of business and society as they develop as honest professionals;
- 9.1.31 Encourage graduates to achieve excellence in personal and professional development and activity. They will recognise the importance of working to high standards to realise and retain excellence and quality in their chosen profession;
- 9.1.32 Make students grounded with ability of critical and analytical thinking within their context and develop sound, rational solutions to problems identified through a range of learning techniques. Such confidence will be grounded in ability and competence;
- 9.1.33 Encourage graduates to be creative and innovative. They should be constructive risk-takers: adaptive and forward-thinking with an understanding of existing and emergent industry trends. Graduates will be ambitious and enthusiastic.
- 9.1.34 Provide graduates with the opportunities to develop and refine applied thinking skills. By working in collaboration with a series of industry partners, graduates will have the opportunity to apply theory to practice. This will arise through several opportunities such as: guest lectures, seminars, case studies, applied dissertation, collaborative module provision with industry partners, simulations, and professional training;
- 9.1.35 Graduates will be provided with the opportunities to develop and refine reflective skills. Graduates will be encouraged to reflect not only on their learning experience but on their personal and professional development throughout the course of their studies.
- 9.1.36 Graduates will be provided with the opportunities to develop and refine problem-solving skills. By working independently and in teams, graduates will build experience of both theoretical and applied problem-solving.
- 9.1.37 Develop the efficiency of their verbal and written communication skills, interpersonal skills, negotiation and time management skills. In doing so, they will be required to balance independent working with working in groups, to achieve deadlines to the highest standards possible;
- 9.1.38 Enrich individual profiles with certain sets of add-on courses and certification and prepare presentations so that they can present themselves in a professional way;
- 9.1.39 Indulge graduates in research orientation through field studies, data analysis, interpretation and presentation;

**For 4<sup>th</sup> Year Bachelor Degree with Honors:**

- 9.1.40 Groom the graduates on current technology scenarios as well as prepare them to keep pace with the changing face of technology and the requirements of the growing Hospitality and allied sector;

- 9.1.41 Develop graduates with comprehensive, theoretical, practical, as well as cognitive skills. Graduates must be good at communication and should be able to conduct tasks independently;
- 9.1.42 Provide graduates with the opportunities to develop and refine communication skills. As indicated above, graduates will have a range of opportunities to refine their verbal and written communication skills. For example, presentation skills, ability to contribute constructively to discussions and debates both within group work and in class-based discussions, and use of technology (e.g. podcasting and website construction);
- 9.1.43 Acquaint written skills for report writing in a range of contexts (e.g. theoretical through to devising business plans and industry-led projects). Such opportunities will also refine skills of editing, design and formatting that are essential in a professional career;
- 9.1.44 Provide Hands on practice experience and collaborative work experience through internship or on the job training;
- 9.1.45 Imbibe confidence within individuals so that they can analyse a situation, make strategies and plans and take executable actions;
- 9.1.46 Make them fully responsible for their and group output and development.

#### 10. Attributes Developed

- **C** - Cognitive/Analytical      **K** - Subject Knowledge **T** - Transferable Skills **P** - Professional/Practical Skills

#### 11. Program Outcome (POs)

Upon successful completion of Hotel Management Course, the student should be able to:

| <b>Program Outcomes</b>   |   | <b>PO No.</b> |
|---|---|---------------|
| 11.1. Demonstrate relevant knowledge and understanding of organisations, the external environment in which they operate and how they are managed  | K | 1             |
| 11.2. Demonstrate an understanding of the theory and practices of hotel management  | K | 2             |
| 11.3. Demonstrate a comprehensive and detailed knowledge of the key disciplines relevant to their chosen degree pathway   | K | 3             |
| 11.4. Demonstrate a detailed knowledge of the key disciplines relevant to their chosen degree pathway   | K | 4             |
| 11.5. Critically evaluate their knowledge and understanding of subject disciplines and the application of management approaches and techniques to industrial situations   | C | 5             |
| 11.6. Select and apply management techniques to simple problems, analyse results, draw appropriate conclusions and present the results in an appropriate format   | C | 6             |
| 11.7. Demonstrate an awareness of the ethical issues likely to arise in the conduct of business and professional practice and an ability to formulate solutions through dialogue with peers, clients, mentors and the wider community | C | 7             |

|   |   |    |
|---|---|----|
| 11.8. Recognise and acknowledge the full range of stake holder interests in making management decisions and critically evaluate their impacts   | C | 8  |
| 11.9. Select and apply multi-disciplinary management techniques to complex problems, analyse results, draw appropriate conclusions and present the results in an appropriate format   | C | 9  |
| 11.10. Demonstrate an awareness of the ethical issues likely to arise in the conduct of business and professional practice  | P | 10 |
| 11.11. Demonstrate key business skills.   | P | 11 |
| 11.12. Analysis of business operations  | P | 12 |
| 11.13. Self- reflection and awareness   | P | 13 |
| 11.14. Apply the concepts and skills necessary to achieve guest satisfaction.   | P | 14 |
| 11.15. Demonstrate skills to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.  | p | 15 |
| 11.16. Demonstrate some professional level of competence in a range of skills that are relevant to the needs of future managers, irrespective of their sector of operation, especially in the areas of communication; critical thinking, analysis; numeracy; reasoning; presentation; computing; report writing; problem solving; interactive and group skills.   | T | 16 |
| 11.17. Demonstrate professional levels of competence in a broad range of skills that are relevant to the needs of future managers, executives and other professionals, irrespective of their sector of operation, especially in the areas of communication; critical thinking, analysis and synthesis; numeracy; reasoning; presentation; computing; report writing; problem solving; research; interactive and group skills. | T | 17 |
| 11.18. Demonstrate limited professional competence in skills relevant to the needs of future managers, irrespective of their sector of operation, especially in the areas of communication; critical thinking; numeracy; presentation; computing; report writing; interactive and group skills.   | T | 18 |

## 12. PROGRAM SPECIFIC OUTCOMES (PSOs)

PSO 1: To develop the right skills necessary in hospitality and allied industries so as to meet the requirements according to the industry expectations.

PSO 2: To encourage and Incubate Entrepreneurship skills business Management, P&L Analysis for, Revenue Management,



PSO 3: To develop the required skills in communication for a better career in the Hospitality Industry.

PSO 4: To provide the basic knowledge in Health, hygiene, food safety & nutrition in line with HACCP, FSSAI and other International standards.

PSO 5: To enable the candidates to manage any emerging hospitality areas, medical tourism, Event Management, Facilities Management and other allied areas.

PSO 6: To understand the concepts and application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry

### **13. ELIGIBILITY FOR ADMISSION:**

A candidate who has passed 10+2 Examination conducted by the Approved Education Board in the State of Uttarakhand or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

**Lateral Entry:** It is optional to the candidate to exit or not, after second, fourth and sixth semesters of the undergraduate Program with Certificate, Diploma and BHM Degree in Hotel Management, respectively. He/she will be eligible to rejoin the Program at the exit level to complete either the diploma, degree, or the bachelor's degree with honours. Further, all the candidates will be awarded bachelor's degree with Honours on successful completion of four academic years (Eight Semesters) of the undergraduate Programs. A student will be allowed to enter/re-enter only at the Odd Semester and can only exit after the Even Semester. Re-entry at various levels as lateral entrants in academic Programs should be based on the earned credits and proficiency test records with minimum tenure bar of credits being 5 years and maximum 7 years.

### **14. PRACTICAL TRAINING AND PROJECT REPORTS:**

The course being a professional course, the students are required to undergo an Industrial Training in 4<sup>th</sup> Semester and On the Job Training in the 8<sup>th</sup> Semester if they wish to opt for a BHM (Hons) degree. The objective of the training is to introduce the students to the operational aspects of a star hotel (4 star and above) or of other service segments like restaurant, retail house, event management company, etc. and he/she is preferably exposed to the core departments specially to gain operational and managerial skills required to effectively manage a hotel or service sector operations.

The minimum duration of the training is 22 Weeks. The students will be provided with detailed what to observe sheets for each course having Industrial exposure; the same will be detailed in the syllabus. All candidates must ensure that the logbooks and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. They are also advised to make a project report in accordance to their curricula for VIII Semester. A Power Point presentation (based on the report) should be made. This will be presented in front of a select panel from faculty and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentations should express the student's experiences in the department and what has he learned/observed.

### **15. Detailed Syllabus of all Courses of the Programme:** Attached in Annex.

Semester -I

| COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM |              |                    |                   |  |                      |                         |                          |                                  |            |            |            |
|--|--------------|--------------------|-------------------|--|----------------------|-------------------------|--------------------------|----------------------------------|------------|------------|------------|
| Semester   | Course code  | Category of course | Theory/ Practical | Paper Title                                      | Attributes developed | Instruction hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |            |            | Credits    |
|  |              |                    |                   |  |                      |                         |                          | IE                               | SEE        | Total      |            |
| 1  | BHM 101      | DSC-1A             | T                 | Food Production Foundation                       | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4          |
|  | BHM 101 P    | DSC-1A P           | P                 | Food Production Foundation Practical             | P                    | 4                       | 4                        | 50                               | 50         | 100        | 2          |
|  | BHM 102      | DSC-1B             | T                 | Food & Beverage Service Foundation               | K, C                 | 4                       | 3                        | 30                               | 70         | 100        | 4          |
|  | BHM 102 P    | DSC-1B P           | P                 | Food & Beverage Service Foundation Practical     | P                    | 2                       | 4                        | 50                               | 50         | 100        | 2          |
|  | BHM 103      | DSC-1C             | T                 | Front Office Operations Foundations              | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4          |
|  | BHM 103 P    | DSC-1C P           | P                 | Front Office Operations Foundations Practical    | P                    | 2                       | 4                        | 50                               | 50         | 100        | 2          |
|  | BHM 104      | AEC-1              | T                 | Universal Human Values Fundamentals              | K                    | 2                       | 2                        | 25                               | 25         | 50         | 2          |
|  | BHM 105      | SEC-1              | T                 | Introduction to Tourism and Hospitality Industry | K, C                 | 2                       | 2                        | 25                               | 25         | 50         | 2          |
|  | BHM 106      | SEC-2              | T                 | English Language Skills                          | T                    | 2                       | 2                        | 25                               | 25         | 50         | 2          |
|  | <b>Total</b> |                    |                   |  |                      |                         | <b>26</b>                | <b>-</b>                         | <b>315</b> | <b>435</b> | <b>750</b> |

## DSC -1A BHM 101 Food Production Foundation

Theory: 4 Credits; Total Hours =60  
External Maximum Marks: 70  
Internal Maximum Marks: 30

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Kitchen.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of Food Production operations so that they can be put to use in an efficient & effective way. The students undertaking this course should be able to understand following:

1. The different role of kitchen professionals,
2. Usage of various tools and equipments, Basic Misc-en- place & preparation methods,
3. Role of heat in cooking and methods of Heat Transfer,
4. Basic cooking methods & Basic of Vegetable, fruit and egg cooking.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Do the basic Misc-en –Place in operational kitchen,
2. Use the basic kitchen tools and equipments,
3. Demonstrate cooking methods in Basic vegetable, fruits and egg preparations.

|               |  | Mrks      |
|---------------|--|-----------|
| <b>Unit 1</b> | <b>Introduction to the art of cookery</b>                                | <b>05</b> |
| 1.1           | Culinary history.  |           |
| 1.2           | Origins of modern cookery.   |           |
| 1.3           | Aims and objectives of cooking food                                      |           |
| <b>Unit 2</b> | <b>Kitchen Hygiene and Professionalism</b>                               | <b>08</b> |
| 2.1           | Personal hygiene, their importance                                       |           |
|               | Importance of Kitchen Uniform, Attitude towards work, Safety in Kitchen, |           |
| <b>Unit 3</b> | <b>Kitchen Organization</b>  | <b>12</b> |

|               |  |           |
|---------------|--|-----------|
| 3.1           | Kitchen layout,  |           |
| 3.2           | Modern kitchen Brigade, Hierarchy and function   |           |
| 3.3           | Duties and responsibilities of Executive Chef, Sous chef and Chef de partie  |           |
| 3.4           | Brief Introduction to Different sections of kitchen & liaison with other sections  |           |
| <b>Unit 4</b> | <b>Equipment and Tools</b>   | <b>09</b> |
| 4.1           | Introduction to different Knives & and its parts used in Kitchen and its care, Classification of different equipments, types of ovens        |           |
| 4.2           | Uses, maintenance, criteria for selection of equipments  |           |
| <b>Unit 5</b> | <b>Methods of Cooking</b>  | <b>12</b> |
| 5.1           | Transfer of heat   |           |
| 5.2           | Basic Preparation and Planning in Kitchen.   |           |
| 5.3           | Classification of cooking methods-boiling, roasting, poaching, braising, grilling, baking, broiling, stewing, sautéing, blanching, steaming, |           |
| <b>Unit 6</b> | <b>Vegetables and fruit cookery</b>  | <b>12</b> |
| 6.1           | Classification of vegetables and fruits with example of each   |           |
| 6.2           | Cooking & Storing of vegetables and fruits   |           |
| <b>6.3</b>    | Cuts of Vegetable, Pigments, Mire poix, Matignon   |           |
| <b>Unit 7</b> | <b>Egg cookery</b>   | <b>12</b> |
| 7.1           | Structure of egg, types, cooking methods, uses in cookery  |           |
| 7.2           | Selection, purchasing and storing of eggs, testing of eggs.  |           |
|               | <b>TOTAL</b>   | <b>70</b> |

**Books recommended :**

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS; Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS; Theory of Cookery, Mrs. K.Arora, Frank Brothers; Chef Manual of Kitchen Management, Fuller, John; Theory of Cookery. Dr.S.K.Singh& P.Chomplay, Aman Publication.

**DSC -1A P BHM 101P Food Production Foundation Practical**

**Practical: 2 Credits, Total Hours: 60**  
**External Maximum Marks: 50**  
**Internal Maximum Marks: 50**

|          | <b>Topics</b>   |
|----------|---|
| <b>1</b> | Familiarization and Understanding the usage of equipment and tools                                |
| <b>2</b> | Proper usage of a kitchen knife and hand tools  |
| <b>3</b> | Familiarization & identification of commonly used raw material: For commodities listed in theory. |

|          |  |
|----------|--|
| <b>4</b> | Basic hygiene practices to be observed in the kitchen & Importance of Kitchen Uniform.   |
| <b>5</b> | First aid for cuts & burns & Safety practices to be observed in the kitchen  |
| <b>6</b> | Basic cuts of vegetables: Julienne, Jardinière, Brunnoise, Macedoine, Payssane, Chiffonade, Wedges, Mirepoix, Fluting, Turned. |
| <b>7</b> | <b>Methods of Cooking:</b>   |
| A        | Boiling: Potato and Rice (Drain and Absorption method)   |
| B        | Poaching: Egg and Fruits   |
| C        | Steaming: Pudding and Vegetables   |
| D        | Stewing: Vegetable stew and Bean Stew  |
| E        | Frying: Fritters and Patties   |
| F        | Sautéing and Stir Frying: Vegetable and Noodles  |
| G        | Roasting: Potato and Vegetable roast   |
| H        | Grilling: Vegetable and Cottage Cheese,  |
| I        | Braising: Vegetables   |
| J        | Broiling: Breads, Spices   |
| K        | Baking: Potato and vegetable   |
| <b>8</b> | Egg cookery including 5 classical preparations   |

**Suggestive Readings:**

1. Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS;
2. Theory of Cookery, Mrs. K. Arora, Frank Brothers;
3. Chef Manual of Kitchen Management, Fuller, John;
4. Theory of Cookery. Dr. S.K. Singh & P. Chomplay, Aman Publication.
5. Food Production Operations: Parvinder S Bali, Oxford University Press.
6. Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman.
7. Practical Cookery By Kinton & Cessarani.
8. Practical Professional Cookery By Kauffman & Cracknell.
9. Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu.
10. The Professional Chef: Le Rol A. Polsom
11. Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS.

## DSC-1B BHM102:Food&BeverageServiceFoundation

Theory: 4 Credits; Total Hours =60  
External Maximum Marks: 70  
Internal Maximum Marks: 30

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Food & Beverage service area.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge and develop technical skills in the basic aspects of food & beverage service operations in the Hotel Industry. The students undertaking this course should be able to understand following:

1. The different types of Food & Beverage operations,
2. Usage of various tools and equipments, Basic Misc-en- place & Misc –en -Scene,
3. Role of F&B Professionals
4. Basics of F& B services.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

5. Do the basic Misc-en –Place and Misc-en –Scene in operational F&B area,
6. Use the basic tools and equipments,
7. Demonstrate Basic F&B service.

|               |   | Mrks      |
|---------------|---|-----------|
| <b>Unit 1</b> | <b>The Food &amp; Beverage Service Industry</b>   | <b>5</b>  |
| <b>1.1</b>    | Introduction to the Food & Beverage Industry  |           |
| <b>1.2</b>    | Classification and various sectors of Catering Industry   |           |
| <b>Unit 2</b> | <b>Introduction to F &amp; B Service operations</b>   | <b>10</b> |
| <b>2.1</b>    | Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Room, Snack Bar, executive lounges, business centres & Night Clubs, Bistro, Pubs, Kiosks, Casinos, Fast Foods, Take away, Buffet Restaurants, etc. |           |
| <b>Unit 3</b> | <b>F &amp; B Service Tools, Equipment and Furnishings</b>   | <b>10</b> |
| <b>3.1</b>    | Classification Various Tools and Equipments   |           |
| <b>3.2</b>    | Usage of Equipment  |           |

|               |   |           |
|---------------|---|-----------|
| <b>3.3</b>    | Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables,  |           |
| <b>3.4</b>    | Special & Other Equipment, Tools and Furnishings – PDA's, Electronic Pourers, Tray Jacks, Electronic chillers, Coffee plungers, Bar Guns, Induction Warmers, Mats, Runners, Props, other new concepts of modern furnishings, Care and maintenance.            |           |
| <b>Unit 4</b> | <b>Food &amp; Beverage Service Personnel</b>  | <b>10</b> |
| <b>4.1</b>    | Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies,   |           |
| <b>4.2</b>    | Food & Beverage Service Organization  |           |
| <b>4.3</b>    | Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination.  |           |
| <b>Unit 5</b> | <b>Mise-en- Scene and Mise-en- place</b>  | <b>10</b> |
| <b>5.1</b>    | In F& B operations/outlets  |           |
| <b>Unit 6</b> | <b>Food &amp; Beverage Service Methods</b>  | <b>15</b> |
| <b>6.1</b>    | Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian<br>Self Service-Buffer & Cafeteria Specialized Service-Gueridon, Trolley, Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats |           |
| <b>Unit 7</b> | <b>Food &amp; Beverage Terminology</b>  | <b>10</b> |
| <b>7.1</b>    | Related to the inputs of the semester   |           |
|               |   | <b>70</b> |

**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- Bobby George.

**DSC-1B P BHM102 P:Food&BeverageServiceFoundation Practical**

Practical: 2 Credits, Total Hours =30

External Maximum Marks: 50

Internal Maximum Marks: 50

|           | <b>Topics</b>   |
|-----------|---|
| <b>1</b>  | Restaurant Etiquettes   |
| <b>2</b>  | Restaurant Hygiene practices  |
| <b>3</b>  | Practicising Mis- En –Scene activities  |
| <b>4</b>  | Practicising Mis- En –Place activities  |
| <b>5</b>  | Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. |
| <b>6</b>  | Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc.  |
| <b>7</b>  | Side board Organization   |
| <b>8</b>  | Laying & Relaying of Table cloth  |
| <b>9</b>  | Practicising 7 to 10 Napkin folds   |
| <b>10</b> | Rules for Laying a basic Cover  |
| <b>11</b> | Carrying a Salver/Tray  |

|           |   |
|-----------|---|
| <b>12</b> | Service of Water                            |
| <b>13</b> | Handling the Service Gear                   |
| <b>14</b> | Carrying Plates, Glasses & other Equipments |
| <b>15</b> | Clearing an Ashtray                         |
| <b>16</b> | Handling precautions.                       |

**Suggested Reading:**

1. Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS
2. Food & Beverage Service – Sudhir Andrews, Tata Mc GrawHill.
3. Food & Beverage Service Lillicrap & Cousins,ELBS
4. Introduction F & B Service- Brown, Heppner &Deegan
5. Modern Restaurant Service- John Fuller,Hutchinson
6. Professional Food & Beverage Service Management – BrianVarghese
7. The Restaurant (From Concept toOperation)

**DSC-1C BHM103:Front Office Operations Foundation**

Theory: 4 Credits; Total Hours =60  
 External Maximum Marks: 70  
 Internal Maximum Marks: 30

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Hotels Front Office area.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Front office operations in the Hotel Industry. The students undertaking this course should be able to understand following:

1. The different types of operational Hotels,
2. Role of Front office in Hospitality,
3. Usage of various tools and equipments & routine front office operations,
4. Role of front office personals.
5. Types of Hotel Guest and Hotel Rooms

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Classification criteria of Hotels,
2. Use the basic tools and equipments,
3. Duties and responsibilities of front office personals,
4. The front office process and
5. Handling various types of Guest.



| Unit   | Topics   | Mrks      |
|--------|--|-----------|
| Unit-1 | CLASSIFICATION OF HOTELS   | 15        |
| 1      | On the basis of Size/Star/Location / Clientele/Ownership basis/Length of stay/Level of service/Boatels/ Floatels/ Rotels/Management and Affiliation/Heritage hotels/eco hotels/suite hotels/Resorts etc. |           |
| Unit-2 | INTRODUCTION TO FRONT OFFICE   | 15        |
| 1      | Organizational / Hierarchy Chart   |           |
| 2      | Front office functional area/Ancillary areas   |           |
| 3      | Front office layout & Equipments   |           |
| 4      | Types of Rooms, Suites, Executive floors or Club floor concepts  |           |
| Unit-3 | FRONT OFFICE ORGANIZATION  | 15        |
| 1      | Duties and Responsibilities of F.O Persons.  |           |
| 2      | F.O co-ordination with other Departments   |           |
| 3      | Attributes of Front Office Personnel   |           |
| Unit-4 | THE GUEST  | 15        |
| 1      | Defining Guest & Their basic requirements.   |           |
| 2      | Types of Guests- F.I.T, Business Travelers, G.I.T, S.I.T, Domestic, Foreigners.  |           |
| Unit-5 | GLOSSARY OF TERMS (With Reference to above topics)   | 10        |
|        | <b>Total</b>   | <b>70</b> |

**Reference books:** Managing front office operations by M.Kasavana; Hotel F.O. Training manual by Suvradeep Gauranga Ghosh; Front Office Management by S.k Bhatnagar; Hotel front office management by James Bardi; Hotel Front Office- Operations & Management By- Jata Shankar. R. Tewari; Hotel Front Office- A Training Manual By- Sudhir Andrews; Front Operation & Administration, By- Dennis Foster; Front office procedures & Management, By- Peter Abbot

**DSC-1C P BHM103 P:Front Office Operations FoundationPractical**

Practical: 2 Credits; Total Hours =30  
 External Maximum Marks: 0  
 Internal Maximum Marks: 50

- 1) Front Office Communication –  
 Verbal- Practicing Reception Dialogues,

Handling Informative queries,

Briefing Tariff card to Guest,

Handing – Taking overs.

Non verbal – Preparing Telephonic Transmittal slips,

Preparing paging messages,

Handling Guest messages.

Preparing routine log books,

Writing and recording complaints,

- 2) Preparation and study of countries:  
Capitals, currencies , airlines and flags chart
- 3) Telecommunication skills – telephonic situation handling
- 4) Practicing filling of Forms and formats
- 5) Identification of equipment, work structure and stationery
- 6) Basic manners and grooming standards required for Front Office operation

## **AEC-1 BHM104: Universal Human Values Fundamentals**

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 25

Internal Maximum Marks: 25

OBJECTIVE: The objective of the course is four fold:

1. Development of a holistic perspective based on self-exploration about themselves (human being), family, society and nature/existence.
2. Understanding (or developing clarity) of the harmony in the human being, family, society and nature/existence
3. Strengthening of self-reflection.
4. Development of commitment and courage to act.

OUTCOME OF THE COURSE: By the end of the course, students are expected to become more aware of themselves, and their surroundings (family, society, nature); they would become more responsible in life, and in handling problems with sustainable solutions, while keeping human relationships and human nature in mind. They would have better critical ability. They would also become sensitive to their commitment towards what they have understood (human values, human relationship and human society). It is hoped that they would be able to apply what they have learnt to their own self in different day-to-day settings in real life, at least a beginning would be made in this direction.

COURSE TOPICS: The course has 28 lectures and 14 practice sessions in 5 modules:

Module 1: Course Introduction - Need, Basic Guidelines, Content and Process for Value Education

1. Purpose and motivation for the course, recapitulation from Universal Human Values-I
2. Self-Exploration—what is it? - Its content and process; ‘Natural Acceptance’ and experiential Validation- as the process for self-exploration
3. Continuous Happiness and Prosperity- A look at basic Human Aspirations
4. Right understanding, Relationship and Physical Facility- the basic requirements for fulfilment of aspirations of every human being with their correct priority
5. Understanding Happiness and Prosperity correctly- A critical appraisal of the current scenario

6. Method to fulfil the above human aspirations: understanding and living in harmony at various levels.

Include practice sessions to discuss natural acceptance in human being as the innate acceptance for living with responsibility (living in relationship, harmony and co-existence) rather than as arbitrariness in choice based on liking-disliking

#### Module 2: Understanding Harmony in the Human Being - Harmony in Myself

1. Understanding human being as a co-existence of the sentient 'I' and the material 'Body'
2. Understanding the needs of Self ('I') and 'Body' - happiness and physical facility
3. Understanding the Body as an instrument of 'I' (I being the doer, seer and enjoyer)
4. Understanding the characteristics and activities of 'I' and harmony in 'I'
5. Understanding the harmony of I with the Body: Sanyam and Health; correct appraisal of Physical needs, meaning of Prosperity in detail
6. Programs to ensure Sanyam and Health.

Include practice sessions to discuss the role others have played in making material goods available to me. Identifying from one's own life. Differentiate between prosperity and accumulation. Discuss program for ensuring health vs dealing with disease

#### Module 3: Understanding Harmony in the Family and Society- Harmony in Human-Human Relationship

1. Understanding values in human-human relationship; meaning of Justice (nine universal values in relationships) and program for its fulfilment to ensure mutual happiness; Trust and Respect as the foundational values of relationship 14. Understanding the meaning of Trust; Difference between intention and competence
2. Understanding the meaning of Respect, Difference between respect and differentiation; the other salient values in relationship
3. Understanding the harmony in the society (society being an extension of family): Resolution, Prosperity, fearlessness (trust) and co-existence as comprehensive Human Goals
4. Visualizing a universal harmonious order in society- Undivided Society, Universal Order- from family to world family.

Include practice sessions to reflect on relationships in family, hostel and institute as extended family, real life examples, teacher-student relationship, goal of education etc. Gratitude as a universal value in relationships. Discuss with scenarios. Elicit examples from students' lives

#### Module 4: Understanding Harmony in the Nature and Existence - Whole existence as Coexistence

1. Understanding the harmony in the Nature
2. Interconnectedness and mutual fulfilment among the four orders of nature- recyclability and self regulation in nature
3. Understanding Existence as Co-existence of mutually interacting units in all pervasive space
4. Holistic perception of harmony at all levels of existence.

Include practice sessions to discuss human being as cause of imbalance in nature (film "Home" can be used), pollution, depletion of resources and role of technology etc.

#### Module 5: Implications of the above Holistic Understanding of Harmony on Professional Ethics

1. Natural acceptance of human values
2. Definitiveness of Ethical Human Conduct
3. Basis for Humanistic Education, Humanistic Constitution and Humanistic Universal Order
4. Competence in professional ethics: a. Ability to utilize the professional competence for augmenting universal human order b. Ability to identify the scope and characteristics of people friendly and eco-friendly production systems, c. Ability to identify and develop appropriate technologies and management patterns for above production systems.
5. Case studies of typical holistic technologies, management models and production systems
6. Strategy for transition from the present state to Universal Human Order: a. At the level of individual: as socially and ecologically responsible engineers, technologists and managers b. At the level of society: as mutually enriching institutions and organizations
7. Sum up.

Include practice Exercises and Case Studies will be taken up in Practice (tutorial) Sessions eg. To discuss the conduct as an engineer or scientist etc.

## READINGS:

Text Book 1. Human Values and Professional Ethics by R R Gaur, R Sangal, G P Bagaria, Excel Books, New Delhi, 2010

Reference Books 1. Jeevan Vidya: Ek Parichaya, A Nagaraj, Jeevan Vidya Prakashan, Amarkantak, 1999.

2. Human Values, A.N. Tripathi, New Age Intl. Publishers, New Delhi, 2004.
3. The Story of Stuff (Book).
4. The Story of My Experiments with Truth - by Mohandas Karamchand Gandhi
5. Small is Beautiful - E. F Schumacher.
6. Slow is Beautiful - Cecile Andrews
7. Economy of Permanence - J C Kumarappa
8. Bharat Mein Angreji Raj - PanditSunderlal
9. Rediscovering India - by Dharampal
10. Hind Swaraj or Indian Home Rule - by Mohandas K. Gandhi
11. India Wins Freedom - Maulana Abdul Kalam Azad
12. Vivekananda - Romain Rolland (English)
13. Gandhi - Romain Rolland (English)

Lectures hours are to be used for interactive discussion, placing the proposals about the topics at hand and motivating students to reflect, explore and verify them. Tutorial hours are to be used for practice sessions. While analysing and discussing the topic, the faculty mentor's role is in pointing to essential elements to help in sorting them out from the surface elements. In other words, help the students explore the important or critical elements. In the discussions, particularly during practice sessions (tutorials), the mentor encourages the student to connect with one's own self and do self-observation, self-reflection and self-exploration. Scenarios may be used to initiate discussion. The student is encouraged to take up "ordinary" situations rather than "extraordinary" situations. Such observations and their analyses are shared and discussed with other students and faculty mentor, in a group sitting. Tutorials (experiments or practical) are important for the course. The difference is that the laboratory is everyday life, and practical are how you behave and work in real life. Depending on the nature of topics, worksheets, home assignment and/or activity are included. The practice sessions (tutorials) would also provide

support to a student in performing actions commensurate to his/her beliefs. It is intended that this would lead to development of commitment, namely behaving and working based on basic human values. It is recommended that this content be placed before the student as it is, in the form of a basic foundation course, without including anything else or excluding any part of this content. Additional content may be offered in separate, higher courses. This course is to be taught by faculty from every teaching department, including HSS faculty. Teacher preparation with a minimum exposure to at least one 8-day FDP on Universal Human Values is deemed essential.

**ASSESSMENT:** This is a compulsory credit course. The assessment is to provide a fair state of development of the student, so participation in classroom discussions, self-assessment, peer assessment etc. will be used in evaluation. Example:

Assessment by faculty mentor: 10 marks

Self-assessment: 5 marks

Assessment by peers: 5 marks

Socially relevant project/Group Activities/Assignments: 5 marks

Semester End Examination: 25 marks

Note: it may be followed by faculty-student or mentor-mentee programs throughout their time with the institution. The HV Workshop (5/8 days) is compulsory for faculty taking this course.

**SEC-1 BHM105:Introduction to Tourism and Hospitality Industry**

Theory: 2 Credits; Total Hours =30  
 External Maximum Marks: 25  
 Internal Maximum Marks: 25

|                |  |           |
|----------------|--|-----------|
| <b>UNIT 1</b>  | <b>BASICS OF TOURISM</b>   | <b>5</b>  |
|                | Introduction to tourism –Definition and meaning, concept of tourism.<br>Types and forms of tourism<br>Importance or significance of tourism<br>Impact of tourism<br>Sectors of tourism   |           |
| <b>UNIT 2.</b> | <b>HOSPITALITY INDUSTRY –PROFILE</b>   | <b>5</b>  |
|                | Meaning & definition of hospitality<br>Historical evolution & development<br>Hospitality as an industry<br>Inter relation with tourism industry and its sectors<br>Contribution to Indian and global economy<br><br>HOSPITALITY PRODUCTS & SERVICES:<br>Hospitality accommodation-the various structured and non-structured accommodations<br>Food & Beverage facilities- structured and non structured<br>Ancillary services-transport, Guide, Travel desk, Banking, Insurance. |           |
| <b>UNIT 3.</b> | <b>HOSPITALITY AND TOURISM ORGANIZATION</b>  | <b>5</b>  |
|                | Hospitality and tourism organization- WTO, IATA, UFTTA, PATA, DOT, ITDC, FHRAI, IH&RA.<br>Their role & functions.  |           |
| <b>UNIT 4.</b> | <b>HOSPITALITY DISTRIBUTION CHANNEL</b>  | <b>5</b>  |
|                | Meaning & definition of distribution channel<br>Functions & levels of distribution channels<br>Major hospitality distribution channel- travel agent, tour operators, consortia and reservation system, Global distribution system, Internet.   |           |
| <b>UNIT 5.</b> | <b>CURRENT SCENARIO</b>  | <b>5</b>  |
|                | Major players in the industry -5 in India and 5 worldwide<br>Present trends and technology in industry<br>Emerging markets<br>Impact of international and national events  |           |
|                |  | <b>25</b> |



## SEC-2 BHM106:English Language Skills

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 25

Internal Maximum Marks: 25

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language.

**Learning Objective:** The teachers delivering lectures in this course should understand that students have a basic knowledge of Communication. The students undertaking this course should be able to understand following:

1. Role of Communication in Hotel Operations,
2. Importance of written and oral communication
3. Handling guest conversation in routine operations.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of English language in routine communication,
2. Basics of remedial English,
3. Note making, drafting, routine correspondence handling,
4. Demonstrate basic professional etiquettes.

|               |  | Mrks      |
|---------------|--|-----------|
| <b>Unit 1</b> | <b>Language and communication</b>  | <b>5</b>  |
|               | Need, purpose, nature, models  |           |
|               | Process of communication and various factors of communication  |           |
|               | Barriers to communication and overcoming these barriers  |           |
|               | Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.                    |           |
|               | Communication in Hospitality organisation and its effects on performance   |           |
| <b>Unit 2</b> | <b>Remedial English</b>  | <b>10</b> |
|               | Common errors and their correction in English usage with emphasis tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills. |           |
|               | Expressing the same idea/thought unit in different ways  |           |
| <b>Unit 3</b> | <b>Skills of written English</b>   | <b>5</b>  |
|               | Note making and developing notes into drafts – rewriting of drafts. The use of cohesive devices  |           |

|               |   |           |
|---------------|---|-----------|
|               | Correspondence : letters to Class teacher, Principal, Industry,                 |           |
|               | Writing bio-data, applications, complaint                                       |           |
|               | Precis writing  |           |
| <b>Unit 4</b> | <b>Oral skills (listening and speaking) for effective communication</b>         | <b>5</b>  |
|               | Note taking, preparing summaries and abstracts for oral presentation            |           |
|               | Restaurant and Hotel English, polite and effective enquiries and responses      |           |
|               | Addressing a group, essential qualities of a good speaker and listener          |           |
|               | Pronunciations, stress, accent, common phonetic difficulties, use of telephone. |           |
|               |   | <b>25</b> |

**Reference 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

| COURSE DETAILS OF BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY PROGRAM |             |                    |                   |  |                      |                         |                          |                                  |            |            |           |
|--|-------------|--------------------|-------------------|--|----------------------|-------------------------|--------------------------|----------------------------------|------------|------------|-----------|
| Semester   | Course code | Category of course | Theory/ Practical | Paper Title  | Attributes developed | Instruction hrs. / Week | Duration of Exams (Hrs.) | Scheme of Examination Evaluation |            |            | Credits   |
|  |             |                    |                   |  |                      |                         |                          | IE                               | SEE        | Total      |           |
| 2  | BHM 201     | DSC - 2A           | T                 | Food Production Operations                             | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4         |
|  | BHM 201- P  | DSC-2A-P           | P                 | Food Production Operations- P                          | K,P,T                | 4                       | 4                        | 50                               | 50         | 100        | 2         |
|  | BHM 202     | DSC-2B             | T                 | Food & Beverage Service Operations- I                  | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4         |
|  | BHM 202-P   | DSC-2B-P           | P                 | Food& Beverage Service Operations-I- P                 | K,P,T                | 2                       | 4                        | 50                               | 50         | 100        | 2         |
|  | BHM 203     | DSC-2C             | T                 | Accommodation Operations Foundation                    | K,C                  | 4                       | 3                        | 30                               | 70         | 100        | 4         |
|  | BHM 203-P   | DSC-2C-P           | P                 | Accommodation Operations Foundation- p                 | K,P,T                | 2                       | 4                        | 50                               | 50         | 100        | 2         |
|  | BHM-204-P   | SEC-3-P            | P                 | Fundamentals of Computing and IT Operations -Practical | T,P                  | 2                       | 2                        | 25                               | 25         | 50         | 2         |
|  | BHM 205     | SEC-4              | T                 | Hygiene and Sanitation                                 | K,T                  | 2                       | 2                        | 25                               | 25         | 50         | 2         |
|  | BHM 206 P   | AEC-2-P            | P                 | Personality Development                                | T,P                  | 2                       | 2                        | 25                               | 25         | 50         | 2         |
| <b>Total</b>   |             |                    |                   |  |                      | <b>28</b>               | <b>-</b>                 | <b>315</b>                       | <b>435</b> | <b>750</b> | <b>24</b> |

## DSC -2A BHM 201 Food Production Operations

Theory: 4 Credits; Total Hours =60

External Maximum Marks: 70

Internal Maximum Marks: 30

**Pre-requisite:** The Students studying this course should have basic knowledge of Kitchen Operations and should know basic preparations and methods of cooking.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Kitchen operations as pre-requisite. The students undertaking this course should be able to understand following:

1. Role of Advance and latest cooking methods in Kitchen Operations in Hotels,
2. Breakfast preparations
3. Fundamentals of Fish and Meat cooking,
4. Foundation of Continental cooking &
5. Basics of Baking.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Cook dishes using advance and latest cooking methods,
2. Handle basic fish and meat preparation and cooking procedures,
3. Prepare Stocks, Sauces, Soups & Salads,
4. Use basic baking principles during Bread making.

|               |   | <b>Mks</b> |
|---------------|---|------------|
| <b>UNIT 1</b> | <b>Advanced Methods of Cooking</b>  | <b>5</b>   |
| 1.1           | Advanced methods-micro-wave, infra red, induction, Boil in bag, etc.                                      |            |
| 1.2           | Their Culinary Use  |            |
| <b>UNIT 2</b> | <b>Breakfast preparation of traditional / classical items</b>   | <b>10</b>  |
| 2.1           | Continental breakfast & English breakfast   |            |
| 2.2           | Indian breakfast  |            |
| <b>UNIT 3</b> | <b>Fish cookery</b>   | <b>10</b>  |
| 3.1           | Introduction to fish Cookery- Classification of fish with examples, Selection of Fish, Storing fish       |            |
| 3.2           | Different cuts of fish, and their cooking methods   |            |
| <b>UNIT 4</b> | <b>Meat cookery</b>   | <b>10</b>  |
| 4.1           | Introduction to meat cookery- cuts and methods of cooking of Beef, Veal, Pork, Lamb with examples of each |            |
| 4.2           | Introduction to Poultry and Game with examples of each  |            |
| 4.3           | Selection and Storing of Meats  |            |
| <b>UNIT 5</b> | <b>Stocks, Soups and Sauces</b>   | <b>15</b>  |
| 5.1           | Stocks: Definition, Classification, Preparation and Precautions, Uses                                     |            |
| 5.2           | Soups: Definition, Classification, Preparation and Precautions, Examples of each                          |            |
| 5.3           | Sauces: Definition, Classification, Preparation and Precautions, Derivatives of Each.                     |            |

|               |  |           |
|---------------|--|-----------|
| <b>UNIT 6</b> | <b>Basic Salads</b>  | <b>5</b>  |
| 6.1           | Parts of Salad; Types of Salad and their examples  |           |
| 6.2           | Various dressings used: Vinaigrette and Mayonnaise based dressings   |           |
| <b>UNIT 7</b> | <b>Basic Bakery</b>  | <b>15</b> |
| 7.1           | Principal of baking,   |           |
| 7.2           | <b>Basic Bread Making:</b> Role of Ingredients: Flour, Salt, Sugar, Yeast, Fat, Liquid, Egg, Flavourings, Bread improvers.   |           |
| 7.3           | Method of bread making:<br>(i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. Bread varieties: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls. |           |
| 7.4           | Bread faults and remedies  |           |
| <b>Total</b>  |  | <b>70</b> |

**Reference Books :** Art of Indian Cookery, Rocky Mohan, Roli; Modern Cookery (Vol-I) Philip .Thangam, Orient Longman; Larousse Gastronomique, Paul Hamlyn; The Complete Guide to the Art of Modern Cookery, Escoffier

### DSC -2A P BHM 201 P Food Production Operations

Practical: 2 Credits; Total Hours =30  
External Maximum Marks: 50  
Internal Maximum Marks: 50

|          | <b>Topics</b>   |
|----------|---|
| <b>1</b> | Revision of Vegetable Cuts and Demonstration of Stock Making  |
| <b>2</b> | Demonstration of Fish Cuts and Chicken Cuts, Their Storage techniques                                   |
| <b>3</b> | Demonstration of Mother Sauces and their derivatives, and Storing techniques                            |
| <b>4</b> | Demonstration of Preparation of Consomme with classical garnishes                                       |
| <b>5</b> | Preparation of traditional / classical Indian, English and Continental breakfast dishes                 |
| <b>6</b> | Preparation of Basic Continental Cookery: 3 Course Menus  |
|          | • Soups: Puree, Crème, Broth, Consomme, Cold, Veloute, Chowder and Bisque                               |
|          | • Appetizers: Classical Salads: Vinaigrette Based, Mayonnaise based dressing salads                     |
|          | • Application of different meat cuts using different cooking methods                                    |
|          | • Desserts using different cooking methods  |
| <b>7</b> | Preparation of Basic Breads: White Loaf, Multi Grain Loaf, Whole Wheat Loaf, Soft Rolls and Hard Rolls. |

## DSC -2B BHM 202 Food & Beverage Service Operations - 1

Theory: 4 Credits; Total Hours =60

External Maximum Marks: 70

Internal Maximum Marks: 30

**Pre-requisite:** The Students studying this course should have basic knowledge of F& B operations, types of service and role of F&B Staff.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel F& B Operations. The students undertaking this course should be able to understand following:

1. Types of meals and menu,
2. Standard F&B order taking, Service and Billing process
3. Basic classification of Beverages and knowledge of Non-Alcoholic beverage
4. Basics of Guest and Situation handling.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Plan menus and serve meals,
2. Handle Breakfast service, demonstrating proper order taking, service and billing process.
3. Help guest in briefing the NON-Alcoholic beverages,
4. Handle various situations of Guest handling.

|               |  | <b>Mks</b> |
|---------------|--|------------|
| <b>UNIT 1</b> | <b>Types of Meals</b>  | <b>10</b>  |
|               | Breakfast-Introduction, Types, Service Methods, a la carte and TDH setups<br>Brunch, Lunch, Hi –Tea, Dinner, Supper, Elevenes and others |            |
| <b>UNIT 2</b> | <b>Types of Menu</b>   | <b>20</b>  |
|               | Introduction to menu ; Types-Ala Carte & Table D’hote  |            |
|               | Menu Planning, considerations and constraints, Menu Terms  |            |
|               | Menu Design  |            |
|               | French Classical Menu- 11 , 13 and 17 courses separately   |            |
|               | Classical Foods & its Accompaniments with Cover  |            |
|               | Indian regional dishes, accompaniments and service   |            |
| <b>UNIT 3</b> | <b>Order taking , Service and Billing</b>  | <b>15</b>  |
|               | Handling Table reservation   |            |
|               | KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T’s  |            |
|               | Sequence of Food Service   |            |
|               | Table Clearing Process   |            |
|               | Billing Methods, Payment methods and Cash Handling   |            |
| <b>UNIT 4</b> | <b>Non – Alcoholic Beverages</b>   | <b>15</b>  |
|               | Definition and Classification  |            |

|               |  |           |
|---------------|--|-----------|
|               | Hot Beverages-Types- Different types of Tea and Coffee, Cocoa, Hot Chocolate, Preparation and Service          |           |
|               | Cold Beverages-Types- Cold Coffee, Shakes, Mock tails, Juices, Syrups, Aerated Drinks, Preparation and Service |           |
| <b>UNIT 5</b> | <b>Customer care and Handling Situations</b>   | <b>5</b>  |
|               | Unavailability of Table/reservation  |           |
|               | Wrong Order Taking, Handling Unavailability of Food items  |           |
|               | Handling Special Requests  |           |
|               | Order Delays, Spillages, Return Food   |           |
|               | Lost and found properties  |           |
|               | Illness  |           |
|               | Drunken Guest, Un expectable appearance of Guest   |           |
|               | Dealing with children and Infants  |           |
|               | Handling Handicaps, Old age guest, Customer with communication difficulties                                    |           |
| <b>Unit 6</b> | <b>Food &amp; Beverage Terminology related to the inputs of the semester</b>                                   | <b>5</b>  |
|               |  | <b>70</b> |

**Reference Books:** Food & Beverage Service Training Manual-S. Andrews; Food & Beverage Service –Lillicrap & Cousins; Modern Restaurant Service – John Fuller; Professional Food & Beverage Service Management –Brian ; Food Service Operations – Peter Jones & Casse;Menu planning-J Kivela,

### **DSC -2B P BHM 202 P Food & Beverage Service Operations - 1**

Practical: 2 Credits; Total Hours 30  
External Maximum Marks: 50  
Internal Maximum Marks: 50

|     | <b>Topics</b>  |
|-----|--|
| 1.  | Writing a Menu in French & its Equivalent in English |
| 2.  | Breakfast Table Lay-up.                              |
| 3.  | TDH & A la Carte Cover                               |
| 4.  | Restaurant Reservation System                        |
| 5.  | Receiving the guests                                 |
| 6.  | Sequence of Service                                  |
| 7.  | Taking an Order of Food & Making a KO T.             |
| 8.  | Table Service  |
| 9.  | Clearing, Crumbing, Presenting the bill              |
| 10. | Service of Cold & Hot - Non Alcoholic Beverages      |

## DSC -2C BHM 202 Accommodation Operations Foundation

Theory: 4 Credits; Total Hours =60

External Maximum Marks: 70

Internal Maximum Marks: 30

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have undergone a familiarization round to an operational Hotels Accommodation area.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of Hotel operations in respect to the Accommodation Operation area. The students undertaking this course should be able to understand following:

1. Role of Accommodation Operation in Hotels, The basic functions,
2. Usage of various tools and equipments,
3. Role of House keeping Professionals
4. Types of Guest Rooms and room amenities.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Usage of tools and equipments,
2. Housekeeping basic procedures,
3. Basic room amenities and basic room setups,
4. Handling guest queries.

|        |  | Mrks |
|--------|--|------|
| Unit-1 | INTRODUCTION   | 15   |
| 1.1    | Meaning & Definition                                 |      |
| 1.2    | Importance of Housekeeping                           |      |
| 1.3    | Responsibilities of Housekeeping Department          |      |
| 1.4    | Organizational Structure                             |      |
| 1.5    | Housekeeping functional area/Ancillary areas         |      |
| 1.6    | Housekeeping layout                                  |      |
| Unit-2 | HOUSEKEEPING ORGANIZATION                            | 15   |
| 2.1    | Duties and Responsibilities of Housekeeping Persons. |      |
| 2.2    | Housekeeping co-ordination with other Departments    |      |
| 2.3    | Attributes of Housekeeping Personnel                 |      |
| Unit-3 | HOUSEKEEPING TOOLS & Equipments                      | 10   |
| 3.1    | Classification of Equipments                         |      |
| 3.2    | The various Tools & its usage                        |      |
| 3.3    | Basics of Handling Cleaning equipments               |      |
| Unit-4 | THE HOTEL GUEST ROOMS                                | 10   |



|        |  |           |
|--------|--|-----------|
| 4.1    | Types of guest rooms                                       |           |
| 4.2    | Layout of guest rooms (Types)                              |           |
| 4.3    | Layout of Floor pantry                                     |           |
| 4.4    | Basic Room amenities                                       |           |
| Unit-5 | House Keeping Procedures                                   | 15        |
| 5.1    | Basics of cleaning Procedures                              |           |
| 5.2    | Housekeeping Control Desk, Importance, Role, Co-ordination |           |
| 5.3    | Key Handling & Control                                     |           |
| 5.4    | Forms, Formats & registers used in Control Desk            |           |
| 5.5    | Handling Guest query & requests                            |           |
| Unit-6 | GLOSSARY OF TERMS(With reference to above topics)          | 5         |
|        | <b>TOTAL</b>   | <b>70</b> |

REFERENCE BOOKS:

Hotel Housekeeping Training Manual, By- Sudhir Andrews; Housekeeping Operation & Management, By- Malini Singh; Hotel Housekeeping Management & Operations, By- Sudhir Andrews; Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan

**DSC -2C P BHM 203 P Accommodation Operations Foundation**

Practical: 2 Credits; Total Hours 30

External Maximum Marks: 50

Internal Maximum Marks: 50

|   | <b>Topics</b>   |
|---|---|
| 1 | Familiarisation of Guest Room Layout  |
| 2 | Identification of Guest Room Amenities , setup of room attendant trolley and preparing check list   |
| 3 | Identification of cleaning equipment – Manual & mechanical  |
| 4 | Cleaning of different surfaces  |
| 5 | Practical involving following activities- Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing  |
| 6 | Practical activities involving usage of cloths and their types, abrasives, polishes, chemical agents and commercially available products. |

## SEC -3 P BHM 204 P Fundamentals of Computing and IT Operations- Practical

Practical: 2 Credits; Total Hours 30

External Maximum Marks: 25

Internal Maximum Marks: 25

**Pre-requisite:** The Students studying this course should have basic knowledge of writing, reading and speaking English language. They must have basic knowledge of computers and Internet.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of computer operations. The students undertaking this course should be able to understand following:

1. Role of Computer Operation in Hotels,
2. Usage of various input and output devices,
3. Types and usage of operating system.

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

4. Usage of M-S office application,
5. Role and usage of Operating System,
6. Basic understanding of Network setups,
7. Net browsing and E-mailing.

|               |  |
|---------------|--|
|               |  |
| <b>Unit 1</b> | <b>INTRODUCTION TO COMPUTERS</b>   |
|               | What is a computer, Components of a computer system,   |
|               | Storage devices, external storage devices.   |
| <b>Unit 2</b> | <b>OPERATING SYSTEMS</b>   |
|               | Functions, types and Components.   |
| <b>Unit 3</b> | <b>WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS</b>  |
|               | Features of MS WORD, Editing Commands and Mail merge.  |
|               | Understanding spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Preparing Different graphs,  |
|               | Features of POWER POINT, Preparing a presentation  |
|               | Preparing an Organization chart  |
| <b>Unit 4</b> | <b>Networks &amp; Networking</b>   |
|               | Basic understanding of various kinds of network topologies, Identify the various types of networks and show an overview understanding of local area network.   |
| <b>Unit 5</b> | <b>Going Online</b>  |
|               | Explain the scope of features offered by online information services, Describe basic Internet concepts, explain the basic concepts of browsing and the operation of a browser, Describe the scope of Internet resources and the various types of |

|               |  |
|---------------|--|
|               | Internet applications.   |
| <b>Unit 6</b> | <b>INTRODUCTION TO INTERNET</b>                                      |
|               | Network of Networks, WWW, Search Engines, e-mail, creating web page. |
|               |  |

### Reference books

Fundamental of Computers, S.Jain, BPB Publication; Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication

## SEC -4 BHM 205Hygiene and Sanitation

Theory: 2 Credits; Total Hours =30

External Maximum Marks: 25

Internal Maximum Marks: 25

**Pre-requisite:** The Students studying this course should have basic knowledge of hygiene and its importance.

**Learning Objective:** The teachers delivering lectures and demonstration in this course should understand that students have a basic knowledge of hygiene and sanitation and its requirement. The students undertaking this course should be able to understand following:

1. Requirement of hygiene in life and hospitality industry
2. Importance of sanitation in life and hospitality industry

**Learning Outcome:** The students after having studied the course should be able to perform and acquaint the following:

1. Practice Hygiene and sanitation in life and hospitality industry

### 1 INTRODUCTION TO HYGIENE:

Practices of personal hygiene and health habits. Safety at work Place

### 2. SANITATION REGULATIONS AND STANDARDS

Introduction,

Regulatory bodies and regulations

Control of Food Quality

### 3. SANITARY PRACTICES

Sanitary procedures,  
Use of cleaners and sanitizers in maintaining safe production and service environments.  
Cleaning methods, Design of premises and equipment in the kitchen,  
Cleaning and Disinfection, Manual & Automatic Dish Washing.

#### **4.FOOD HANDLING:**

Hygienic food handling,  
High Risk Foods, Preventing Contamination,  
Temperatures Control,  
Disposal of food waste and garbage in production areas, ware washing areas and external pick-up areas  
Describe signs of spoiled, unsafe and unacceptable food.  
Safe temperatures for cooking, holding, cooling and reheating foods.

#### **5.HACCP:**

Key components of the HACCP,  
Principles and ways of applying them to the professional foodservice kitchen.  
Application of HACCP

#### **6. FIRST AID**

Safe and appropriate use of basic first aid techniques for employees and customers.

#### **REFERENCES:**

Food Hygiene and Sanitation- S.Roday  
Food Safety by Bhat & Rao  
Safe Food Handling by Jacob M.  
PFA Rules  
HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall  
Food Service Sanitation Manuals applicable in Catering industry in India

## AEC -2- P BHM 204 P Personality Development

Practical: 2 Credits; Total Hours 30

External Maximum Marks: 25

Internal Maximum Marks: 25

|          | <b>Topics</b>   |
|----------|---|
| <b>1</b> | <b>Elements of Personality Development</b>  |
|          | Understanding Elements of Personality, Advantages and Disadvantages.  |
| <b>2</b> | <b>Personality Enrichment</b>   |
|          | Grooming, Personal hygiene, Basic Etiquettes, Social, Business and Dining Etiquettes, Body Language –use and misuse             |
| <b>3</b> | <b>Developing Communication Skills</b>  |
|          | Writing phrases, stories, short notes, news briefs  |
|          | Practicing routine dialogues between –Friends (one to one, Group), Teachers, developing class room participation.               |
|          | Presentation Skills- Dressing for presentation, Preparing short notes, Using PPT.   |
| <b>4</b> | <b>Interpersonal Skills</b>   |
|          | Dealing with seniors, colleagues, juniors, teachers etc. at work place, Art of good Conversation, Art of Intelligent Listening. |
| <b>5</b> | <b>Telephone conversation</b>   |
|          | Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.   |
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