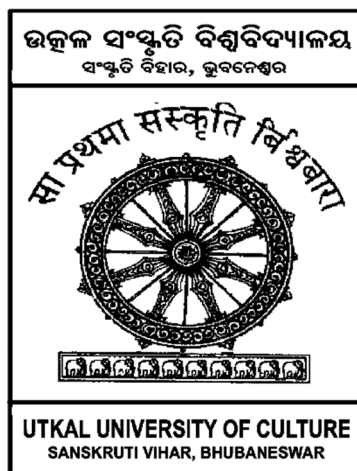


ଉତ୍କଳ ସଂସ୍କୃତି ବିଶ୍ୱବିଦ୍ୟାଳୟ
UTKAL UNIVERSITY OF CULTURE
Sanskriti Vihar, Madanpur, Bhubaneswar-752054



**SYLLABUS (NEP-2020) OF
BACHELOR IN HOTEL MANAGEMENT (BHM)
FROM THE ACADEMIC SESSION 2024-25**

Salient Features of the New Curriculum Design

- i) Multiple entry and exit. Exit can be after 1styr/2ndyr/ 3rdyr and 4th yr.
- ii) 4yr. Degree Hons Program is of two types with or without research. Those with research are now eligible to appear to NET UGC and can directly join Ph.D. Program if they qualify in NET.
- iii) 4 yr. Degree Program with Research will be available with universities offering both PG & UG Program (Like Ravenshaw University, Gangadhar Meher University, Rama Devi Women's University, Khallikote University, Dharani Dhar University and Vikram Dev University etc.) Besides other colleges with PG Department in concerned subject having at least 50% sanctioned faculty members with Ph.D. University have to recognize such colleges for UG 4yr Research Program.
- iv) The following shall be the types of courses as per UGC Guideline.
 - ✓Core 1 (Major/Hons)
 - Core II (Minor/Pass)
 - Core III (Minor/.Pass)
 - ✓ Ability Enhancement Course
 - ✓ Skill Enhancement Course
 - ✓Multi-Disciplinary Course
 - ✓ Value Added Course
 - ✓ Vocational Course (To be offered in summer vacation 1 & 2)

- v) The Minimum Credit Prescribed are as follows

Credits

a) Three years with single major with 2 minors	126
b) Three years with double major	150
c) Three years three minors (without major)	126
d) Four years with Research/without Research	166

Students may acquire additional credit under Value added / Multi-Disciplinary/Swayam etc. The additional credit shall not be taken into account for Division/Grade/ Rank etc. They shall not count for admission into higher program.

- vi) The level of the course has been defined as per UGC/ National Credit Framework etc.
- vii) The Division between internal Assessment/Term End University Exam shall be 40:60

Credit System Syllabus According to NEP-2020 Guideline

Credit	Theory	Lecture/ Tutorial	Practical/ Field Work
1	1 Hour	1 Hour	2 Hour

- 1 Class= 1 Hour
- 1 credit = Minimum 15 Hours for Theory in one Semester
- 1 credit = Minimum 30 Hours for Practical in one Semester

Guidelines to Awarding UG Certificate, UG Diploma, and Degrees:

1. UG Certificate: Students who opt to exit after completion of the first year and have secured 44 credits will be awarded a UG certificate if, in addition, they complete one vocational course of 4 credits during the summer vacation of the first year. These students are allowed to re-enter the degree programme within three years session of exit and complete the degree programme within the stipulated maximum period of seven years.
2. UG Diploma: Students who opt to exit after completion of the second year having secured 86 credits will be awarded the UG diploma if, in addition, they complete one vocational course of 4 credits during the summer vacation. These students are allowed to re-enter within a period of three years and complete the degree programme within the maximum period of seven years.
3. 3-year UG Degree: Students who wish to undergo a 3-year UG programme will be awarded UG Degree in the Major subject after successful completion of three years, securing at least 126 credits and satisfying the minimum credit requirement as given in the. The discipline or faculty shall be decided on the basis of the first Major, i.e Bachelor in Hotel Management.
4. 4-year UG Degree (Without Research): A four-year UG degree in the major discipline will be awarded to those who complete a four-year degree programme with at least 166 credits and have satisfied the credit requirements as given in 2nd Semester Table.
5. 4-year UG Degree (With Research): Students who secure 7.5 CGPA and above in the first six semesters and wish to undertake research at the undergraduate level can choose a research stream in the fourth year. They should do a research project or dissertation under the guidance of a faculty member of the institution who is a recognized Ph.D. Supervisor of the affiliating University or who holds a Ph.D. Degree. The research project/dissertation will be in the major discipline. The students, who secure 166 credits, including 12 credits from a research project/dissertation, are awarded UG Degree.

SEMESTER- I

SUBJECT CODE	COURSE NAME	CREDIT	Mid Sem	End Sem	Sessional	Practical	Full Mark
101 BHM-Core1.1 (Major)	Food Production-I	4	10	40	15	35	100
102 BHM-Core1.2 (Major)	Food & Beverage Service-I	4	10	40	15	35	100
103 BHM-Core2.1 (Minor)	Front Office-I	4	10	40	15	35	100
104 MDS (Multi Disciplinary Subject)	Choose any one course from the Multi Disciplinary list (Fundamentals of Computer Studies)	3	20	80	--	--	100
105 AEC Ability Enhancement Course (AEC)	Odia/ Alt English	4	20	80	--	--	100
106 VAC Value Added Course (VAC)	Environmental Study and Disaster Management	3	20	80	--	--	100
TOTAL	PAPERS- 07	22					600

Bachelor in Hotel Management (BHM)
1st Semester, Core-1.1, Paper-101
FOOD PRODUCTION – I, Credit-4

Unit-I INTRODUCTION PROFESSIONAL COOKERY

Culinary History and Origin of modern cookery practices.

Aims and objectives of cooking

Mis-en-place and methods of mixing (Beating, Blending, Rubbing, Creaming, Folding, Stirring, Rolling

Essentials of Indian Food preparations Hygiene & safe practices in handling food

UNIT-II METHODS OF COOKING

Various Methods of cooking : Moist, Dry, Frying, microwave ,cooking Time and temperature

Effect of cooking on food items & nutrients,

Care & Precautions during cooking

UNIT-III KITCHEN ORGANIZATION & MANAGEMENT

Kitchen Management: kitchen Management Skills,

Personal hygiene,

Safety Procedures to be followed in Kitchen.

Kitchen Organization

Liaison of Kitchen with other departments.

Duties of kitchen staff/functions of various sections of kitchen,

Introduction to larder. Functions and Importance, Kitchen equipment &

Tools/cleaning maintenance

Handling Modern Kitchen Equipment's. Safety precautions.

UNIT-IV KITCHEN COMMODITIES

Raw materials-introduction,

Classification and uses according to their function.

Purchasing Specification for food & Beverage,

Principle of Food storage.

Extensive study of Kitchen ingredients and various characters of Vegetables, Fruits, Egg, Rice, Pulses, Cereal, Salt, Sweetening agent, Fats & oils, raising & leavening agents, Milk, composition Of milk and storage, types of milk, cream.

UNIT-V STOCKS, SOUP & SAUCES

Stocks, soup & sauces, Glazes, roux- classification and types.

Soup “garnishes and accompaniments.

Thickening ents, binding agents and clarifying agents.

Sauces- classification of mother souces with derivatives.

Proprietary sauces and compound butters.

Accompaniment and garnishes.

PRACTICAL

- I. Introduction to Cookery
- II. Demonstration classes of various Equipment’s
- III. Various vegetables & cuttings
- IV. Methods of Cooking
- V. Methods of Cooking cereals, vegetables and pulses by the help of preparing various dishes.

Bachelor in Hotel Management (BHM)
1st Semester, Core-1.2, Paper-102
FOOD BEVERAGE SERVICE – I, Credit-4

UNIT-I Introduction & Growth of Hotel Industry in India.

Role of Catering establishment in the travel and tourism industry,
Type of F & B Operations.(Classification).
Type of Catering Establishment – Commercial (Non Residential), Welfare
(Industrial/ Institutional), Transport (Air, Road, Rail, Sea)

UNIT-II Departmental Organisation & Staffing-

Organisation of F & B Department of a Hotel,
Duties and Responsibilities of F & B Staff,
Attributes of F & B staff with the steps involved in order of service,
Intra & Inter departmental relation with F & B Service

UNIT-III Layout of Food Service Area-

Important points to be considered while planning a layout,
Layout of coffee shop, fast food restaurant, specialty restaurant. Banquets
operations, Room Service.

UNIT-IV Introduction of Restaurant Equipment –

Classification of equipment (familiarization)
Criteria for selection and requirement.
Quantity and Types of – Crockery, Tableware, Glassware, Linen, Furniture.
Care & Maintenance of these equipment's,
Sideboard – its uses,
Vending Machines- Importance, Advantage and Disadvantage.

UNIT-V Introduction to Menu Planning

Origin of menu & menu planning objectives,
Types of menu planning- consideration & constraints,
Menu designing,
Courses of menu- French: classical and modified, Indian courses;
Planning menus Accompaniments, Garnishing & Cover for each course.

PRACTICAL

- i) Restaurant Etiquettes
- ii) Restaurant Hygiene practices – III
- iii) Mise-En – Place & Mise –En- Scene – IV
- iv) Identification and Equipment –

- v) Laying & Relaying of Table Cloth –
- vi) Napkin Folds
- vii) Rules of laying a Table
- viii) Carrying a Slaver/ Tray
- ix) Service of water
- x) Handling the Service gear
- xi) Carrying plates, glasses & other equipment
- xii) Clearing an Ashtray
- xiii) Situations like spillage
- xiv) Setting of Hot & Cold Non- alcoholic Beverages
- xv) Indian Cuisine – Accompaniment & Service.

BACHELOR IN HOTEL MANAGEMENT (BHM)

1ST Semester Core 2.1, Paper-103

FRONT OFFICE-I, Credits-04

UNIT-I INTRODUCTION TO FRONT OFFICE

Importance of Front office in hotel,
Layout of the front office
Different section of the front Office and their importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier,

UNIT-II ORGANISATIONAL SET UP OF FRONT OFFICE DEPARTMENT

Hierarchy chart: Small, Medium and Large Hotels
Job Description, job Specification & Duties and Responsibilities of different front office
Personnel including uniformed staff;
Attributes of front office employee

UNIT-III BASIC INFORMATION FOR DESK AGENTS

Different types of rooms;
Numbering of rooms and floor plan;
Basis of charging a guest:
Tariff, Rates, Discounts and Policy
Facilities available in Hotels: Brochure & Tariff Card

UNIT-IV FRONT OFFICE OPERATION

The Front Desk: Functional Organization, Design Alternatives
The Guest cycle- pre-Arrival, Arrival, Occupancy, Departure
Front Office System: Non Automated, Semi- Automated, and Fully automated

UNIT-V FRONT OFFICE EQUIPMENTS

Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays,
Account posting Machine, Voucher Rack, Cash Register Support Devices,
Telecommunications Equipment.

PRACTICAL

- i) Appraisal of F.O. equipment & Furniture
- ii) Welcoming of guests
- iii) Telephone handling
- iv) Filling of various forms
- v) Role play – Reservation, Arrivals, Luggage handling

REFERENCE BOOKS FOR ALL SEMESTER

Front Office Training manual- Sudhir Andrews. Publisher : TatA Mac Graw Hill
Managing Front Office Operation – Kasavana & Brooks Educational Institution AHMA
Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
Managing Computers in Hospitality Industry – Michael kasavana & Cahell.
Front Office Operations- Colin Dix & Chris Baird.
Front Office Operation Management – S.K Bhatnagar, Publisher: Frank Brothers
Managing Front Office Operations By Kasavana & Brooks
Principles of Hotel Front Office operations, Sue Baker & jermy Huyton, Continuum
Check in Check out – Jerome Vallen.

BACHELOR IN HOTEL MANAGEMENT (BHM)
1ST Semester, Multi- Disciplinary Subject , Paper-104
Fundamentals of Computer Studies, Credits-03

UNIT-1:

Computer Basics: Simple Model of a Computer, Characteristics of Computers, Hardware and Software, working of a Computer, Stored Program Concept, Problem Solving with computer: Flowchart, Algorithms, Programming, Computer Software: Introduction to computer software, classification of computer software, system software, application software, firmware, middleware

UNIT-2:

Input/Output Units: Input devices, Output devices, Computer Memory: Introduction, Read Only Memory, Serial Access Memory, Cache memory, primary memory, secondary storage devices, magnetic tapes, hard disks, SSD, optical drives, USB flash drivers, Memory cards, Mass storage devices, Memory Hierarchy.

UNIT-3:

Operating Systems: Definition, Batch Operating System, Multiprogramming Operating System, Time Sharing Operating System, Multiprocessing Operating System. Services of OS. Computer Networks: Concepts of Networking-LAN, WAN, MAN, Network topologies. Internet and the World Wide Web.

UNIT-4:

Emerging Computing Environments: Peer to Peer Computing, Grid Computing, distributed computing, Cloud Computing: Introduction, cloud services, cloud deployment models. Email, video conferencing, e-Learning, e-Banking, UPI, e-commerce, e-Governance, social networking, emerging computer applications.

Text Book:

Fundamentals of Computers by V Rajaraman 6th edition PHI Learning Private Limited

Reference Books:

A First Course in Computers by Sanjay Saxena, Vikas Publishing House.
Computer Fundamentals by Anita Goel, Pearson pub.

BACHELOR IN HOTEL MANAGEMENT (BHM)

1ST Semester, AEC, Paper-105

ODIA, Credits-04

ୟୁନିଟ୍-୧: କବିତା (ପୁସ୍ତକ: ସାହିତ୍ୟ ପ୍ରସଙ୍ଗ, ଉତ୍କଳ ସଂସ୍କୃତି ବିଶ୍ୱବିଦ୍ୟାଳୟ)

- (କ) ଯଯାତି ଉପାଖ୍ୟାନ - ସାରଳା ଦାସ
- (ଖ) ଲାବଣ୍ୟବତୀର- ଉପେନ୍ଦ୍ର ଭଞ୍ଜ
- (ଗ) ଜଗନ୍ନାଥ ଜଣାଣା- ବଳଦେବ ରଥ

ୟୁନିଟ୍-୨: ପ୍ରକ୍ଷୁଦ୍ର (ପୁସ୍ତକ: ସାହିତ୍ୟ ପ୍ରସଙ୍ଗ, ଉତ୍କଳ ସଂସ୍କୃତି ବିଶ୍ୱବିଦ୍ୟାଳୟ)

- (କ) ମୁଁ କାହିଁକି ଲେଖେ- ଲକ୍ଷ୍ମୀକାନ୍ତ ମହାପାତ୍ର
- (ଖ) ଡେରିଆ ଥିଏଟର - କାଳୀଚରଣ ପଟ୍ଟନାୟକ
- (ଗ) ମୋ କାବନ ଉପରେ ଚୁପ୍‌ର ପ୍ରଭାବ - ବିଧାୟକ ବର୍ମା

ୟୁନିଟ୍-୩: କ୍ଷୁଦ୍ରଗଳ୍ପ (ପୁସ୍ତକ: ସାହିତ୍ୟ ପ୍ରସଙ୍ଗ, ଉତ୍କଳ ସଂସ୍କୃତି ବିଶ୍ୱବିଦ୍ୟାଳୟ)

- (କ) ଝଡ଼ - ଭଗବତୀ ଚରଣ ପାଣିଗ୍ରାହୀ
- (ଖ) ଗୀତ ମାଷର - ପ୍ରଶାନ୍ତ କର
- (ଗ) ପେଡ଼ିଭରା ଚମ୍ପ - ଭୁବନେଶ୍ୱର ବେହେରା

ୟୁନିଟ୍-୪: ବ୍ୟାକରଣ ଓ ବ୍ୟବହାରିକ ଭାଷା

(କ) ଏକ ଅନୁଲେଖ (ପାଠ୍ୟ ଅନ୍ତର୍ଗତ ଅଥବା ପାଠ୍ୟବହିର୍ଭୂତ) ପ୍ରଦାନ କରାଯିବ । ସେଥିରୁ ୫ ଗୋଟି ପ୍ରଶ୍ନ ଆସିବ । ୫ ଟି ଯାକ ପ୍ରଶ୍ନ ବାଧ୍ୟତାମୂଳକ ।
ପ୍ରତ୍ୟେକ ପ୍ରଶ୍ନର ମୂଲ୍ୟ ଅନୁ ୩ ନମ୍ବର ରହିବ ।

(ଖ) ଚୁଡ଼ି ପ୍ରୟୋଗ ମାଧ୍ୟମରେ ବାକ୍ୟଗଠନ । ପ୍ରତ୍ୟେକ ପ୍ରଶ୍ନର ମୂଲ୍ୟ ୧ ନମ୍ବର ରହିବ ।

(ଗ) ଏକ ପଦରେ ପ୍ରକାଶ ପୂର୍ବକ ବାକ୍ୟଗଠନ । ପ୍ରତ୍ୟେକ ପ୍ରଶ୍ନର ମୂଲ୍ୟ ୧ ନମ୍ବର ରହିବ ।

ୟୁନିଟ୍-୫: ଅନୁସାଧା ନମ୍ବର ବିଚରଣ

ପ୍ରତ୍ୟେକ ଯୁନିଟ୍‌ର ପ୍ରଶ୍ନ ମୂଲ୍ୟ ୨୫ ନମ୍ବର ଏବଂ ପ୍ରତ୍ୟେକ ଯୁନିଟ୍ ୧୫ ଘଣ୍ଟା ପଢ଼ାଯିବ ।

ୟୁନିଟ୍-୧: ଦୀର୍ଘ ପଞ୍ଚମ ନିମିତ୍ତ- ୧୫ ନମ୍ବର

ସରଳାର୍ଥ ନିମିତ୍ତ- ୬ ନମ୍ବର

ଚୁକ୍ତି ସଂକ୍ଷିପ୍ତ ପ୍ରଶ୍ନ ନିମନ୍ତେ- ୬x୨

ୟୁନିଟ୍-୨: ଓ ଯୁନିଟ୍-୩: ନିମନ୍ତେ ମଧ୍ୟ ଏହି ବିଚରଣ ବିଧି ପ୍ରଯୁଜ୍ୟ ହେବ ।

ୟୁନିଟ୍-୪:

(କ) ଅନୁଲେଖରୁ ୫ ଗୋଟି ପ୍ରଶ୍ନ ନିମନ୍ତେ ୧୫ ନମ୍ବର ।

ପ୍ରତ୍ୟେକ ପ୍ରଶ୍ନ ପାଇଁ ୩ ନମ୍ବର

(ଖ) ପାଞ୍ଜିଗାତି ଚୁଡ଼ି ବାକ୍ୟରେ ବ୍ୟବହାର ପାଇଁ ୫ ନମ୍ବର ।

(ଗ) ପାଞ୍ଜିଗାତି ଏକ ପଦରେ ପ୍ରକାଶ ପୂର୍ବକ ବାକ୍ୟଗଠନ ପାଇଁ ୫ ନମ୍ବର ।

BACHELOR IN HOTEL MANAGEMENT (BHM)

1ST Semester, AEC, Paper-105

Alternative English, Credits-04

UNIT-I

Prose – Pieces to be studied :

What I Believe - E.M. Foster

The One – Eyed Cat - A.G. Gardiner

Man and Environment – Indira Gandhi

The World as I see it - Albert Einstein

On Getting off to sleep – J.B. Priestley

UNIT- II

Poetry-Pieces to be studied:

To His Cry Mistress - Andrew Marvell

A Slumber Did my Spirit Seal – William Wordsworth

La Belle Dame Sans Merci - John Keats

The Listeners - Walter de La Mare

Village Song - Sarojini Naidu

UNIT-III

Short Story-Pieces to be studied:

The Happy Prince - Oscar Wilde

The Last Leaf - O' Henry

The Happy Man - Somerset Maugham

War - L. Parlandells

An Anthology of Poems, short stories and Essays – Utkal University of Culture

BACHELOR IN HOTEL MANAGEMENT (BHM)

1ST Semester, VAC, Paper-106

ENVIRONMENTAL STUDIES Credits-03

UNIT-I

Scope and Importance of environmental Studies-

Concept of Environment – Atmosphere, Hydrosphere, Lithosphere, and Biosphere

Resources and Environment – Renewable and Non- renewable conservation of natural resources

UNIT-II

Ecosystem – Structure and function of an eco- system, Food chain, Food web, Tropic Levels ecological Pyramids, Energy flow in Eco- system

Nutrients cycles- Nitrogen Cycle, Carbon- dioxide cycle, Oxygen cycle.

Aquatic (pond as a fresh water ecosystem)

UNIT-III

Bio diversity and its conservation- concept and importance of bio diversity, threat to biodiversity, man and wildlife conflict, Endangered and endemic species of India Ex- situ and In – situ conservation of bio- diversity.

Communicable diseases – Malaria, Measles, Tuberculosis, Amoebiasis, Filariasis.

Non- communicable diseases- Cancer, Cardio vascular diseases.

UNIT-IV

Environmental Pollution- Air pollution, Water Pollution, Soil Pollution, Noise Pollution, Nuclear Pollution, Thermal Pollution- cause Effect and remedies. Acid Rain, Green House Effect, Global Warming, Solid Waste Management, Waste Land reclamation.

UNIT- V

Economic Development and Environment-

Sustainable and un- Sustainable development

Human Pollution – Growth and Explosion

Urbanization- Problems, resettlement and rehabilitation of People.

Role of NGOs in Environmental Protection. Environmental Legislation in India.

SEMESTER- II

SUBJECT CODE	COURSE NAME	CREDIT	Mid Sem	End Sem	Sessional	Practical	Full Mark
201 BHM- Core2.1 (MajorTheory)	Food Production-II	4	10	40	15	35	100
202 BHM- Core2.2 (Major Theory)	Food & Beverage Service-II	4	10	40	15	35	100
203 BHM- Core3.1 (MinorTheory)	Accommodation Operations-I	4	10	40	15	35	100
204 MDS (Multi- Disciplinary Subject)	Choose any one course from the Multi-Disciplinary list(Basic Accounting)	3	20	80	--	--	100
205 AEC Ability Enhancement Course (AEC)	Communicative English	4	20	80	--	--	100
206 SEC Skill Enhancement Course (SEC)	Personality Development	3	20	80	--	--	100
TOTAL	PAPERS- 07	22					600

BACHELOR IN HOTEL MANAGEMENT (BHM)

2nd Semester Core 2.1, Paper-201

FOOD PRODUCTION-II, Credits-04

UNIT-I KITCHENLAYOUT

Types of Kitchen, General Planning & Layout of Food Production outlets in a five star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.

UNIT-II MENU PLANNING

Essential considerations prior to planning the menu,
Recipe formation, standard recipe- weighing & costing, portion control, storing special
Storage points for dry, Frozen & perishable food items.

COMMODITIES

Purchasing – selection-storage and uses, Cereals and pulses- kinds and their uses. Egg
cookery-Structure and uses of egg.

Fats and oils- saturated and unsaturated fats, hydrogenation of fats, clarification of
fats, smoking point,

Effect of heat on oil and fats. Butter, oil, lard, suet, tallow, bread spread Condiments
and spices, Sugar- types.

UNIT-III MEAT, POULTRY, GAME & FISH

Extensive study of Kitchen ingredients and various characters Meat, Poultry, Game,
Fish,

Different cuts. Lamb & Poultry – selection, cuts and their uses.

Meat- structure, composition, classification, buying points, food value, storage,
cutting, deboning, trussing & stuffing. Fish- Classification, selection, storage, cuts &
uses, seafood and shellfish

UNIT-IV

HORS D' OEUVRE & SALADS

Hors-d' oeuvre, salads & dressings,

Cooked/ cured/ prepared foods

Recipe contents Hors-d' oeuvre & Salads etc

UNIT-V

Bakery Ingredients and their role, Yeast, Shortenings (Fats & Oil) sugar & salt, Raising
Agents and role of Sugar and Egg. Bakery flour-types, uses and storage, Different
Methods of Bread Making. Methods of cake making-different methods, faults and
their remedies.

BREAD MAKING

Role of Flour, Yeast in bread making, leavening action of yeast, Types of Yeast, ideal condition for yeast,

Effect of salt and sugar on yeast.

Methods of Bread Making. Types of dough, Faults in making. Factors affecting quality of flour.

Different temperatures used in bakery for different products.

Extensive study of Role of egg, fat, milk, salt, leavening agents in bakery products.

Note: Culinary terms (common)

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

PRACTICAL Sessional – 15, End Sem- 35

Preparation of simple dishes of Continental Menu along with Soup, main course & desserts.

Preparation & jointing of chicken, Filleting of Fish & Identification of meat cuts and preparation of dishes

Preparation of basic Salads & Hors-d' oeuvre

Preparation of varieties of sandwiches & canapés

Varieties of Biscuit Dough, Bread Dough (all methods), Bread rolls (all shapes), enriched bread, Doughnuts etc. Cake batters (all methods), Puff pastry Dough and batters. Fruits & rich cakes, Madeira, Plum, Walnut, Danish Pastries.

Bakery & Confectionery section, Ingredients and equipment identification.

Different Methods of Bread Making

Yeast raised bread: white, brown, French bread & Loaf, Bread Rolls, Bread sticks

Basic Cake Demonstration & Preparation: Sponge, Genoise, Fatless, Swiss roll

Biscuit/ cookies; melting moment, almonds, chocolate chips etc.

REFERENCES

Theory of Cookery by K Arora, Publisher: Frank Brothers

Bakery & Confectionery By S.C Dubey, Publisher : Society of Indian Bakers

The Professional chef (4th Edition) By Le Rol A. Polsom

Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman

Practical Cookery by kinton & Cessarani

Theory of Catering by Kinton & Cessarani

Practical Professional Cookery By Kauffman & Cracknell

Larder Chef by M J Leto & W K H Bode Publisher : Butterworth- Heinemann

Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale, Feinstein and John M. Stefanelli.

Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu

Cooking Essentials for the New Professional Chef

The Professional Pastry Chef, Fourth edition By Bo Friberg Publisher: Willey & Sons INC

BACHELOR IN HOTEL MANAGEMENT (BHM)

2nd Semester Core 2.2, Paper-202

FOOD & BEVERAGE SERVICE-II, Credits-04

UNIT-I TYPES OF MEALS

Breakfast (English, American, continental, Indian) Lunch, Brunch, Dinner, Supper, Afternoon, Tea, High Tea.

UNIT-II TYPES OF SERVICE

Service- its importance in Catering Establishment, Suitability of Service to Catering Establishment, Different types of Services (American, Russian, French, Gueridon) Buffet, Banquet, Cafeteria.
Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service

UNIT-III CONTROL SYSTEM

Necessity and function of Control System,
F & B Control Cycle, Role of Cashier in F & B Controls, Cash handling equipment, Theft control procedures – Single K.O.T, Double K.O.T, Triplicate K.O.T & four copies K.O.T,
Introduction of Micros in F & B – its role and importance.

UNIT-IV NON- ALCOHOLIC BEVERAGES

Classification (Nourishing/ Stimulating/ Refreshing) Stimulating
Tea-Origin & Manufacture, Types of Brands, Preparation & Service Coffee- Origin & Manufacture, Types of Brands, Preparation & Service.
Nourishing – Cocoa & malted beverage – Origin & Manufacture, Types of Brands.
Refreshing – Juices, Aerated Drinks, Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling water / Soda.

UNIT- V INTERPERSONAL SKILL

Dealing with incidents, spillage, returned food, lost property, illness, alcohol over consumption, recording Incidents, customer with special needs.

Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

PRACTICAL Sessional-15 End Sem- 35

Table laying practice

Presenting the menu, care of menu

Order Taking; Writing a KOT / BOT

Bill working, presenting the bill Role of Restaurant Cashier

Practice on Laying of Breakfast Cover for Room Service , Breakfast cover lay out on table, continental and English Breakfast Tray / Table Layout Non- Alcoholic Beverage, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral water and Specialty Coffee Service of Special Food items

REFERENCES

Design & Equipment for Restaurant & Food Service By Costas Katsigris & Chris

Thomas Published by Wiley & Sons

Food & Beverage Service- Dennis R. Lillicrap. & John . A. Cousins. Publisher : ELBS

Food & Beverage Service Management- Brain Varghese

Food and Beverage Service Training manual- Sudhir Andrews. Tata MacGraw Hill Introduction

F & B Service- Brown, Heppner & Deegan

Mordern Restaurant Service- JhonFuller, Publisher: Hutchinson

Professional Food Service- Sergio Andrioli & Peter Douglas, Publisher: Heinemann Professional

The Restaurant (From Concept to Operation)- Publisher : Lipinski

The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

Catering Management By Nancy Loman Scanlon Published by wiley.

BACHELOR IN HOTEL MANAGEMENT (BHM)
2nd Semester Core 3.1, Paper-203
ACCOMMODATION OPERATIONS-I, Credits-04

UNIT-I INTRODUCTION & SCOPE

Housekeeping – The Scope in Lodging Industry- Overview. Housekeeping as a business.
Housekeeping for different institutions – Airlines, Hospitals, Hostels, Corporate, and Industrial etc

UNIT-II ORGANIZATION STRUCTURE

Hierarchy, Organization Structure,
Duties and responsibilities of the housekeeping personnel.

UNIT-III COORDINATION & CONTROL

Housekeeping control desk,
Coordination within department and with other departments, Files and registers maintained at control desk.
Coordination & Control (inter & intra)
Guest priorities and handling guest requests.

UNIT-IV ORGANISING CLEANING

Awareness of Room Types, Amenities & Facilities for Standard & VIP Guest Rooms
Cleaning routines of guest rooms- Prepare to clean, clean the guestroom including bed making, replenishment of supplies & Linen, Inspection, Deep Cleaning, Second Service, Turn down service.
Public area- Lobby, Lounge, Corridors, Pool Area, Elevators, Health club, F & B outlet, Office area.
VIP handling
SPECIAL CLEANING PROGRAMME
Daily, Weekly, Fortnightly and, Monthly Cleaning, Routine Cleaning, Spring Cleaning and Deep. Cleaning Procedure

UNIT-V CLEANING AGENTS

Basic cleaning agent,
Classification, their uses, care, storage,
Distribution and control measures
Note: GLOSSARY OF TERMS

Students should be familiar with the Glossary of Terms pertaining to above mentioned topics.

PRACTICAL Sessional – 15 End Sem- 35

Introduction to House Keeping Department

Layout of room and standard supplies

Identification of cleaning equipment

Bed making, second service and turn down service

Cleaning of rooms, bathroom.

Room attendant trolley / Maid's cart

Room inspection – Check List

Public Area cleaning,

REFERENCES:

Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)

Managing Housekeeping Operation – Margaret Kappa & Aleta Nitschke

Hotel Housekeeping – Sudhir Andrews Publisher: Tata McGraw Hill.

The Professional Housekeeper – Tucker Schneider , Publisher: VNR

Professional Management of Housekeeping Operation – Martin Jones, Publisher : Wiley & Sons

BACHELOR IN HOTEL MANAGEMENT (BHM)
2nd Semester, Multi- Disciplinary Subject , Paper-204
Basic Accounting, Credits-03

UNIT-I INTRODUCTION TO ACCOUNTING

Meaning & Definition of Bookkeeping And Accounting: Objectives, Advantages and Limitations of Accounting Double Entry Book Keeping: Introduction, Accounting concepts and conventions, Book & Journal –Classification of Accounts, Rules for Debating and crediting, Posting from Books to Ledger, Subsidiary Books: Preparation of Multi Columnar Cash Book, Petty Cash Book and Various Other Books. Bank reconciliation statement – meaning & preparation.

UNIT-II CAPITAL & REVENUE TRANSACTIONS

Capital & Revenue Transactions – meaning, Classification of Income, Expenditure & receipts into Capital and revenue nature. Distinction between Capital Expenditure & Deferred Revenue Expenditure. Receipt and Payment Account, Income And Expenditure Account For Hospitality Industry.

UNIT-III FINANCIAL STATEMENT

Trial Balance – Meaning, Objective & Preparation

Final Accounts: Preparation of Trading and profit and loss accounts, balance sheets with simple adjustments.

UNIT-IV COST ACCOUNTING

Concept of Cost: Elements of Cost and Classification of Cost, Types of Costing, hotel, Hotel Cost Sheet, Food cost Percentage.

Hotel Accounts: Guest Ledger, Register of Coupons Issued, Register of Reservation, guest Registration Card Bill, Arrival Departure, Daily Food Cost Sheets

UNIT-V DEPARTMENTAL AND UNIFORM SYSTEM OF ACCOUNTING

Departmental Accounting: Definition & Objectives, Changes Required in Book- Keeping Records,

Main Methods of Preparing Dept. Accounting, Gross Profit Method, Departmental Profit Method, Net Profit Method,

Uniform System of Accounting: Concept, Conditions for Uniform System, Necessities, Advantages & Disadvantages, Various kinds of schedules- Room Schedule, F & B Schedule, Operation & Maintenance Schedule, Telephone, Laundry and Marketing, Income Statement Presentation.

BACHELOR IN HOTEL MANAGEMENT (BHM)

2nd Semester, SECC, Paper-205

Communicative English, Credits-04

Expansion of an Idea
Denotation (Literal meaning)
Connotation (Extended meaning)
Exemplification
Reading Comprehension
Types of Passages – Descriptive, Narrative, Analytical, Argumentative
Reading sub- skill- Skimming, Scanning, Predicting, interface.
Precis writing –
Note making
Giving an appropriate title.
Dialogue writing: Greeting / Ice breaking
Turn taking
Taking leave/ Ending the conversation
Guided story writing: Plot
Character
Time
Place
Setting
Letter writing (Personal)
Format of the letter
Writing ads/ notices/news reports
Format of the above
Students to learn the six questions,
Answers to which constitute good writing – who, what, when, where, why, how.
Use of connectives
Types and functions
Examples and practices
Essay writing
Structure: Beginning, Middle, End
Information Transfer
(Pi charts, bar diagrams, flow charts, graphs)
From non – verbal to verbal

BACHELOR IN HOTEL MANAGEMENT (BHM)

2nd Semester, SEC, Paper-206

Personality Development, Credits-03

Unit I: Effective Communication Skills

Effective Communication Skills: Importance of Effective Communication, Effective Speaking Skills, Effective Listening Skills, Effective Writing Skills (writing effective letters: business letters, report writing, CV/resume building, cover letters, etc), Effective Reading Skills

Unit II: Non-Verbal Communication

Non-Verbal Communication: KOPPACCT - Kinesics or Body Language, Oculesics, Proxemics, Paralinguistics, Artifacts, Chronemics, Chromatics, Tactilics.

Unit III: Soft Skills

Introduction to Soft Skills, Personal SWOT Analysis (Knowing your strengths, weaknesses, opportunities & threats), Emotional Intelligence, Empathy, Interpersonal Skills, Persuasive Skills, Presentation Skills, Conversation Skills

Unit IV: Grooming, Etiquette & Personality Development

Grooming & Etiquette: Personal & Professional Appearance and Grooming, Dress Etiquette, Dining Etiquette, Business Card Etiquette, Business Networking Etiquette
Personality Development: Self-confidence, Self-Efficacy, Self Esteem, Developing Positive Attitude, Interview Skills, Group Discussion Skills

Unit V: Techniques of Personality Development

Techniques of Personality Development: Stress Management, Time Management, Team Building, Goal Setting
Basic traits of Personality – Identification of strengths and weakness- overcoming hesitation and fear of facing the public- confidence building- Role plays

References

Mwephy & Peck : Effective Business Communications
Andrews & Herschel : Organizational Communications
P.D. Chaturvedi : Fundamentals of Business Communication
L.V. Wagen : Communication in Tourism & Hospitality
