



AMITY UNIVERSITY

———— RAJASTHAN ————

Amity School of Hospitality (ASH)

Program Code: BHM

12289

Duration – 4 Years Full Time

(Programme Structure)

Choice Based Credit System (CBCS)

2020

AMITY UNIVERSITY RAJASTHAN

Program Learning Outcomes-PLO

- Acquire domain specific practical knowledge and skills regarding core functional areas of Hotels and customer front and functions.
- Understand the basic principles of essential hospitality business functions.
- Evaluate and communicate persuasively with guests and team members.
- Recognize the challenges & opportunities and working effectively with people in divers environment.
- Reflect multidisciplinary approach in creative and innovative thinking in Hospitality business.
- Develop leadership skills, professional attitude and work ethics in diverse situations.

Credits Summary

Program	Semester	Core Credit	Domain Credit	Open Elective/Minor Track	Value Added	Industrial Training/Research Project	Total Credit
UG	I	16	0	0	4	0	20
	II	21	0	3	4	0	28
BHM	III	15	2	3	8	0	28
	IV	0	3	3	4	16	23
	V	14	4	3	4	0	25
	VI	17	4	3	4	0	28
4 Years	VII	10	10				20
	VIII	20				8	28
	Total	113	20	15	28	24	200

CC = Core Courses

DE = Domain Elective

OE = Open Elective

VA = Value Added Courses

NTCC = Non- Teaching Credit Courses (NTCC)



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Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

FIRST SEMESTER

Code	Course	Category	L	T	P/F W	Total Credit
BHM 101	Food Production & Culinary Art – I	CC	2			2
BHM 102	Food & Beverage Service Operation – I	CC	2			2
BHM 103	Front Office Operation – I	CC	2			2
BHM 104	Accommodation Operation – I	CC	2			2
BHM 105	Computer & Information Technology	CC	1	-		1
BHM 121	Food Production & Culinary Art – I Lab	CC			4	2
BHM 122	Food & Beverage Service Operation – I Lab	CC			4	2
BHM 123	Front Office Operation – I Lab	CC		-	2	1
BHM 124	Accommodation Operation – I Lab	CC		-	2	1
BHM 125	Computer & Information Technology - I Lab	CC		-	2	1
BCS 101	English	VA	1		-	1
BSS 104	Behavioural Science – I	VA	1	-	-	1
FLF 101	Foreign Language – I French	VA	2	-	-	2
Total						20



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Program Name: Bachelor of Hotel Management

SECOND SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 201	Food Production & Culinary Art – II	CC	2	1		3
BHM 202	Food & Beverage Service Operation – II	CC	2	1		3
BHM 203	Front Office Operation – II	CC	2	1		3
BHM 204	Accommodation Operation – II	CC	2	1		3
BHM206	Fundamentals of Hospitality Accounting	CC	1	1	-	2
BHM220	Bakery & Confectionary –II Lab	CC	-	-	4	2
BHM 222	Food & Beverage Service Operation – II Lab	CC			4	2
BHM 223	Front Office Operation – II Lab	CC		-	2	1
BHM 224	Accommodation Operation – II Lab	CC		-	2	1
BHM 225	Computer & Information Technology – II Lab	CC			2	1
BCS 201	English	VA	1		-	1
BSS 204	Behavioural Science – II	VA	1	-	-	1
FLF 201	Foreign Language – II French	VA	2	-	-	2
Open Elective -I		OE	3			3
Total						28



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Program Name: Bachelor of Hotel Management

THIRD SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 301	Food Production & Culinary Art -III	CC	2			2
BHM 302	Food & Beverage Service Operation –III	CC	2			2
BHM 303	Front Office Management – I	CC	1	1		2
BHM 304	Accommodation Management – I	CC	1	1		2
BHM 305	Managerial Accounting	CC	1	1	-	2
BHM 320	Food Production & Culinary Art –III Lab	CC			4	2
BHM 321	Food & Beverage Service Operation –III Lab	CC			2	1
BHM 326	Room Division Management – I Lab	CC		-	2	1
BHM 324	Information Technology in Hospitality & Tourism Lab	CC	-	-	2	1
EVS003	Environmental Studies	VA	3	1		4

DE Electives: Student has to select 1 course from the list of following DE electives

BHM 306	Food Science & Nutrition	DE	2			2
BHM 307	Tourism Operations	DE	2			
BCS 301	Communication Skills – I	VA	1		-	1
BSS 304	Behavioural Science – III	VA	1	-	-	1
FLF 301	Foreign Language – III French	VA	2	-	-	2
Open Elective -II		OE	3			3
Total						28



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Program Name: Bachelor of Hotel Management

FOURTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
Industrial Training (3 months) (Jan 1 to March 30)						
BHM 450	Food Production Training Report					4
BHM 451	Food & Beverage Service Training Report					4
BHM 452	Front Office Management Training Report					4
BHM 453	Accommodation Management Training Report					4
BCS 401	Communication Skills – II	VA	1		-	1
BSS 404	Behavioural Science – IV	VA	1	-	-	1
FLF 401	Foreign Language – IV French	VA	2	-	-	2
	Open Elective –III (6 sessions x 6 weeks)	OE	3			3
TOTAL						23



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Program Name: Bachelor of Hotel Management

FIFTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credits
BHM 501	Food Production Management – I	CC	2			2
BHM 502	Food & Beverage Management & Control – I	CC	2			2
BHM 503	Front Office Management – II	CC	1	-		1
BHM504	Accommodation Management –II	CC	1			1
BHM 505	Financial Management	CC	2			2
BHM 506	Hospitality & Tourism Research Methodology	CC	2			2
BHM 521	Food Production Management – I Lab	CC			4	2
BHM 522	Food & Beverage Management & Control – I Lab	CC			2	1
BHM 524	Accommodation Management –II Lab	CC			2	1
DE Electives: Student has to select 2 course from the list of following DE electives						
BHM 507	Hotel Law	DE	2			4
BHM 508	Hotel Interior Decoration	DE	2			
BHM 509	Revenue Management	DE	1	1		
BCS 501	Communication Skills – III	VA	1		-	1
BSS 504	Behavioural Science – V	VA	1	-	-	1
FLN 501	Foreign Language – V French	VA	2	-	-	2
Open Elective -IV		OE	3			3
Total						25



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Program Name: Bachelor of Hotel Management

SIXTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 601	Food Production Management – II	CC	2			2
BHM 602	Food & Beverage Management & Control – II	CC	2			2
BHM 605	Hospitality & Tourism Marketing Management	CC	2			2
BHM 606	Facility Management, Planning & Design – I	CC	1			1
BHM 627	Food styling & presentation - Lab	CC			4	2
BHM 622	Food & Beverage Management & Control – II Lab	CC			2	1
BHM 650	Hospitality Integrated Project- Designing a product	CC				7
DE Electives: Student has to select 2 course from the list of following DE electives						
BHM 607	Entrepreneurship Development	DE	2			4
BHM 608	Meeting ,Confrences & Exhibition Management	DE	2			
BHM 609	IndoAsian Cuisine	DE	2			
BCS 601	Communication Skills – IV	VA	1		-	1
BSS 604	Behavioural Science – VI	VA	1	-	-	1
FLN 601	Foreign Language – VI French	VA	2	-	-	2
Open Elective -V		OE	3			3
Total						28



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Program Name: Bachelor of Hotel Management

SEVENTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credits
BHM 701	Advance Food Production Management – I	CC	2			2
BHM 702	Advance Food & Beverage Management -I	CC	2			2
BHM 710	Resort & Club Management	CC	2			2
BHM 705	Facility Management, Planning & Design – II	CC	2			2
BHM706	Human Resource Management	CC	2			2
Domain Specialization Elective: Student has to select 01 group from the list of following:						
Group A						
BHM 720	Bakery & Confectionary – V Lab	DE		1	4	3
BHM 721	Advance Food Production Management – I Lab	DE		1	4	3
Group B						
BHM 722	Advance Food & Beverage Management –I Lab	DE		1	4	3
BHM 725	Bar Operations	DE	2	1		3
Group C						
BHM 723	Advance Front Office Operation Management-I Lab	DE		1	4	3
BHM 724	Advance Accommodation Operation Management-I Lab	DE		1	4	3
DE Electives: Student has to select 2 course from the list of following DE electives						
BHM 707	Customer Relationship Management	DE	2			4
BHM 708	Restaurant Management	DE	2			
BHM 709	Safety & Security Management	DE	2			
Total						20



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Program Name: Bachelor of Hotel Management

EIGHTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 860	Dissertation – Research project on Hospitality & Tourism					8
BHM 850	Practice School/ Specialized Training (Jan to April)	CC	-	-	-	20
Total						28



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Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

FIRST SEMESTER

Code	Course	Category	L	T	P/F W	Total Credit
BHM 101	Food Production & Culinary Art – I	CC	2			2
BHM 102	Food & Beverage Service Operation – I	CC	2			2
BHM 103	Front Office Operation – I	CC	2			2
BHM 104	Accommodation Operation – I	CC	2			2
BHM 105	Computer & Information Technology	CC	1	-		1
BHM 121	Food Production & Culinary Art – I Lab	CC			4	2
BHM 122	Food & Beverage Service Operation – I Lab	CC			4	2
BHM 123	Front Office Operation – I Lab	CC		-	2	1
BHM 124	Accommodation Operation – I Lab	CC		-	2	1
BHM 125	Computer & Information Technology - I Lab	CC		-	2	1
BCS 101	English	VA	1		-	1
BSS 104	Behavioural Science – I	VA	1	-	-	1
FLF 101	Foreign Language – I French	VA	2	-	-	2
Total						20

Curriculum & Scheme of Examination

FOOD PRODUCTION AND CULINARY ART - I

Course Code: BHM 101

Crédits : 2

Course Objective:

The curriculum is based on to familiarize the students with the basic concepts of food such as

- To make the students learn about the professionalism and basic etiquette of culinary art
- To make them learnt about raw material, uses, composition, benefits and methods
- To sharpen the culinary skills in the field of food production
- To impart knowledge of history of culinary art and changes along with the times
- To give the basic idea about physical and chemical composition of different food products.

Course Contents:

Module I: Introduction to Cookery

Levels of skills and experiences
Attitudes and behaviour in the kitchen
Personal hygiene
Uniforms & protective clothing
Safety procedure in handling equipment

Module II: Culinary History
Origin of modern cookery

Module III: Hierarchy Area of Department and Kitchen
Classical Brigade

Modern staffing in various category hotels
Roles of executive chef
Duties and responsibilities of various chefs
Co-operation with other departments

Module IV: Kitchen Organization and Layout
General layout of the kitchen in various organizations
Layout of receiving areas
Layout of service and wash up

Module V: Aims & Objects of Cooking Food
Aims and objectives of cooking food
Various textures
Various consistencies
Techniques used in pre-preparation
Techniques used in preparation

Module VI: BASIC PRINCIPLES OF FOOD PRODUCTION

VEGETABLE AND FRUIT COOKERY

- A. Introduction – classification of vegetables
- B. Pigments and colour changes
- C. Effects of heat on vegetables
- D. Cuts of vegetables

- E. Classification of fruits
- F. Uses of fruit in cookery
- G. Salads and salad dressings

ii) **STOCKS**

- A. Definition of stock
 - B. Types of stock
 - C. Preparation of stock
 - D. Recipes
 - E. Storage of stocks
 - F. Uses of stocks
 - G. Care and precautions
- iii) **SAUCES**
- A. Classification of sauces
 - B. Recipes for mother sauces
 - C. Storage & precautions

Module VII: METHODS OF COOKING FOOD

- A. Roasting
- B. Grilling
- C. Frying
- D. Baking
- E. Broiling
- F. Poaching
- G. Boiling
 - Principles of each of the above
 - Care and precautions to be taken
 - Selection of food for each type of cooking

Module -VIII SOUPS

- A. Classification with examples
- B. Basic recipes of Consommé with 10 Garnishes

Module –IX EGG COOKERY

- A. Introduction to egg cookery
- B. Structure of an egg
- C. Selection of egg
- D. Uses of egg in cookery

Module -X COMMODITIES:

i) **Shortenings (Fats & Oils)**

- A. Role of Shortenings
- B. Varieties of Shortenings
- C. Advantages and Disadvantages of using various Shortenings
- D. Fats & Oil – Types, varieties

ii) **Raising Agents**

- A. Classification of Raising Agents
- B. Role of Raising Agents
- C. Actions and Reactions

iii) **Thickening Agents**

- A. Classification of thickening agents
- B. Role of Thickening agents

iv) **Sugar**

- A. Importance of Sugar

- B. Types of Sugar
- C. Cooking of Sugar – various

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton

References:

- Theory of Cookery by K Arora published by Frank Bros &Co., New Delhi
- Professional chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi.

FOOD PRODUCTION AND CULINARY ART - I (LAB)

Course Code: BHM121

Crédits : 2

Course Objective:

At the end of the semester the students will be able-

- To learn about the basics of food production in continental and Indian cuisine
- To make a menu and would be able to explain the meaning of the dishes
- To prepare the basic stock, sauce and soup
- To use the knife and other equipments confidently
- To cut all kind of vegetable cutting.

Course Contents:

Module: I

- i) **Equipments** - Identification, Description, Uses & handling
- ii) **Hygiene** - Kitchen etiquettes, Practices & knife handling
- iii) Safety and security in kitchen

Module : II

- i) Vegetables – classification
- ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix
- iii) Preparation of salad dressings

Module III

Identification and Selection of Ingredients - Qualitative and quantitative measure

Module IV:

- i) Basic Cooking methods and pre-preparations
- ii) Blanching of Tomatoes and Capsicum
- iii) Preparation of concasse
- iv) Boiling (potatoes, Beans, Cauliflower, etc)
- v) Frying - (deep frying, shallow frying, sautéing) aubergines, Potatoes, etc.
- vi) Braising - Onions, Leeks, Cabbage
- vii) Starch cooking (Rice, Pasta, Potatoes)

Module V:

Stocks - Types of stocks (White and Brown stock)

- ii) Fish stock
- iii) Emergency stock
- iv) Fungi stock

111Module VI:

Sauces - Basic mother sauces

- Béchamel
- Espagnole
- Veloute

- Hollandaise
- Mayonnaise
- Tomato

Module VII:

Egg cookery - Preparation of variety of egg dishes

- Boiled (Soft & Hard)
- Fried (Sunny side up, Single fried, Bull's Eye, Double fried)
- Poches
- Scrambled
- Omelette (Plain, Stuffed, Spanish)
- En cocotte (eggs Benedict)

Module VIII: Demonstration & Preparation of simple menu

Module IX:

Simple Salads & Soups:

- Cole slaw,
- Potato salad,
- Beet root salad,
- Green salad,
- Fruit salad,
- Consommé

Simple Egg preparations:

- Scotch egg,
- Assorted omelettes,
- Oeuf Florentine
- Oeuf Benedict
- Oeuf Farci
- Oeuf Portugese
- Oeuf Deur Mayonnaise

Simple potato preparations

- Baked potatoes
- Mashed potatoes
- French fries
- Roasted potatoes
- Boiled potatoes
- Lyonnaise potatoes
- Allumettes

Vegetable preparations

- Boiled vegetables
- Glazed vegetables
- Fried vegetables
- Stewed vegetables.

ExaminassionsSchème:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:***Text:***

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

FOOD AND BEVERAGE SERVICE OPERATION - I

Course Code: BHM 102

Crédits : 2

Course Objective:

At the end of the semester the students will be able to –
Explain the growth and role of hotel industry and catering establishment
Understand the various types of hotels and their features
List and explain various catering establishment with their features
Explain staff organization structure of food and beverage department
Describe and understand job description of each personnel working in each F&B service outlet
List various F&B service equipments with its use and care.

Course Contents:

Module I: The Hotel & Catering Industry

Introduction to the Hotel Industry and Growth of the hotel industry in India
Role of catering establishment in the travel/tourism industry
Types of F&B operations
Classification of Commercial, Residential/Non-residential
Welfare Catering – Industrial/Institutional/Transport such as Air, Road, Rail, Sea
Structure of the catering industry a brief description of each

Module II: Departmental Organization & Staffing

Organization of F&B department of hotel
Principal staff of various types of F&B operations
French terms related to F&B staff
Duties & responsibilities of F&B staff
Attributes of a waiter
Inter-departmental relationship (Within F&B and other department)

Module III: Food Service Areas

Specialty Restaurants
Coffee Shop Service
Cafeteria Service
Fast Food Service
Room Service
Banquet Service
Bar Service
Vending Machine
Ancillary Departments
Pantry
Food pick-up area
Store
Linen room
Kitchen stewarding

Module IV: F & B Service Equipments Familiarization of

Cutlery
Crockery
Glassware
Flatware
Hollowware
All other equipment used in F& B service
French terms related to the above

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:***Text:***

- Food & Beverage Services by SN Bagchi& Anita Sharma, Aman Publications, New Delhi
- Food & Beverage Service by Lillicrap

References:

- F & B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Phullar
- Professional Table Service by Dennis Lillicrap.
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi

FOOD AND BEVERAGE SERVICE OPERATION - I (LAB)

Course Code: BHM 122

Crédits : 2

Course Objective:

At the end of the semester the students will be able-

- To use and maintain all items of crockery, cutlery, glassware, flatware and hollowware used in a restaurant
- To clean and polish of all service equipment.

Course Contents:

Module I: F&B Service Equipments
Familiarization of

- Cutlery
- Crockery
- Glassware
- Flatware
- Hollowware
- All other equipment used in F& B service
- French terms related to the above

Module II: Practical

Care & maintenance of equipment including cleaning / polishing of EPNS items by-
Plate Powder method
Polivit method
Silver dip method
Burnishing machine

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Food & Beverage Management & Control by Dr. JM Negi, Kanishka Publications, New Delhi
- Food & Beverage Service by Liliicrap

References:

- F&B Service Manual by Sudhir Andrews, Tata McGraw Hill
- The Waiter by John Phullar
- Professional Table Service by Dennis Liliicrap
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

FRONT OFFICE OPERATION - I

Course Code: BHM 103

Crédits : 2

Course Objective:

At the end of the semester the students will be able to explain & understand-

The growth, role of tourism in hospitality and hotel industry.

The classification and main features of hotels.

The Front Office staff and organization structure, duties/responsibilities of each personnel.

Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling.

Course Contents:

Module I: Introduction to Tourism, Hospitality & Hotel Industry

Tourism and its importance

Hospitality and its origin

Hotels, their evolution and growth

Brief introduction to hotel core areas with special reference to Front Office.

Module II: Classification of Hotels

Based on Size,

Based on degree of Luxury (Star),

Based on Location & Clientele

Based on Management

Module III: Front Office Organization

Function areas & Layout

Front office hierarchy

Job Description

Attributes

Front office equipments

Module IV: Introduction to Guest Cycle

Pre-arrival

Arrival

Stay

Departure and Post departure

Module V: Tariff Structure

Different types of Plans
Different types of customer's profile,
Hubbart formula,
Different types of rates

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Front Office Management by Mr. Sbbhal Nagar
- Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. JagmohanNegi, Himalaya Publishing House, New Delhi.

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrew, Tata McGraw Hill.

FRONT OFFICE OPERATION - I (LAB)

Course Code: BHM 123

Crédits : 1

Course Objective:

At the end of the semester the students will be able-

- Understand the growth, role of tourism in hospitality and hotel industry
- Explain the classification and main features of hotels
- Describe Front Office staff and organization structure, duties/responsibilities of each personnel
- Do the Appraisal of Front Office equipment and furniture, welcoming of guest and telephone handling.

Course Contents:

Module I

Welcoming & Escorting the Guest

Module II

Telephone Handling

Module III

Appraisal of Front Office equipment and furniture (rack, counter, bell desk)

Module IV

Filling up of various Performa

Module V

Field Visit: Tariff Structure

ExaminationScheme :

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:***Text:***

- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Front Office Management by Bardi, John Willy and Sons
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi
- Hotel Management by Dr. JagmohanNegi, Himalayan Publishing House, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

ACCOMMODATION OPERATION – I

Course Code: **BHM 104**

Crédits : **2**

Course Objective:

- At the end of the semester the students would have a thorough knowledge of:
- Organization of Housekeeping department and its basic functioning
- All agents and equipment used for cleaning of all possible surfaces
- Room supplies and bathroom supplies
- Room layouts and what are constitutes in a guest room
- Pests found in the hotel and their control.
- All routine and records maintained of H.K. department
- Liaison with all other department of the hotel.

Course Contents:

Module I: The Role of Housekeeping in Hospitality Operation

Role of Housekeeping in Guest satisfaction and repeat Business
Functions of Housekeeping department

Module II: Organization Chart of the Housekeeping Department

Layout of the Housekeeping Department.
Subsections of Housekeeping departments
Organization structure of HK

Module III: Job Analysis of HK personnel

Job specification and description of EHK, HK Supervisors, Night shift Supervisor, Control desk in charge, Laundry Manager, pest control in charge, Florist and Gardner.

Module IV: Cleaning Organization/ science/ Cleaning Agents

Principles of cleaning
Measurement of cleaning
Classification of chemicals
Frequency of cleaning daily, periodic, special
Daily cleaning, Weekly cleaning, monthly cleaning, yearly cleaning
Design features that simplify cleaning

Module V: various services Keys& lost found system

Type of keys, computerized key cards, Key control
Duty roaster, Duty rotas, work schedule, Job cards
Lost & found system
Special services: Valet service, babysitting, Guest Loan item, fresh en up services, second service and turn down service

Module VI: Inter Departmental Relationship

With Front Office, with maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in Housekeeping department.

Intra departmental relationship&Role of control desk

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&Références:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

ACCOMMODATION OPERATION - I (LAB)

Course Code: BHM 124

Crédits : 1

Course Objective:

At the end of the semester the students would have a thorough knowledge of-

- Use of cleaning agents
- Use of cleaning equipment (manual as well as mechanical)
- Cleaning of all kinds of surfaces in a hotel.
- Do basic housekeeping operation with their own hands
- Demonstrate bed making and basic knowledge of linen
- Demonstrate use of maid's trolley and its uses

Course Contents:

Module I Guest room decoration

Urnimaking

Rangoli making

Module II

Room Layout and Standard Supplies

Module III

Cleaning Equipment

Module IV: Cleaning of different surfaces, Composition, Care and Cleaning of Different Surface

Metals, Glass, Leather, Rexines, Plastic, Ceramics, Wood, stone, rubber, Wall finishes, Floor finishes.

Module V

Floor cleaning and Dusting of various areas

Module VI

Maid's trolley – setting up a trolley

Bed making

Examination Scheme:**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:**Text:**

- Professional Management of Housekeeping Operation by Robert J. Martin
- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

References:

- Accommodation Management by Roy C
- Hotel Housekeeping Training Manual by Sudhir Andrew

COMPUTER AND INFORMATION TECHNOLOGY - I

Course Code: BHM 105

Crédits : 1

Course Objective:

At the end of the semester students would be able to-

The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concept of operating system, word processing, database, presentation.

Course Contents:

Module I: Computer Fundamentals

Elements of a Computer system
Characteristic of Computers
Classification of Computers
Limitations
Hardware features and uses
Generations of Computer
Primary and Secondary Storage Concepts
Data Entry Devices
Data Output Devices
Software Concepts
System Software
Application Software
Language Classification
Compilers and Interpreters

Module II: Operating Systems/Environment

Introduction to Windows
GUI/Features
What are Window & Window 95 and above
Part of a Typical Window and their functions

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Basic Computers by IBM
- DOEAC 'O' Level *Information Technology* by V.K. Jain BPB Publications

References:

- Insider Internet Marketing by Jim Deniels
- The Birth of Internet Marketing & Communication by Don Stan Boch

COMPUTER AND INFORMATION TECHNOLOGY – I Lab

Course Code : BHM 125

Crédits : 1

Course Objective:

At the end of the semester the students would be able to-

- Create folders
- Shortcuts copy files & folders
- Deleting files and exploring windows etc.

Course Contents:

Module I: Window Operations

Creating Folders
Creating Shortcuts
Copying Files/Folders
Renaming Files/Folders
Deleting Files
Exploring Windows
Quick Menu

Module II: MS Word

Creating a document.
Formatting documents.
Special effects
Cut, copy, paste.
Table, graphics.
Print Options.

Examination Scheme :

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Microsoft Work 2000 by Heidi Steele Techmedia Publications
- Basic Computers by IBM

References:

- Insider Internet Marketing by Jim Deniels
- The Birth of Internet Marketing & Communication by Don Stan Boch
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

ENGLISH

Course Code: BCS101

Crédits : 1

Course Objective:

The course is intended to give a foundation of English Language. The literary texts are indented to help students to inculcate creative & aesthetic sensitivity and critical faculty through comprehension, appreciation and analysis of the prescribed literary texts. It will also help them to respond form different perspectives.

Course Contents:

Module I: Vocabulary

Use of Dictionary

Use of Words: Diminutives, Homonyms & Homophones

Module II: Essentials of Grammar - I

Articles

Parts of Speech

Tenses

Module III: Essentials of Grammar - II

Sentence Structure

Subject -Verb agreement

Punctuation

Module IV: Communication

The process and importance

Principles & benefits of Effective Communication

Module V: Spoken English Communication

Speech Drills

Pronunciation and accent

Stress and Intonation

Module VI: Communication Skills-I

Developing listening skills

Developing speaking skills

Module VII: Communication Skills-II

Developing Reading Skills

Developing writing Skills

Module VIII: Written English communication

Progression of Thought/ideas

Structure of Paragraph

Structure of Essays

Module IX: Short Stories

Of Studies, by Francis Bacon

Dream Children, by Charles Lamb

The Necklace, by Guy de Maupassant

A Shadow, by R.K.Narayan

Glory at Twilight, Bhabani Bhattacharya

Module X: Poems

All the Worlds a Stage

Shakespeare

To Autumn

Keats

O! Captain, My Captain.

Walt Whitman

Where the Mind is Without Fear

Rabindranath Tagore

Psalm of Life

H.W. Longfellow

Examination Scheme:

Components	A	CT	HA	EE
Weightage (%)	05	15	10	70

Text & References:

- MadhulikaJha, Echoes, Orient Long Man
- Ramon &Prakash, Business Communication, Oxford.
- Sydney Greenbaum Oxford English Grammar, Oxford.
- Successful Communications, MalraTreece (Allyn and Bacon)
- Effective Technical Communication, M. Ashraf Rizvi.

**BEHAVIOURAL SCIENCE - I
(UNDERSTANDING SELF FOR EFFECTIVENESS)**

Course Code: BSS/104

Credit Units: 01

Course Objective:

This course aims at imparting an understanding of:

- Self and the process of self exploration
- Learning strategies for development of a healthy self esteem
- Importance of attitudes and its effect on personality
- Building emotional competence

Course Contents:

Module I: Self: Core Competency

Understanding of Self

Components of Self – Self identity

Self concept

Self confidence

Self image

Module II: Techniques of Self Awareness

Exploration through Johari Window

Mapping the key characteristics of self

Framing a charter for self

Stages – self awareness, self acceptance and self realization

Module III: Self Esteem & Effectiveness

Meaning & Importance

Components of self esteem

High and low self esteem

Measuring your self esteem

Module IV: Building Positive Attitude

Meaning and Nature of Attitude

Components and Types of Attitudes

Relevance and Importance of Attitudes

Module V: Building Emotional Competence

Emotional Intelligence – Meaning, Components, Importance and Relevance

Positive and Negative Emotions

Healthy and Unhealthy expression of Emotions

Text & References:

Dressler, David and Cans, Donald: The Study of Human Interaction

Lindzey, G. and Borgatta, E: Sociometric Measurement in the Handbook of Social Psychology, Addison – Welsley, US.

J William Pfeiffer (ed.) Theories and Models in Applied Behavioural Science, Vol 2, Group (1996); Pfeiffer & Company

FRENCH - I

Course Code: **FLF 101**

Crédits : **2**

To familiarize the students of French Language with:

1. addressing someone
2. to present oneself and someone else
3. Where one works?

Course Content

Unit 1: Pg: 9-24

A. Lexicale:

1. mots transparents
2. politesses: bonjour, s'il vous plaît, merci, etc.
3. salutations, excuses
4. nombres de 0 à 99.
5. adjectifs de nationalité
6. alphabet
7. professions
8. activité des entreprises
9. coordonnées

B. Grammaire:

1. articles indéfinis et articles défini
2. masculin, féminin et pluriel des noms
3. je, il, elle sujets/ tu, vous sujets
4. verbes: parler, habiter, s'appeler, être, avoir, aller, faire, connaître, vendre.
5. masculine et féminin des adjectifs de nationalité
6. c'est moi/ c'est toi
7. c'est/ il est + profession
8. qui est-ce? Qu'est-ce que...?
9. complément du nom avec de...
10. Quel interrogatif..

Text & References:

Penfornis, J. (2007), Français.com (Débutant). Paris: CLE International



AMITY UNIVERSITY
————— RAJASTHAN —————

Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

SECOND SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 201	Food Production & Culinary Art – II	CC	2	1		2
BHM 202	Food & Beverage Service Operation – II	CC	2	1		3
BHM 203	Front Office Operation – II	CC	2	1		3
BHM 204	Accommodation Operation – II	CC	2	1		3
BHM206	Fundamentals of Hospitality Accounting	CC	1	1	-	2
BHM220	Bakery & Confectionary –II Lab	CC	-	-	4	2
BHM 222	Food & Beverage Service Operation – II Lab	CC			4	2
BHM 223	Front Office Operation – II Lab	CC		-	2	1
BHM 224	Accommodation Operation – II Lab	CC		-	2	1
BHM 225	Computer & Information Technology – II Lab	CC			2	1
BCS 201	English	VA	1		-	1
BSS 204	Behavioural Science – II	VA	1	-	-	1
FLF 201	Foreign Language – II French	VA	2	-	-	2
Open Elective -I		OE	3			3
Total						28

FOOD PRODUCTION AND CULINARY ART - II

Course Code: BHM 201

Crédits : 3

Course Objective:

At the end of the semester students will be able to-

- Know the scope of innovation in the making of dish, experimentation and generating new ideas
- Acquire brief knowledge about the working of the kitchen, system, hierarchy and relationship with others department.
- Manage kitchen as a chef and how to control the quality and system
- Develop as a complete chef by incorporating learning attitude on step by step basis
- Ensure that the requirement of hospitality industry is being fulfilled through latest and up to date knowledge
- Explain the technical terms and different concept.

Course Contents:

Module: 1 SOUPS

A. Basic recipes other than consommé with menu examples

- Broths
- Bouillon
- Puree
- Cream
- Veloute
- Chowder
- Bisque etc

B. Garnishes and accompaniments

C. International soups

Module: 2 SAUCES & GRAVIES

A. Difference between sauce and gravy

B. Derivatives of mother sauces

C. Contemporary & Proprietary

03 MEAT COOKERY

A. Introduction to meat cookery

- B. Cuts of beef/veal
- C. Cuts of lamb/mutton
- D. Cuts of pork
- E. Variety meats (offals)
- F. Poultry

(With menu examples of each)

04 FISH COOKERY

- A. Introduction to fish cookery
- B. Classification of fish with examples
- C. Cuts of fish with menu examples
- D. Selection of fish and shell fish
- E. Cooking of fish (effects of heat)

05 RICE, CEREALS & PULSES

- A. Introduction
- B. Classification and identification
- C. Cooking of rice, cereals and pulses
- D. Varieties of rice and other cereals

06

i) PASTRY

- A. Short crust
- B. Laminated
- C. Choux
- D. Hot water/Rough puff
 - Recipes and methods of preparation
 - Differences
 - Uses of each pastry
 - Care to be taken while preparing pastry
 - Role of each ingredient
 - Temperature of baking pastry

ii) Flour

- A. Structure of wheat

- B. Types of Wheat
- C. Types of Flour
- D. Processing of Wheat – Flour
- E. Uses of Flour in Food Production
- F. Cooking of Flour (Starch)

iii) SIMPLE BREADS

- A. Principles of bread making
- B. Simple yeast breads
- C. Role of each ingredient in bread making
- D. Baking temperature and its importance

07 PASTRY CREAMS

- A. Basic pastry creams
- B. Uses in confectionery
- C. Preparation and care in production

08 BASIC COMMODITIES:

i) Milk

- A. Introduction
- B. Processing of Milk
- C. Pasteurisation – Homogenisation
- D. Types of Milk – Skimmed and Condensed
- E. Nutritive Value

ii) Cream

- A. Introduction
- B. Processing of Cream
- C. Types of Cream

iii) Cheese

- A. Introduction
- B. Processing of Cheese
- C. Types of Cheese
- D. Classification of Cheese
- E. Curing of Cheese
- F. Uses of Cheese

iv) Butter

- A. Introduction
- B. Processing of Butter
- C. Types of Butter

09 BASIC INDIAN COOKERY

i) CONDIMENTS & SPICES

- A. Introduction to Indian food
- B. Spices used in Indian cookery
- C. Role of spices in Indian cookery
- D. Indian equivalent of spices (names)

ii) MASALAS

- A. Blending of spices
- B. Different masalas used in Indian cookery
 - Wet masalas
 - Dry masalas
- C. Composition of different masalas
- D. Varieties of masalas available in regional areas
- E. Special masala blends

10 KITCHEN ORGANIZATION AND LAYOUT

- A. General layout of the kitchen in various organizations
- B. Layout of receiving areas
- C. Layout of service and wash up

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton
- Theory of Cookery by K Arora published by Frank Bros &Co. New Delhi

References:

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

FOOD AND BEVERAGE SERVICE OPERATION – II

Course Code: BHM 202

Crédits : 3

Course Objective:

At the end of the semester the students will be able to-

- Explain and understand objectives of menu planning and types of menu
- Write and explain courses of French classical menu with sequence of each course
- Explain various meals and the dishes served during these meals
- Describe the importance of Mise-en-place and Mise-en-scene
- List various tasks performed to complete Misc-en-place for each outlet shift wise
- Explain and understand simple KOT and billing system with its record keeping
- List and explain various non-alcoholic beverage
- Explain various types of tobacco (cigarette and cigar) with its processing and storage.

Course Contents:

Module I: Meals and Menu Planning

Origin of Menu

Objectives of Menu Planning

Types of Menu

Courses of French Classical Menu

- Sequence
- Examples from each course
- Cover of each course
- Accompaniments

French Names of dishes

Types of Meals

Early morning Tea

- Breakfast (English, American Continental, Indian)
- Brunch
- Lunch
- Afternoon/High Tea
- Dinner
- Supper

Module II: Methods of Service

Mise-en-scene & Mise en place

Module III: Simple Control System
KOT/Bill Control System

Making Bill

Cash handling equipment

Record keeping

Module IV: Non-Alcoholic Beverages
Classification (Nourishing, Stimulating and Refreshing beverages)

Tea and Coffee

- Origin & manufacture
- Types & Brands

Module V: Alcoholic Beverage

Introduction and definition

Classification

Module VI: Beer

Introduction and Definition

Types of beer

Production of beer

Storage

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Food & Beverage Service by Lilicrap
- Food & Beverage- Management & Control by Dr. JM Negi, Kanishka, New Delhi

References:

- Food & Beverage Management and Cost Control by Dr. JM Negi, Kanishka
- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi, Aman Publication
- Food & Beverage Costing 2000 by Dr. JM Negi, Himalaya Publishing House, New Delhi
- The Lodging & Food Service Industry by Gerrald W Lattin
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

FOOD AND BEVERAGE SERVICE OPERATION - II (LAB)

Course Code: BHM 222

Crédits : 2

Course Objective:

At the end of the semester the students will be able to-

- Perform and demonstrate various task of Mise-en-Place
- Complete layout of covers of restaurant table and side board
- Take food and beverage order from a guest
- Do the service of food and beverage at a table in American and French style
- Demonstrate the service of non alcoholic beverages
- Demonstrate the service of cigar and cigarette.

Course Contents:

Module I

Table laying for different meals

Restaurant reservation

Receiving and seating the guest

Taking the order

Procedure of service at table (Silver service and pre-plated service)

Presentation & Encasing the bill

Room Service (tray and trolley)

French for receiving and greeting the guest and seating the guest

French related to taking order and description of dishes

Module II: Preparation & Service

Coffee

- Origin & manufacture
- Types & Brands
- Preparation & Service of different types of coffee

Juices and Soft Drinks

Preparation & Service of different types of Tea

- Origin & manufacture
- Types & brands

Module III: Service of Juices and Soft Drinks

Mocktail making

Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water

Module IV: Cocoa & Malted Beverages

Origin & Manufacture

Preparation & Service

Module V: Service of Beer

Examinations Schème:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Food & Beverage Management & Control by Lillicrap
- Food & Beverage- Management & Control by Dr. JM Negi, Kanishka, New Delhi

References:

- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi, Aman Publication
- Food & Beverage Costing 2000 by Dr. JM Negi, Himalaya Publishing
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

FRONT OFFICE OPERATION - II

Course Code: BHM 203

Crédits : 3

Course Objective:

At the end of the semester the students will be able to-

- Know the techniques of up-selling rooms and promotional activities involved in Front Office
- Coordination with other departments of the hotel
- Know standards of service and amenities provided by a hotel
- Calculation of tariff structure for different segments of clients of hotel
- Acquire effective communication skill.

Course Contents:

Module I: Room Selling Techniques

Up Selling, Discounts.

Module II: Arrivals

Preparing for guest arrivals at Reservation and Front Office, Receiving Guests, Pre-registration, Registration (non-automatic, semi automatic and automatic), Relevant records for FITs, Groups, Aircrews and VIPs.

Module III: Bell Desk

Functions, Procedures and records.

Module IV: During the Stay Activities

Information services, Message and Mail handling, Key handling, Room selling technique, Hospitality desk, Complaints handling, Guest handling, Guest history.

Module V: Front Office Co-ordination with other Departments of Hotel

Module VI: Tariff Structure

Basis of charging, plans, competition, customer's profile, standards of services & amenities, Hubbart formula, different types of tariff, rack rate, discounted rate for corporate, Airlines, Group & travel agents.

Module VII: Guest accounting (manual)

Guest Weekly Bill, Visitors Tabular Ledger

Module VIII: Communication Skills

Business Communication

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers.

Listening on the Job

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening, computerization and note taking

Effective Speaking

- Restaurant and hotel English
- Polite and effective enquiries and responses
- Addressing a group
- Essential qualities of a good speaker
- Audience analysis
- Defining the purpose of a speech, organizing the ideas and delivering the speech.

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)		30		15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Front Office Management by Bardi, John Willy and Sons.

- Professional Hotel Management by Dr. JM Negi, S. Chand & Co. New Delhi
- Hotel Management by Dr. JagmohanNegi, Himalaya Publishing House, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Managing FO Operation by Micheal K Kassovana
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

FRONT OFFICE OPERATION - II (LAB)

Course Code: BHM 223

Crédits : 1

Course Objective:

At the end of the semester the students will be able to-

- To know the techniques of up-selling rooms and promotional activities involved
- Understand the Front Office Coordination with other departments of the hotel
- Know the standards of service and amenities provided by hotel
- Calculate tariff structure for different segments of clients of hotel
- Acquire effective communication skill.

Course Contents:

Module I: Room Reservation

Module II

Arrival procedure - Group, FIT

Luggage handling - left luggage, Group, FIT

Module III

Message and Mail handling, Paging

Module IV

Forms & Formats

ExaminationsSchème:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Front Office Management by Bardi, John Willy and Sons.
- Professional Hotel Management by Dr. JagmohanNegi, S. Chand & Co. New Delhi
- Hotel Management – Accounting & Control by Dr. JagmohanNegi, Himalaya Publishing House, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- International Tourism & Travel- Concepts & principles by Dr. JM Negi, S Chand & Co, New Delhi

ACCOMMODATION OPERATION - II

Course Code: BHM 204

Crédits : 3

Course Objective:

At the end of the semester the students will have a through knowledge of-

- Room supplies and bathroom supplies
- All types of beds and mattresses
- All routine and records maintained of H.K. department
- Liaison with other department of the hotel.

Course Contents:

Course Contents:

Module I: Composition, Care and Cleaning of Different Surface

Metals, Glass, Leather, Rexines, Plastic, Ceramics, Wood, stone, rubber, Wall finishes, Floor finishes.

Different surfaces & their cleaning

Module II: Keys

Type of keys, computerized key cards, Key control

Duty roaster, Duty rota, work schedule, Job cards

Lost & found system

Module III: Area Cleaning and services

Guest rooms, Front-of-the house areas, Back-of-the house Areas, Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.

Special services: Valet service, baby sitting, Guest Loan item, fresh en up services, second service and turn down service

Module IV: Routine Systems and Records of Housekeeping Department

Reporting Staff placement, Room occupancy report, Guest room inspection, Entering checklists, Floor Register, Work Orders, Log Sheet, Lost and Found Register and Enquiry file,

Maid's report and Housekeeper's report, Handover Records, Guest's Special Requests Register, Record of Special cleaning, Call Register, VIP lists.

Module V: Inter Departmental Relationship

With Front Office, With maintenance, With Security, With Stores, With Accounts, With Personnel, Use of Computers in Housekeeping department.

Intra departmental relationship

Role of control desk

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Accommodation Management by Wood Roy C

References:

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox.
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

ACCOMMODATION OPERATION - II (LAB)

Course Code: BHM 224

Crédits : 1

Course Objective:

At the end of the semester students will be able to-

- Do basic housekeeping operation with their own hands
- Demonstrate bed making and basic knowledge of linen
- Demonstrate use of maid's trolley and its uses
- Perform the hacking of a guest room.

Course Contents:

Module I

Maid's trolley – setting up a trolley

Module II

Bed making

Module III

Daily cleaning of Guestrooms & bathrooms

Module IV

Public Area cleaning (focus on different types of surfaces)

Module V

Scrubbing of floors (hand & T- brushes)

Polishing & Buffing (metal & wood)

ExaminationsSchème:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A

Weightage (%)	05	15	15	10	5
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End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Professional Management of Housekeeping Operation by Robert J. Martin
- Accommodation Management Wood Roy C

References:

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

FUNDAMENTALS OF HOSPITALITY ACCOUNTING

Course Code: BHM 206

Crédits : 2

Course Objective:

At the end of the semester the students will be able to-

- Understand basic concept of hospitality accounting system
- The meaning and need for accounting
- Distinguish between book keeping and accounting
- Record the transactions using rules of debit and credit
- Ascertain the correct bank balances
- To check the accuracy of accounting records.

Course Contents:

Module I: Introduction to Accounting

Meaning & Definition

Types and Classification

Principles of Accounting

Systems of Accounting

Generally Accepted Accounting

Principles

Module II: Primary Books (Journal)

Meaning and Definition

Format of Journal

Rules of Debit and Credit

Opening entry, simple and compound entries

Practical

Module III: Subsidiary Books (Ledger)

Meaning and Uses

Formats

Posting

Practical

Module IV: Trial Balance

Meaning

Methods

Advantages

Limitations

Practical

Module V

Cash Book

Meaning

Advantages

Simple, Double and Three Column Petty Cash book with imprest system (simple and tabular forms)

Practical

Module VI: Final Accounts

Meaning

Procedure for preparation of final accounts

Difference between Trading Accounts, Profit & Loss Accounts & Balance Sheet

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Element of Hotel Accounting by Dr. JM Negi& G.S. Rawat, HKS International (now Aman Publication, New Delhi)
- Hotel Management Accounting & Control by Dr. JM Negi, Himalaya Publication, New Delhi
- Management Accounting by Dr. Hingorani& Prof. Ramanathan, Sultan Chand & Sons

References:

- Management Accounting & Financial Control by Dr. SN Maheshwari, Sultan Chand & Sons
- Understanding Hospitality Accounting by Raymond Cote, EI-AH&LA USA
- Financial Accounting by GC Maheshwari, NCERT, N. Delhi
- Fundamentals of Hotel Accounting by G.S. Rawat& Dr. JM Negi, Aman Publications, New Delhi

BAKERY & CONFECTIONARY - II (LAB)

CourseCode: BHM220

Crédits : 2

Course Objective:

At the end of the semester the students will be able-

- To learn about the basics of bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To prepare the basic cakes, pastry and Hot/Cold Desserts.
- To use the equipments confidently
- To learn the basic techniques used in bakery.

Course Contents:

MODULE I BASIC BREAD MAKING

- Demonstrations & preparation of simple and enrich bread, recipes
- Bread loaf (white & brown)
- Bread rolls (various shapes)
- French bread
- Brioche

MODULE II SIMPLE COOKIES

- Demonstrations & preparation of simple and enrich cookies like nan khatai
- Golden Cookies
- Melting Moments
- Tri Color biscuit
- Chocolate Chip Cookies
- Chocolate Cream Finger, and Bachelor button

MODULE III SIMPLE CAKES

- Demonstration & preparation of simple and enriched cakes, recipes
- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee, Madeira

MODULE IV PASTRY

- Demonstration and preparation of dishes using varieties of pastry
- Short Crust – Jam tarts, turnovers
- Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- Choux Paste – Eclairs, Profiteroles Cold sweet – honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, and lemon soufflé.

MODULE V HOT/COLD DESSERTS

- Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Souffle – Lemon/Pineapple, Mousse (Chocolate Coffee) Bavaroise, Diplomat pudding, Apricot Pudding
- Steamed Pudding – Albert Pudding, Cabinet Pudding

ExaminationScheme:**Internal: 30 Marks**

Components	JE	LE	VV	A
Weightage (%)	05	15	5	5

End-Term: 70 Marks

Components	JE	VV	INDENT	LE
Weightage (%)	05	05	10	50

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce; GP= Grooming & Punctuality

Text&References:**Text:**

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

COMPUTER AND INFORMATION TECHNOLOGY - II (LAB)

Course Code: BHM 225

Crédits : 1

Course Objective:

At the end of the semester the students will be able to-

1. MS Excel

- Creating a separate sheet.
- Making the worksheet look pretty.
- Printing the worksheets.
- Maintaining multiple worksheets.
- Creating graphic / Charts.

2. Excels database Facilities

3. Making a simple skills and power point presentation.

4. Power Points Five Views.

5. Slides

- Creating Slides, rearranging, modifying.
- Inserting Pictures, Objects.
- Setting up a slide show.

6. Creating an organizational Chart.

Course Contents:

Module I: MS Office 07 MS- Excel – Practical

How to use Excel

Starting Excel

Parts of Excel Screen

Parts of the Worksheet

Navigating in a Worksheet

Getting to know Mouse Pointer Shapes

Module II: Creating a Separate Sheet

Starting a new worksheet

Entering the three different types of data in a worksheet

Creating simple formula

Formatting data for decimal points

Editing data in a worksheet

Using Auto fill

Blocking Data

Saving a worksheet

Exiting Excel

Module III: Making the worksheet look pretty

Selecting cell to format

Trimming tables with Auto Format

Formatting cells for:

- Currency
- Comma
- Percent
- Decimal
- Date

Changing columns width and row height

Aligning text:

- Top to Bottom
- Text wrap
- Re ordering Orientation

Using borders

Module IV: Going Through Changes

Opening workbook files for editing

Undoing the mistakes

Moving and copying with drag and drop

Copying formulas

Moving and Copying with Cut, Copy and Paste

Deleting cell entries

Deleting columns and rows from worksheet

Inserting columns and rows in a worksheet

Spell checking the worksheet

Module V: Printing the Worksheet

Previewing pages before printing

Printing from the Standard Toolbar

Printing a part of a worksheet

Changing the orientation of the printing

Printing the whole worksheet in a single page

Adding header and Footer to a report

Inserting page breaks in a report

Printing the formulas in the worksheet

Module VI: Additional features of a Worksheet

Splitting worksheet window into two four panes

Freezing columns and rows on-screen for worksheet title

Attaching comments to cells

Finding and replacing data in the worksheet

Protecting a worksheet

Function commands

Module VII: Maintaining Multiple Worksheets

Moving from sheet in a worksheet

Adding more sheets to a worksheet

Deleting sheets from a workbook

Naming sheet tabs other than sheet1, sheet2 and so on

Copying or moving sheets from one worksheet to another

Module VIII: Creating Graphics/charts

Using Chart Wizard

Changing the Chart with the Chart Toolbar

Formatting the Chart's axes

Adding a text box to a Chart

Changing a orientation of 3-D Chart

Using drawing tools to add graphics to chart and worksheet

Printing a chart with printing the rest of the worksheet data

Module IX: Excel's Database Facilities

Setting up a database

Sorting records in the database

Module X: Making Power Point presentation

Using Auto content Wizards and Templates

Power Points five views

Slides

Creating Slides, re-arranging, modifying

Inserting pictures, objects

Setting up a Slide Show

Module XI: Creating an Organizational Chart

Examination Schème:**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:**Text:**

- Computers by Andrew S. Tanenbawn
- Computer & Information Management by Bhanthnagar SC & Ramani KV

References:

- Computer System in Hotel & Catering Industry by Lucey T
- Information System- A Contemporary by KC & JP

ENGLISH

Course Code: BCS 201

Crédits : 1

Course Objective:

The course is intended to give a foundation of English Language. The literary texts are indented to help students to inculcate creative & aesthetic sensitivity and critical faculty through comprehension, appreciation and analysis of the prescribed literary texts. It will also help them to respond form different perspectives.

Course Contents:

Module I: Vocabulary

Use of Dictionary

Use of Words: Diminutives, Homonyms & Homophones

Module II: Essentials of Grammar - I

Articles

Parts of Speech

Tenses

Module III: Essentials of Grammar - II

Sentence Structure

Subject -Verb agreement

Punctuation

Module IV: Communication

The process and importance

Principles & benefits of Effective Communication

Module V: Spoken English Communication

Speech Drills

Pronunciation and accent

Stress and Intonation

Module VI: Communication Skills-I

Developing listening skills

Developing speaking skills

Module VII: Communication Skills-II
Developing Reading Skills

Developing writing Skills

Module VIII: Written English communication
Progression of Thought/ideas

Structure of Paragraph

Structure of Essays

Module IX: Short Stories
Of Studies, by Francis Bacon
Dream Children, by Charles Lamb
The Necklace, by Guy de Maupassant
A Shadow, by R.K. Narayan
Glory at Twilight, Bhabani Bhattacharya

Module X: Poems

All the Worlds a Stage	Shakespeare
To Autumn	Keats
O! Captain, My Captain.	Walt Whitman
Where the Mind is Without Fear	Rabindranath Tagore
Psalm of Life	H.W. Longfellow

Examination Scheme:

Components	A	CT	HA	EE
Weightage (%)	05	15	10	70

Text & References:

- MadhulikaJha, Echoes, Orient Long Man
- Ramon &Prakash, Business Communication, Oxford.
- Sydney Greenbaum Oxford English Grammar, Oxford.
- Successful Communications, MalraTreece (Allyn and Bacon)
- Effective Technical Communication, M. Ashraf Rizvi.

BEHAVIOURAL SCIENCE - II

(PROBLEM SOLVING AND CREATIVE THINKING)

Course Code: BSS 204

Crédits : 1

Course Objective:

To enable the students:

Understand the process of problem solving and creative thinking.

Facilitation and enhancement of skills required for decision-making.

Course Contents:

Module I: Thinking as a tool for Problem Solving

What is thinking: The Mind/Brain/Behaviour

Thinking skills

Critical Thinking and Learning:

Making Predictions and Reasoning

Memory and Critical Thinking

Emotions and Critical Thinking

Module II: Hindrances to Problem Solving

Perception

Expression

Emotion

Intellect

Work environment

Module III: Problem Solving Process

Recognizing and Defining a problem

Analyzing the problem (potential causes)

Developing possible alternatives

Evaluating Solutions

Resolution of problem

Implementation

Module IV: Plan of Action

Construction of POA

Monitoring

Reviewing and analyzing the outcome

Module V: Creative Thinking

Definition and meaning of creativity

The nature of creative thinking

Convergent and Divergent thinking

Idea generation and evaluation (Brain Storming)

Image generation and evaluation

Debating

The six-phase model of Creative Thinking: ICEDIP model

Module VI:End-of-Semester Appraisal

Viva based on personal journal

Assessment of Behavioural change as a result of training

Exit Level Rating by Self and Observer

Examination Scheme:

Components	SAP	A	Mid Term Test (CT)	VIVA	Journal for Success (JOS)
Weightage (%)	20	05	20	30	25

Text & References:

- Michael Steven: How to be a better problem solver, Kogan Page, New Delhi, 1999
 - Geoff Petty: How to be better at creativity; Kogan Page, New Delhi, 1999
 - Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996
- Bensley, Alan D.: Critical Thinking in Psychology – A Unified Skills Approach, (1998), Brooks/Cole Publishing Company.

Foreign Language French

Semester II Course Code: FLF 201 (Hotel Management) Credit Units: 02

Course Objective

To familiarize the students of French Language with:

1. to identify the objects and to explain their usage..
2. to do a purchasing in a market, to discuss the price etc
3. Comparison of the objects.

Course Content

Unit 2: Pg: 26-40

C. Lexicale:

1. petits objets usuels
2. nombres de 0 à 1000 et 0 à 20 000
3. les prix en euros
4. objets usuels
5. meubles et fournitures de bureau
6. adjectifs pour décrire des objets
7. couleurs

D. Grammaire:

1. adjectifs possessifs (1)
2. pour + infinitif
3. verbe: avoir
4. ne...pas / pas de
5. question avec est-ce que?
6. question négatif, réponse Si
7. prépositions de lieu
8. il y a / qu'est-ce qu'il y a
9. accord et place des adjectifs qualificatifs
10. il manque...
11. comparatifs et superlatifs
12. pronoms toniques
13. pronom on

Text & References:

Penfornis, J. (2007), Français.com (Débutant). Paris: CLE International



Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

THIRD SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 301	Food Production & Culinary Art -III	CC	2			2
BHM 302	Food & Beverage Service Operation –III	CC	2			2
BHM 303	Front Office Management – I	CC	1	1		2
BHM 304	Accommodation Management – I	CC	1	1		2
BHM 305	Managerial Accounting	CC	1	1	-	2
BHM 320	Food Production & Culinary Art –III Lab	CC			4	2
BHM 321	Food & Beverage Service Operation –III Lab	CC			2	1
BHM 326	Room Division Management – I Lab	CC		-	2	1
BHM 324	Information Technology in Hospitality & Tourism Lab	CC	-	-	2	1
EVS003	Environmental Studies	VA	3	1		4
DE Electives: Student has to select 1 course from the list of following DE electives						
BHM 306	Food Science & Nutrition	DE	2			2
BHM 307	Tourism Operations	DE	2			
BCS 301	Communication Skills – I	VA	1		-	1
BSS 304	Behavioural Science – III	VA	1	-	-	1
FLF 301	Foreign Language – III French	VA	2	-	-	2
Open Elective -II		OE	3			3
Total						28

FOOD PRODUCTION & CULINARY ART - III

Course Code: BHM 301

CreditUnits: 02

Course Objective:

At the end of the semester students should be able to-

- learn about the different regions of India as per food habits;
- learn about basic Indian paste, gravies and food style; and
- learn about quantity food production, planning and organizing.

Course Contents:

MODULE I: QUANTITY FOOD PRODUCTION- EQUIPMENT AND PLANNING

- Equipment required for mass/volume feeding
- Heat and cold generating equipment
- Care and maintenance of these equipments
- Modern development in equipment manufacture
- Space allocation
- Staffing

MODULE II: MENU PLANNING AND INDENTING

- Basic principles of menu planning – recapitulation
- Planning menus for commercials and non commercial catering organizations
- Theme dinners
- Transport facilities, cruise lines, airlines, railway
- Nutrition factors for the above
- Principles of indenting for volume feeding
- Portion sizes of various items for different types of volume feeding

MODULE III: VOLUME FEEDING

Institutional and Industrial Catering

- Types of Institutional & Industrial Catering
- Problems associated with this type of catering
- Scope of development and growth

Hospital Catering

- Highlights of hospital catering for patients, staff, visitors
- Diet menus and nutritional requirements

Off Premises Catering

- Reasons for growth and development
- Menu planning and theme parties
- Concept of a Central Production Unit
- Problems associated with off-premises catering

Mobile Catering

- Characteristics of Rail, Airline (Flight Kitchen) and Sea Catering.
- Branches of Mobile Catering

Quantity Purchase & Storage

- Introduction of purchasing
- Purchasing system
- Purchasing specifications
- Purchasing techniques
- Storage

Module IV : Regional Indian Cuisine

Introduction to Regional Indian Cuisine

Heritage of Indian Cuisine

Factors that affect eating habits in different parts of the country

Cuisine and its highlights of different states/region/ communities to be discussed under:

- Geographic location
- Historical background
- Seasonal availability
- Special equipment
- Staple diets
- Specialty cuisine for festivals and special occasions

States - Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North-Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttranchal

Communities- Parsee, Chettinad, Hyderabad, Lucknowi (Avadhi), Malabari / Syrian, Christian and Bohri

Discussions- Indian Breads, Indian Sweets, Indian Snacks.

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Prasad by Jigs Kalra; Allied Publisher, New Delhi
- Taste of India by MadhurJaffery; Pavilion Books Ltd.

References:

- Dawat by Jigs Kalra, Allied publisher, New Delhi
- Kebab, Chutney & Bread by Devindar Kumar, UBS publisher, New Delhi.

FOOD AND BEVERAGE SERVICE OPERATION - III

Course Code: BHM 302

CreditUnits: 02

Course Objective:

At the end of semester the students would be able to-

Explain and understand various Alcoholic Beverages, their manufacturing process, types and service of each alcoholic beverage.

Course Contents:

Module II: Wines

Definition

Classification with examples

- Table/Still/Natural
- Sparkling
- Fortified
- Aromatized

Production of each classification

Principal wine regions and wines of

- France
- Germany
- Italy
- Spain
- Portugal
- USA
- Australia

New world wines (brand names)

- India
- Chile
- South Africa
- New Zealand

Food and wine harmony

Storage of wine

Wine terminology (English and French)

Module IV: Spirits

Introduction and Definition

Production of spirit:

Pot-still method

Patent-still method

Production of

- Whisky
- Rum
- Gin
- Brandy/Cognac
- Vodka
- Tequilla

Different proof spirits

American Proof

- Gay-Lussac

Module V: Aperitifs

Introduction and Definition

- Different types of Aperitifs

Module VI: Liqueurs

Definition and History

Production of liqueurs

Names of liqueurs and country of origin & predominant flavour

Service

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)		30		15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- New Guide to Wine & Liquor by Walten S.
- Food & Beverage Service by Lilicrap
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka, New Delhi

References:

- Food & Beverage Costing by Dr. JM Negi, Himalaya publishing House, New Delhi
- Professional Table Service by Denis Lilicrap

FRONT OFFICE MANAGEMENT - I

Course Code: BHM 303

Crédit Units: 02

Course Objective:

At the end of the semester the students would be able to-

- Explain computer application in Front Office Operation
- Understand Front office Accounting
- Describe control of cash and credits
- Acquire Night Auditing skills
- Know the importance of guest safety and security
- Acquire communication skill.

Course Contents:

Module I: Front Office (Accounting)

Accounting Fundamentals
Accounting cycle & Procedure
Guest and Non guest account
Accounting system (non automated, semi automated and fully automated)
Guest Weekly Bill, Visitors Tabular Ledger
Guest Ledger & City Ledger
Bills (cheques)

Module II: Departure & Post Departure

Guest accounts settlement
Indian currency and foreign currency
Transfer of guest accounts
Express check out
Guest History

Module III: Control of Cash and Credit

Module IV: Guest Service

Various Guest Services
 Bell Desk Management
 Handling Guest Mail & Messages
 Guest Room Change
 Safety Deposit Locker
 Hotel Show Round
 Left Luggage Handling
 Wake up Call
 Complaints Handling

Module V: Front Office and Guest Safety & Security

Importance of security systems
Safe deposit
Key control
Emergency situations (Accident, illness, theft, fire, bomb)

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:***Text:***

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management by Dr. JagmohanNegi, Himalaya Publicashing House, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

ACCOMMODATION MANAGEMENT – I

Course Code: BHM 304

Credit Units: 02

Course Objective:

At the end of the semester the students would have a thorough knowledge about the various fiber, weaving and special fabrics. Students will learn manufacturing and maintenance of carpet.

Course Contents:

Module I: Types of Beds and Mattresses

Construction of beds, mattresses, bed spread, bedding, pillows, bolster, blankets, duvet, throw, bed runner

Module II: Fibers & fabrics

Natural fiber: vegetable fibers and animal fibers

Cotton, linen, silk, wool jute, ramie, hemp & sisal

Manmade fiber: synthetic and regenerated protein fiber

Rayon, Evlon, sarilee, polyester, acrilon etc

Mineral fiber

Metallic fiber

Module II: Weaving

Fiber to yarn: process of weaving`

Types of weaving: plain, twill, satin, sateen, jacquard, figured, cellular weave, ax minister weave

Fabric finishes: Designing, Sizing, Degumming, Weighting, Scouring, Calendaring, Decatizing,

Tentering, Shearing, Flocking, Sanforisation, Mercerization, and Napping. Bleaching, Dyeing,

Printing, Singeing,

Special fabrics

Module III: carpet

Carpet manufacturing, woven & non-woven carpets, selection of carpets types of carpet

Module IV: Room interiors

Ceramic, Glass, Plastics, Leather , Metal, Rubber, Cork

Module V: Flower Arrangement

Flower arrangement in Hotels

Equipment and material required for flower arrangement

Conditioning of plant material

Styles of flower arrangements

Principles of design as applied to flower arrangement (Practical Classes)

Indoor plants Selection and care

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:***Text:***

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping by Joan C Branson

References:

- Professional House Keeping by Madlin Tucker
- Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

MANAGERIAL ACCOUNTING

Course Code: BHM 305

Credit Units: 02

Course Objective:

At the end of the semester the students would be able to-

- Understand the concept of managerial accounting
- Explain contents of income statement, balance sheet and departmental income statements and expense statement and solve practical problem
- Understand objectives, characteristics and implementations of internal control
- Distinguish between internal and statutory audit and views of internal audit

Course Contents:

Module I: Managerial Accounting

Meaning of managerial accounting
Functions of managerial accounting
Utility of managerial accounting

Module II: Uniform System of Accounts for Hotels

Introduction to Uniform system of accounts
Contents of the Income Statement
Practical Problems
Contents of the Balance Sheet (under uniform system)
Practical Problem
Departmental Income Statements and Expense Statement (Schedules 1 to 16)
Practical Problem

Module III: Internal Control

Definition and objectives of Internal Control
Characteristics of Internal Control
Implementation and Review of Internal Control

Module IV: Internal Audit and Statutory Audit

An introduction to Internal and Statutory Audit
Distinction between Internal Audit and Statutory Audit
Implementation and Review of Internal Audit

Module V: Capital and Revenue Expenditure

Meaning

Definition of Capital and Revenue Expenditure

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Financial & Cost Control Techniques in Hotel & Catering Industry by JM Negi, Metropolitan, New Delhi
- Elements of Hotel Accountancy by Dr. JM Negi, Aman Publications New Delhi
- Hotel Management – Accounting & Control by Dr. JagmohanNegi, Himalaya Publishing House, New Delhi

References:

- Basic Financial Accounting by Raymond Schmidgall
- Accounting for Hospitality Management by Andrew N Valdamir
- Fundamentals of Accounting by Raymond S Kolt
- An introduction to Accountancy by S N Maheshwari

FOOD PRODUCTION & CULINARY ART – III (LAB)

Course Code: BHM 320

Credit Units: 02

Course Objective:

At the end of the semester students would be able to-

- Learn about the basic India fundamental and concept
- Prepare basic Indian gravies and paste
- Preparation of regional dishes etc.
- Acquire knowledge through demonstrate of bulk cooking.

Course Contents:

MODULE I: FOOD PRODUCTION OPERATIONS- PRACTICAL

To plan different sets of menus from the following regions and to include more dishes from the respective regions.

The practical class will be conducted preferably by demonstrative method.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharashtra
- Punjabi
- Rajasthan
- South India (Tamil Nadu, Karnataka, Kerala).

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, MacchKofta, YakheanKaliya, TabakMaaz, Rogon Josh

Vegetables and Potato: Ruwanganchaman,Choekwangan,ChamanQaliyanAllehYakhean, DumAloo Kashmiri ,Nader Palak, RazmaGogji

Sweet Dishes: KongehPhirin (Soojiphirni with Saffron), Aae'tphirin (Wheat Flour Phirni), Halwa

Chutneys: Mujehcheten, GandaCheten, Dueencheten, Alehcheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks,sweetsetc

ExaminationScheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Prasad by Jigs Kalra; Allied Publisher, New Delhi
- Taste of India by MadhurJaffery, Pavilion Books Ltd.

References:

- Dawat by Jigs Kalra, Allied publisher, New Delhi
- Kebab, Chutney & Bread by Devindar Kumar, UBS publisher, New Delhi

FOOD AND BEVERAGE SERVICE OPERATION - III (LAB)

Course Code: BHM 321

CreditUnits: 01

Course Objective:

At the end of semester the students would be able to-

- Identify the various types of Liquors, Wines and demonstrate the service of Wines, Spirits, Aperitifs and Liquors And Cocktail
- Plan regional menus and explain the new regional dishes
- Lay the covers for the service of regional dishes
- Serve the regional dishes in French/American style of service.

Course Contents:

Module I: Wines & Liquors

Service of Wines

- Red wine
- White/Rose wine
- Sparkling wine
- Fortified wine
- Aromatized wine

Module II: Spirits

Service of spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)

Module III: Aperitifs

Service of different types of Aperitifs

Module IV: Liquors

Service of Liqueurs

Module V: Regional Cuisine

Menu writing of regional dishes

Table laying of regional dishes

Service of regional dishes

Module VI: Cocktail &Mocktail

Preparation of deferent Cocktail and Mocktail

Service of Cocktails and Mocktails

ExaminationScheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- New Guide to Wine & Liquor by Walten S.
- Food & Beverage Service by Lilicrap
- Food & Beverage Management & Control by Dr. JM Negi, Kanishka, New Delhi

References:

- Food & Beverage Costing by Dr. JM Negi, Himalaya, New Delhi
- Professional Table Service by Denis Lilicrap

Room Division Management –I Lab

Course Code: BHM 326

CreditUnits: 01

Course Objective:

At the end of the semester the students will be able to-

- To Understand Significance of Computers in Front Office & Housekeeping
- To gain hand on Practices of working on Hotel Software
- To handle the various level of Situations of Operation
- To become skilled at the major operation of front office and Housekeeping
- To learn the room division management systems.

Module I: Role Computer Application in Front Office & House Keeping Operation

Reports generations in Excel and word, Power Point, Communication with Guests & Employees, Making Requisitions, and Inventory.

Module II: Property Management System

Hands on practices of Hotel Software application related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Accounting Procedures & Housekeeping Procedures i.e.: Reports, Rooms Status, Floor Cleaning etc.

Module III Situation Handling & Role Plays

Situations & Role plays based on Front Office & House Keeping Operations, Case Studies of Front Office and House Keeping, Problem Base Learning of both Departments, Complaints Handling.

Module IV Front Office & House Keeping Operations

Stain Removal Procedures, Flower Arrangement & Indoor plants, Laundry Machinery and Equipment, Forms & Formats, Self Check in Procedure, Express Check our Procedure, Latest Technology used in Front office Operation, Electronic payment systems (EPS), Online Payments, Reservations.

Module V Room Division Operation

Room Division Departments, Roles & Responsibilities of Room Division Managers, Guest Handling from Check in to Check out, Revenue Generation Practices & Forecasting,

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Recommended reading

Vallen, G.K. & Vallen, J.J. (2013) Check-in; Check Out: Managing Hotel Operations (9th ed) Prentice Hall.

Bardi, J.A. (2010) Front Office Management, (5th Ed), Wiley and Sons.

Kasavana, M. I. (2012) Managing Technology in the Hospitality Industry. American Hotel and lodging Educational Institute.

Nyheim, P., Connelly, D. (2011). Technology Strategies for the Hospitality industry (2nd Ed.) Prentice Hall

Tranter, K.A. Stuart-Hill, T. and Parker, J. (2009), An Introduction to Revenue Management for the Hospitality Industry: Principles and Practices for the Real World, Prentice Hall.

Woods, R., Ninemeier, J.D., Hayes, D.K, Austen, M.A. (2013) Professional Front Office Management new international edition , Pearson.

Hayes, D.K., Ninemeier, J.D., and Miller, A.A. (2011). Foundations of Lodging Management, (2nd ed). Pearson.

O'Fallon, M.J. and Rutherford, D.G. (2010) Hotel Management and Operations, (5th ed). John Wiley and Sons.

**INFORMATION TECHNOLOGY IN HOSPITALITY
AND TOURISM (LAB)**

Course Code: BHM 324

CreditUnits: 01

Course Objective:

At the end of the semester the students would be able to-

- Explain & demonstrate practically the operation of Internet and E-mail.

Course Contents:

Module I: Internet & E-mail

Module II: DBMS

Module III: MS Access

Module IV: E Commerce

Module V: Online Marketing

ExaminationScheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Computers by Andrew S. Tanenbawn
- Computer & Information Management by Bhandnagar SC & Ramani KV

References:

- Computer System in Hotel & Catering Industry by Lucey T.
- How to do everything with MS Office by Laurie Ulrich

ENVIRONMENTAL STUDIES - II

Course Code: EVS 003

Crédits : 4

Course Objective:

The term environment is used to describe, in the aggregate, all the external forces, influences and conditions, which affect the life, nature, behaviour and the growth, development and maturity of living organisms. At present a great number of environment issues, have grown in size and complexity day by day, threatening the survival of mankind on earth. A study of environmental studies is quite essential in all types of environmental sciences, environmental engineering and industrial management. The objective of environmental studies is to enlighten the masses about the importance of the protection and conservation of our environment and control of human activities which has an adverse effect on the environment.

Course Contents:

Module I: Environmental Pollution

Definition

□ □ □ Causes, effects and control measures of:

- a. Air pollution
- b. Water pollution
- c. Soil pollution
- d. Marine pollution
- e. Noise pollution
- f. Thermal pollution
- g. Nuclear pollution

Solid waste management: Causes, effects and control measures of urban and industrial wastes.

Role of an individual in prevention of pollution.

Pollution case studies.

Disaster management: floods, earthquake, cyclone and landslides.

Module II: Social Issues and the Environment

From unsustainable to sustainable development

Urban problems and related to energy

Water conservation, rain water harvesting, watershed management

Resettlement and rehabilitation of people; its problems and concerns. Case studies.

Environmental ethics: Issues and possible solutions

Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust.

Case studies.

Wasteland reclamation

Consumerism and waste products

Environmental Protection Act

Air (Prevention and Control of Pollution) Act

Water (Prevention and control of Pollution) Act

Wildlife Protection Act

Forest Conservation Act

Issues involved in enforcement of environmental legislation

Public awareness

Module III: Human Population and the Environment

Population growth, variation among nations
 Population explosion – Family Welfare Programmes
 Environment and human health
 Human Rights
 Value Education
 HIV / AIDS
 Women and Child Welfare
 Role of Information Technology in Environment and Human Health
 Case Studies

Module IV: Field Work

Visit to a local area to document environmental assets-river / forest/ grassland/ hill/ mountain.
 Visit to a local polluted site – Urban / Rural / Industrial / Agricultural
 Study of common plants, insects, birds
 Study of simple ecosystems-pond, river, hill slopes, etc (Field work equal to 5 lecture hours)

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text &References:

- Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
- BharuchaErach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad 380 013, India, Email:mapin@icenet.net (R)
- Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
- Clark R.S., Marine Pollution, Clarendon Press Oxford (TB)
- Cunningham, W.P. Cooper, T.H. Gorhani, E & Hepworth, M.T. 2001, Environmental Encyclopedia, Jaico Publ. House, Mumbai, 1196p
- De A.K., Environmental Chemistry, Wiley Eastern Ltd.
- Down to Earth, Centre for Science and Environment (R)
- Gleick, H.P. 1993. Water in Crisis, Pacific Institute for Studies in Dev., Environment & Security. StockholmEnv. InstituteOxfordUniv. Press. 473p
- Hawkins R.E., Encyclopedia of Indian Natural History, Bombay Natural History Society, Bombay (R)
- Heywood, V.H &Waston, R.T. 1995. Global Biodiversity Assessment. CambridgeUniv. Press 1140p.
- Jadhav, H &Bhosale, V.M. 1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi 284 p.
- Mckinney, M.L. & School, R.M. 1996. Environmental Science Systems & Solutions, Web enhanced edition. 639p.
- Mhaskar A.K., Matter Hazardous, Techno-Science Publication (TB)
- Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)
- Odum, E.P. 1971. Fundamentals of Ecology. W.B. Saunders Co. USA, 574p
- Rao M N. & Datta, A.K. 1987. Waste Water treatment. Oxford & IBH Publ. Co. Pvt. Ltd. 345p.
- Sharma B.K., 2001. Environmental Chemistry. Geol Publ. House, Meerut
- Survey of the Environment, The Hindu (M)

- Townsend C., Harper J, and Michael Begon, Essentials of Ecology, Blackwell Science
- Trivedi R.K., Handbook of Environmental Laws, Rules Guidelines, Compliances and Standards, Vol I and II, Enviro Media (R)
- Trivedi R. K. and P.K. Goel, Introduction to air pollution, Techno-Science Publication (TB)
- Wanger K.D., 1998 Environmental Management. W.B. Saunders Co. Philadelphia, USA 499p

FOOD SCIENCE AND NUTRITION

Course Code: BHM 306

Credit Units: 02

Course Objective:

At the end of the semester students will be able to-

- Understand functions of Foods which supply our nutritional needs
- Explain how to meet human need nutrients in terms of available foods
- Acquire techniques of preparation which help us meet our needs in an enjoyable manner
- Understand role of nutrients in menu planning

Course Contents:

Module I:Food Science

Definition and scope of food science

Module II:Nutrition& Nutrients

Introduction

Type of Nutrients (Macro & Micro Nutrients)

Classification of various nutrients

Dietary Sources of various nutrients

Effect of cooking on Nutrients

Uses of various nutrients in food preparation

Module III: Nutrient specific chemical Processes

Dextrinization

Autoxidation (factors and prevention measures)

Flavour reversion

Refining, Hydrogenation & winterization

Gelation, Emulsification, Foamability, Viscosity

Browning

Module IV:Food Processing

Definition

Objectives

Types of treatment

Effect of factors like heat, acid, alkali on food constituents

Module V: Evaluation of Food

Objectives

Sensory assessment of food quality

Methods

Introduction to proximate analysis of Food constituents

Rheological aspects of food

Module VI: Emulsions & Colloids

Theory of emulsification & Colloids

Types of emulsions

Emulsifying agents

Role of emulsifying agents & Colloids in food preparation

Module VII: Flavour

Definition

Description of food flavours (tea, coffee, wine, meat, fish spices)

Module VIII: Energy

Definition of Energy and Units of its measurement (Kcal)

Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)

Factors affecting energy requirements

Concept of BMR, SDA, Thermodynamic action of food

Dietary sources of energy

Concept of energy balance and the health hazards associated with Underweight, Overweight

Module IX: Balanced Diet

Definition

Importance of balanced diet

RDA for various nutrients – age, gender, physiological state

Module X: Menu Planning

Planning of nutritionally balanced meals based upon the three food group system

Factors affecting meal planning

Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning

Calculation of nutritive value of dishes/meals

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Human Nutrition by Guthrie HA & Picciano MF 1995, Mosby Pub.Co.Toronto
- Perspectives in Nutrition by Wardlaw MW & Insel PM 1993 Mosby Pub Co. Toronto
- Food facts & Principles by Manay&ShalaksharaSwamy New Age Int. 2001
- Fundamentals of Food & Nutrition 4th edition 2001by Mudambi&Rajgopal
- Nutritive Value of Indian Foods- Indian Council of Medical Research

References:

- Food Science by Potter & Hotchkiss
- Principles of Food Science by Borgstrom and Macmillan
- Food Chemistry by Fennema
- Sensory Evaluation by Amerine (Academic Press)
- Handbook of Analysis and Quality Control for fruits & Vegetables by Rangana S (Tata McGraw Hill)

TOURISM OPERATIONS

Course Code: BHM 307

Credit Units: 01

Course Objective:

This will be an introductory module giving the basis of tourism studies. This will give an overview of tourism industry and various organisations.

Course Contents:

Module I

Organised Travel Defining Tourist & Tourism viz: inbound, outbound, domestic, maintenance of tourism products, Alternative tourism, Mass tourism, Special Interest Tourism.

Module II

Itinerary Development Introduction, meaning and definition, types of itineraries, how to develop an effective itinerary, functions of tour managers and planning tools for an itinerary.

Module III

Tour Packaging Management Concept, Origin and development of Tour Packaging, Types of Tour, Component of a Standard Package Tour, Factors affecting Tour Formulation, Tour Designing Process, Significance of Package Tour, Tour Brochure.

Module IV

Travel Agency Marketing Concept, unique features of Travel Marketing, Significance of Travel Agency Marketing, Developing a Tour Marketing Plan, Marketing Strategy of Inbound & Outbound tours.

Module V

Travel Trade Organizations/Associations Need and Significance of Travel Trade Association, Role and Contribution of ASTA, PATA, TAAI.

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

- Mill and Morrison, (1992), The Tourism System: An Introductory Text, Prentice Hall.
- Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
- Burkart and Medlik, (1981), Tourism: Past, Present and Future, Heinemann, ELBS.
- Mill, R.C., (1990), Tourism: The International Business, Prentice Hall, New Jersey.

COMMUNICATION SKILLS - I

Course Code: BCS 301

Credit Units: 01

Course Objective:

To form written communication strategies necessary in the workplace

Course Contents:

Module I: Introduction to Writing Skills

Effective Writing Skills
Avoiding Common Errors
Paragraph Writing
Note Taking
Writing Assignments

Module II: Letter Writing

Types
Formats

Module III

Memo
Agenda and Minutes
Notice and Circulars

Module IV: Report Writing

Purpose and Scope of a Report
Fundamental Principles of Report Writing
Project Report Writing
Summer Internship Reports

Examination Scheme:

Components	CT1	CT2	CAF	V	GD	GP	A
Weightage (%)	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

Text & References:

- Business Communication, Raman – Prakash, Oxford
- Creative English for Communication, Krishnaswamy N, Macmillan
- Textbook of Business Communication, Ramaswami S, Macmillan
- Working in English, Jones, Cambridge
- A Writer's Workbook Fourth edition, Smoke, Cambridge
- Effective Writing, Withrow, Cambridge
- Writing Skills, Coe/Rycroft/Ernest, Cambridge
- Welcome!, Jones, Cambridge

**BEHAVIOURAL SCIENCE - III
(INTERPERSONAL COMMUNICATION AND RELATIONSHIP MANAGEMENT)**

Course Code: 304

Credit Units: 01

Course Objective:

This course aims at imparting an understanding of:

- Interpersonal communication and relationship.
- Strategies for healthy interpersonal relationship
- Effective management of emotions.
- Building interpersonal competence.

Course Contents:

Module I: Interpersonal Communication

Importance of Behavioural/ Interpersonal Communication
Types – Self and Other Oriented
Rapport Building – NLP, Communication Mode
Steps to improve Interpersonal Communication

Module II: Interpersonal Styles

Transactional Analysis
Life Position/Script Analysis
Games Analysis
Interactional and Transactional Styles
Bridging differences in Interpersonal Relationship through TA
Communication Styles

Module III: Conflict Management and Negotiation

Meaning and Nature of conflicts
Styles and techniques of conflict management
Meaning of Negotiation
Process and Strategies of Negotiation
Interpersonal Communication: Conflict Management and Negotiation

Module IV: Interpersonal Relationship Development

Importance of Interpersonal Relationships
Interpersonal Relationship Skills
Types of Interpersonal Relationships
Relevance of Interpersonal Communication in Relationship Development

Module V: Impression Management

Meaning & Components of Impression Management
Impression Management Techniques
Impression Management Training-Self help and Formal approaches

Text & References:

Vangelist L. Anita, Mark N. Knapp, Inter Personal Communication and Human Relationships: Third Edition, Allyn and Bacon
Julia T. Wood. Interpersonal Communication everyday encounter
Beebe, Beebe and Redmond; Interpersonal Communication, 1996; Allyn and Bacon Publishers.
Rosenfeld, P., Giacalone, R.A. and Catherine, A.R. (2003). Impression Management: Building and Enhancing Reputations at Work. Thomson Learning, Singapore.

Course Code: FLF 301

CreditUnits: 02

Course Objective

To familiarize the students of French Language with vocabulary of Hotel Management in French:

- Introduction of Hotel Management professional
- Profession of Hotel Management: different job definitions
- Reservation norms in a French hotel
- Formal letters/e-mails for reservation

Course Content

Unit 1&2: pages 6-29

VOCABULARY CONTENT

- Se présenter/ Présenter quelqu'un
- Présenter son métier
- Présenter les principes caractéristiques d'un hôtel
- Les métiers de l'hôtellerie et de la restauration
- Questionner le client pour servir
Remplir une fiche de réservation

- Informer sur les horaires
Prendre en note la réservation d'une table

- Comprendre et écrire un message électronique
- Écrire une lettre commerciale
Détailer des prestations

- S'excuser de ne pas satisfaire une demande de réservation
Justifier

- Modifier ou annuler un dossier de réservation
Rappeler au client ses obligations

- Révisions de l'unité 1&2

GRAMMAR CONTENT

- Indicatif présent
- Articles définis et indéfinis
- Interrogation
- Expression du temps :
Heures et dates

- Adjectifs possessifs
- Forme linguistique de la lettre commerciale

- Forme négative : ne...pas, ne...plus, ne...rien, ne...jamais
- Indicatif passé composé

Text & References:

Corbeau,S.Dubois,C.Penfornis,J.(2007)hôtellerie-restauration.com,Paris :CLE International/SEJER



AMITY UNIVERSITY

RAJASTHAN

Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

FOURTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
Industrial Training (3 months) (Jan 1 to March 30)						
BHM 450	Food Production Training Report					4
BHM 451	Food & Beverage Service Training Report					4
BHM 452	Front Office Management Training Report					4
BHM 453	Accommodation Management Training Report					4
BCS 401	Communication Skills – II	VA	1		-	1
BSS 404	Behavioural Science – IV	VA	1	-	-	1
FLF 401	Foreign Language – IV French	VA	2	-	-	2
	Open Elective –III (6 sessions x 6 weeks)	OE	3			3
TOTAL						23

FOOD PRODUCTION TRAINING REPORT

Course Code: BHM 450

Credit Units: 04

Course Objective:

At the end of the industrial training the student would be able to;

- (i) Explain the organizational structure of the department
- (ii) Describe job description of various job titles, work schedules, opening & closing duties.
- (iii) Explain various sections and their functions
- (iv) Observe personal hygiene, kitchen hygiene and sanitation
- (v) Identify forms/formats, records and registers maintained
- (vi) Help in preparation of various dishes, garnish and service
- (vii) Observe food production standards of finished products

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

Training Report

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

➤ **Title or Cover Page**

The title page should contain the following information: Department Name; Student's Name; Course; Year; Supervisor's Name.

➤ **Acknowledgements**

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➤ **Table of Contents**

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➤ **Introduction**

Here a brief introduction to the problem that is central to the project and an outline of the structure of the rest of the report should be provided. The introduction should aim to catch the imagination of the reader, so excessive details should be avoided.

➤ **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

➤ **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

➤ **Conclusion**

A conclusion should be the final section in which the outcome of the work is mentioned briefly.

➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped
Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
Total:	100

FOOD AND BEVERAGE SERVICE TRAINING REPORT

Course Code: BHM 451

Credit Units: 04

Course Objective:

At the end of the industrial training the student would be able to:

- (i) explain staff organization
- (ii) do layout
- (iii) list all equipments used (including crockery, cutlery, glassware etc) and use of these equipment
- (iv) describe and explain the menu and bar card
- (v) perform task for table reservation & receiving the guest
- (vi) lay the table, placing the order and pick-up, service and clearance procedure
- (vii) list all bar equipments
- (viii) take and serve orders of different beverages, cigars and cigarettes.

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
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➤ **Suggestions**

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➤ **Performance Appraisal & Completion Certificate** duly signed and stamped

Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
Total:	100

FRONT OFFICE MANAGEMENT TRAINING REPORT

Course Code: BHM 452

Credit Units: 04

Course Objective:

At the end of the industrial training the student would be able to:

- (i) understand and explain the organization structure
- (ii) prepare job descriptions of various job titles at front office
- (iii) understand various procedures & functions followed for:-
 1. reservations
 2. reception & information
 3. bell desk
 4. bills and cash
 5. guest relations
 6. night auditing
- (iv) maintain various records & registers and understand their uses.

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
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➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped

Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
Total:	100

ACCOMMODATION MANAGEMENT TRAINING REPORT

Course Code: BHM 453

Credit Units: 04

Course Objective:

At the end of the industrial training the student would be able to:

- i) understand and explain the organization structure and various sections of the department
- ii) perform duties and responsibilities of the executives and non-executives of the department
- iii) describe the functions of various sections
- iv) explain the duties of room attendant and houseman in different shifts
- v) maintain various records and registers
- vi) demonstrate and follow procedures for:
 - a) cleaning of room and bathroom
 - b) lost and found items
 - c) exchange of linen
 - d) cleaning of various surfaces
 - e) pest control
 - f) flower arrangement procedures

On completion of the project the student will be required to submit the following:

Project File or Industrial workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
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➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped

Examination Scheme:

Project Report: 50

Log book + Attendance + Appraisal 20

Presentation & Viva Voce: 30

Total: 100

Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

FIFTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credits
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BHM 501	Food Production Management – I	CC	2			2
BHM 502	Food & Beverage Management & Control – I	CC	2			2
BHM 503	Front Office Management – II	CC	1	-		1
BHM504	Accommodation Management –II	CC	1			1
BHM 505	Financial Management	CC	2			2
BHM 506	Hospitality & Tourism Research Methodology	CC	2			2
BHM 521	Food Production Management – I Lab	CC			4	2
BHM 522	Food & Beverage Management & Control – I Lab	CC			2	1
BHM 524	Accommodation Management –II Lab	CC			2	1
DE Electives: Student has to select 2 course from the list of following DE electives						
BHM 507	Hotel Law	DE	2			4
BHM 508	Hotel Interior Decoration	DE	2			
BHM 509	Revenue Management	DE	1	1		
BCS 501	Communication Skills – III	VA	1		-	1
BSS 504	Behavioural Science – V	VA	1	-	-	1
FLF 501	Foreign Language – V French	VA	2	-	-	2
Open Elective -IV		OE	3			3
Total						25

FOOD PRODUCTION MANAGEMENT - I

Course Code: BHM 501

Credit Units: 02

Course Objective:

At the end of the semester students would be able to-

- Learn and explain about the technique of advance skill in food production
- Have a basic knowledge of garde manger and cold kitchen
- Know larder, its functions, food prepare in larder, ingredients used & their names
- Know the buffet display and difference between edible & non-edible display.

Course Contents:

MODULE I: LARDER

Layout & Equipment

- Introduction of Larder Work
- Definition
- Equipment found in the larder
- Layout of typical larder with equipment and various sections

Terms & Larder Control

- Common terms used in the Larder and Larder Control
- Essentials of Larder Control
- Importance of larder Control
- Devising Larder Control Systems
- Liasoning with Other Departments
- Yield Testing

Duties & Responsibilities of the Larder Chef

- Functions of the Larder
- Hierarchy of larder Staff
- Sections of the Larder
- Duties and responsibilities of larder Chef.

MODULE II: CHARCUTERIE

Sausage

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

Brines, Cures & Marinades

- Types of Brines
- Preparation of Brines
- Methods of Curing
- Types of marinades
- Uses of Marinades
- Difference between Brines, Cures & Marinades

Ham, Bacon & Gammon

- Cuts of Ham, Bacon & Gammon
- Differences between Ham, Bacon & Gammon

- Processing of Ham & Bacon
- Green Bacon
- Uses of the different cuts

Galantines

- Making of Galantines
- Types of Galantine
- Ballotines

Pates

- Types of Pate
- Pate de foiegras
- Making of Pate
- Commercial pate and Pate Maison
- Truffle – sources, cultivation and uses of types of truffle

Mouse & Mousseline

- Types of mousse
- Preparation of mousse
- Preparation of mousseline
- Difference between mousse and mousseline

Quenelles, Parfaits, Roulades

- Preparation of Quenelles, Parfaits and roulades

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Theory of Catering by KintonCesserani, Hodder & Stoughton
- Practical Cookery by KintonCesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros &Co. New Delhi

References:

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, by Artisan

FOOD AND BEVERAGE MANAGEMENT AND CONTROL - I

Course Code: BHM 502

CreditUnits: 02

Course Objective:

At the end of the semester students would be able to-

- Define budget, budgetary control
- Explain various food costs, sales, inventory control
- Describe all the aspects of beverage control
- Implement menu engineering techniques
- Prepare MIS reports.

Course Contents:

Module I: Budgetary Control

Define Budget
Define Budgetary Control
Objectives
Key Factors
Types of Budget & Control.

Module II: Breakeven Analysis

Breakeven chart
P.V. Ratio
Contribution
Marginal Cost
Graphs.

Module III: Cost Dynamics

Element of Cost
Classification of Cost.

Module IV: Sales Concepts-

Various Sales Concepts
Uses of Sales Concepts.

Module V: Variance Analysis

Standard Cost
Standard Costing
Cost Variance
Material Variance
Labour Variance
Overhead Variance
Fixed Overhead Variance
Sales Variance
Profit Variance.

Module VI: Inventory Control

Importance
Objectives
Method
Levels & Techniques
Perpetual Inventory

Monthly Inventory
Pricing of Commodities
Comparison of Physical & Perpetual Inventory.

Module VII: Beverage Control

Purchasing
Receiving
Storing
Issuing
Standard Recipes
Standard Portion Size
Bar Inventory
Bar Frauds
Books Maintained.

Module VIII: Menu Engineering

Definition and Objectives
Methods
Advantages.

Module IX: MIS

Preparation of MIS Report
Calculation of Actual Cost
Daily Food Cost
Monthly Food Cost
Revenue Reports
Cumulative & Non-cumulative.

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- F&B Management & Control by Dr. JM Negi; Kanishka, New Delhi.
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publication House, New Delhi

References:

- Management of Food & Beverage Operation by Jack D Ninemeire
- Planning Control for F&B Management by Paul T Wise
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

FRONT OFFICE MANAGEMENT - II

Course Code: BHM 503

Credit Units: 01

Course Objective:

At the end of the semester students will be able to-

- Understand Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution
- Describe CRM functionality but also gives detailed guidance of how to approach CRM in organization
- Acquire an excellent study into what defines today's best practices in the CRM industry
- Classify a CRM approach that is responsive, flexible and personalized to each customer
- Make use of E-Commerce in CRM.

Course Contents:

Module I: Computer Application in Front Office Operation

- ❖ Property Management System - Opera, IDS
- ❖ PMS Modules
- ❖ Point of Sale Functions
- ❖ Global Distribution System
- ❖ Central Reservation system

Module II: Night Auditing

Functions

Audit procedures

Module III: Revenue Management

Segment Mix in Hotel Industry

Inventory Management

Rate Management

Central revenue management

Module IV: Report Generation & Analysis

Performance Reports: Daily Business Report, Monthly Forecast Report, Market Performance, Segment Performance, Source Performance

Competition Analysis: RevPAR, ARR, GOPPAR, Occupancy Percentage

Module V: Case Study

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:***Text:***

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohannegi, Himalaya Publishing House, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.

ACCOMMODATION MANAGEMENT - II

Course Code: BHM 504

CreditUnits: 01

Course Objective:

At the end of the semester the students will be able to-

- Understand planning & organization of housekeeping department and its budget preparation & budget re-controls. Students will also be exposed for safety norms in hospitality industry.
- Understand the concept of interior designing & its benefits.
- It is going to be comprehensive study in accommodation management.

Course Contents:

Module I: Planning & Organization of the Housekeeping Department

Area inventory list

Frequency schedules

Performance & productivity standards

Time & motion study

Standard operating manuals- job procedures

Job allocation & work schedules, calculating staff strength & planning duty reports

Selection of cleaning equipment's & agents (Inventory System)

Housekeeping in Institution other than Hotels.

New Property countdown

Module II: Budget & Budgetary Control

The budget process

Planning capital budget

Planning operating budget

Operating budget- controlling expenses- income statement

Purchasing systems- methods of buying

Stock records- issuing & control

Module III: Contract Services & Safety-Security

Types of contract services

Guidelines for hiring contract services

Advantages & disadvantages of contract services

Safety awareness & accident prevention

Fire safety & firefighting equipment

First aid

Key & key control

Crime prevention & dealing with emergencies situations

Energy & Water Conservation.

Module IV: Interior Decoration

Elements of design

Colour & its role in décor

Window & window treatments

Lighting & lighting fixtures

Floor finishes & carpets

Furniture & fitting and accessories

Layout of guest room (refurbishing & redecoration)

Sizes of rooms, sizes of furniture & furniture arrangement

Principles of design

Color harmony & color schemes

Module V Pest Control

Areas of Infestation, Preventive measure and Control measure

Rodent control, Insect infestation, Contact insecticides, Systematic insecticides, Respiratory insecticides
Special insects and their treatments

Module VI Clinically tested Housekeeping

WHO& HRACC Guidelines for Hotels cleaning & Hygiene maintenance

SOP for room cleaning & Public area Cleaning

Guest Handling Standards

Disinfectant & sanitizer

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Accommodation Management Wood Roy C
- Marketing Management: Analysis, Planning & Control by Phillip Kotler
- Professional Management of Housekeeping Operation by Robert J. Martin

References:

- Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox.
- Managing HK Operation by Margrat M Kappa
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

FINANCIAL MANAGEMENT

Course Code: BHM 505

CreditUnits: 02

Course Objective:

At the end of the semester the students would be able to-

- Understand the meaning of business finance and financial management
- Explain the contents Trading & Profit and Loss Account and Balance Sheet and solve practical problem
- Understand the ratios and calculation of ratios
- Prepare funds flow statements
- Understand the concept of working capital
- Explain the capital budgeting appraising methods

Course Contents:

Module I: Financial Management – Meaning and Scope

Meaning of business finance
Meaning of financial management
Objectives of financial management.

Module II: Final Accounts

Introduction to Final Accounts
Trading Account
Profit and Loss Account
Balance Sheet
Practical problems

Module III: Ratio Analysis

Importance of Ratios

- Liquidity Ratios
- Current ratio
- Quick ratio

Module IV: Working Capital Management

Concept of working capital
Factors determining working capital needs
Over trading and under trading

Module V: Basics of Capital Budgeting

Importance of Capital Budgeting
Capital Budgeting appraising methods
Payback period
Average rate return
Net Present Value
Profitability index
Internal rate of return
Practical problems.

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:***Text:***

- Financial Cost Control Techniques in Hotel & Catering Industry by Dr. JM Negi, Metropolitan, New Delhi
- Hospitality Management & Accounting by Martin G Jaglas
- Hotel Accounting by Ernest B Horwath

References:

- Financial Management for Hospitality by Kris Guilding
- Financial Management: Texts &Prostems- 2nd Edition by Khan & Jain
- Budget & Budgetary Control by Kakhotiya
- Managerial Financial Accounting by William P Andrew
- An introduction to Accountancy by S N Maheshwari

HOSPITALITY AND TOURISM RESEARCH METHODOLOGY

Course Code: BHM 506

CreditUnits: 02

Course Objective:

Research methodology will be taught in the theory class to prepare students how to approach the subject of research project in the semester. To deal with surging information data regarding the various aspects of tourism industry, one should have a working efficiency with research and statistical techniques. The techniques may be applied in collecting, organizing, analyzing and interpreting data for decision-making. These may also be applied for formulating and testing research hypothesis. The course has been designed to equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them. Students will master the skill for-

- Writing different types of research proposals
- Constructing the relevant tools of research
- Conduct a research project using appropriate qualitative and quantitative techniques
- Write a research report
- Evaluate a research report
- Give presentation of report supported by latest aids.

Course Contents:

Module I: Research Methodology

Meaning of research
Need and importance of research
Types of research
Criteria of good research

Module II: Data collection, analysis and interpretation (Sample designing)

Types & Sources of Data
Techniques of data collection;
Correlation and regression analysis of two variables only.
Hypothesis testing
Test of significance
Chi-square analysis
Reports

Module III: Preparation of research proposals-

Selection and formulation of research problem
Operationalization of concepts and constructs
Review of related literature
Aims and objectives
Hypothesis, method, sample and tools.

Module IV: Evaluation of research report

Research Report Format
Presentation of Report

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Applied General Statistics by Crovton and Crowder
- Behavioural Process in Organizations by Pareek, U.Rao. T.V. &Pestonjee D.M
- Professional Hotel Management by J.M. Negi, S Chand & Co, New Delhi

References:

- Towards Appropriate Tourism– The case of Developing Countries by Peter long Frankfurt
- Method of Social Research – New York; The Free Press
- How to Complete Your Research Work Successfully by Judith Bell; UBS Publisher, Delhi
- How to Research and Write a Thesis in Hospitality & Tourism by James M. Paynter, John Wiley & Sons, New York, USA
- Strategic Management by John A Pearce II & Richard B Robinson Jr.
- Strategic Management by Samuel C Cerco
- Quantitative Techniques in Management by Vokra
- Quantitative Approaches to Management by Levin I Richerd

FOOD PRODUCTION MANAGEMENT - I (LAB)

Course Code: BHM 521

CreditUnits: 02

Course Objective:

At the end of the semester students would be able to-

- To make students learn about the technique of advance skill in food production
- Have a basic knowledge of grade manger and cold kitchen
- Know larder, its functions, food prepare in larder, ingredients used & their names
- Know the buffet display and difference between edible & non-edible display.

Course Contents:

MODULE I: THREE COURSE MENUS TO BE FORMULATED FEATURING INTERNATIONAL CUISINES

- French.
- Oriental (Chinese and Thai)
- Italy, Germany, Spain, Greece, Mexican, Mediteranian and Lebanese.

MODULE II: DEMONSTRATION OF- CHARCUTERIE

- Galantines
- Pate
- Terrines
- Mousselines

MODULE III: INTERNATIONAL CUISINE

- French Cuisine
- Italian
- Scandinavian
- British
- Spanish
- German
- Demonstrate

MODULE IV: NON EDIBLE DISPLAY

- Démonstration and practices of non édile ingrédients

ExaminassionsSchème:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Theory of Catering by KintonCesroni, Hodder & Stoughton
- Practical Cookery by KintonCesroni, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros &Co. New Delhi

References:

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, Artisan

FOOD AND BEVERAGE MANAGEMENT AND CONTROL - I (LAB)

Course Code: BHM 522

CreditUnits: 01

Course Objective:

At the end of the semester the students will be able to-

- Prepare budget of a F&B outlet
- Calculate breakeven point & display on graphs
- Take & record inventories
- Demonstrate & perform supervisory skills in a F&B service outlet.

Course Contents:

Module I

Preparation of Budget of an Event / Outlet.

Module II

Calculate breakeven for an F&B outlet and prepare graphs for the above.

Module III

Case Study & Presentation on calculating cost and cost %.

Module IV

Taking and Recording of Inventory.

Module V

Preparation of Bar Inventory procedure and taking Bar Inventory.

Module VI

Case Study and Presentation of Menu Engineering.

Module VII

Preparation of MIS of F&B Outlet of a month with Graphs.

Module VIII

Supervision - F&B Service in Training Restaurant.

Examination Scheme:**Internal: 50 Marks**

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text & References:**Text:**

- Food & Beverage Management & Control by Dr. JM Negi; Kanishka, New Delhi.
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publication House, New Delhi

References:

- Management of Food & Beverage Operation by Jack D Ninemeire
- Planning Control for Food & Beverage Management by Paul T Wise
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

ACCOMMODATION MANAGEMENT – II (LAB)

Course Code: BHM 524

CréditUnits: 01

Course Objective:

At the end of the semester the students would be able to-

- Explain the role of various fabrics and quality of fibers
- Identify various kind of fabrics & their qualities
- Understand First aid kit
- Dealing with emergency
- Energy conservation and waste disposal
- Ecofriendly environment

Course Contents:

Module I

. Handling Different Types of Fabrics & collection of samples (cotton, silk, velvet, georgette, denim, crepe, gabardine, polyester, wool, linen, jute, canvas, brocade, candlewick, chiffon, organdy, velvet, twill, tweed, corduroy, net).

Different types of weaving machine and types of weaving Identification and construction of – plain, basket, figured, weaves, pile, satin, twill and satin. Collection of different special fabrics and their usage (baize, chintz, drill, flannelette, folk weave, tapestry, scrim, plush, satin, hessian, felt)

Module II

Soft furnishing/ Carpet Shampooing

Module III

First aid kit
Dealing with emergency
Safety & security in Hotels

Module IV

Various HK rule to waste disposal
Renewable sources of energy

Module V

Special Decorations .
follow up principle of decoration
Application of approaches of designing

Module VI

Energy conservation & eco-friendly concepts – students should be given
Assignments to work on these concepts and trends in housekeeping
Study on cases & situations energy conservation.
Standard of HVAC in Hotels

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:**Text:**

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping-Joan C Branson Published by Hodder & Stoughton.

References:

Professional House Keeping by Madlin Tucker

HOTEL LAW

Course Code: BHM 507

CreditUnits: 02

Course Objective:

At the end of the semester students will be able to:

- Understand different aspects of Hospitality Law
- Define food quality standards, quality assurance term & processes.
- Elaborate food safety related concerns.

Course Contents:

Module I: Hospitality Laws

Introduction
Provision of hospitality laws
Excise laws

Module II: Food and beverages laws and licenses

P.F.A. act, essential commodities act,
Consumer Protection Act
Different licenses for bar

Module III: Laws related to Hotel Operations

Doing Business in India
Business Contracts
Hotel Licenses and Permissions
Hotel Insurance

Module IV: Laws related to Employees and Guests

Labour Laws
Hospitality Laws

Module V: Laws related to Food and Beverage

Food Legislation
Liquor Licensing

Module VI: Laws related to the Public Health & Safety

Environment

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva; A: Attendance, CT: class test EE : End Term Examination

Text & References:

- Hotel Law by AmitabhDevendra
- Hospitality Law: Managing Legal Issues in the Hospitality by Stephen C. Barth
- Hotel Law: Transactions, Management and Book by Nelson Migdal
- Understanding hospitality lawTextbook by Jack P. Jefferies
- Principles of Hospitality Law book by Alan Pannett and Michael John Boella

HOTEL INTERIOR DECORATION

Course Code: BHM 508

CreditUnits: 02

Course Objective :

To provide the student of Interior Design knowledge on various developments in Interior design through ages.

- To help the student understand the designs from Prehistoric Period to the middle ages.
- To know more on the Modern Movements in Interior design from the beginnings of 20th century.

Course Contents :

Module I:Early Classical Period

Prehistoric Cave paintings – Primitive Designs- Interiors during Egyptian, Greek, Roman, Gothic, Early Christian & Renaissance Periods.

Module II:Middle Ages

Interiors in Romanesque, Gothic, and renaissance periods

Module III:Colonial to The Beginning of the 20th Century

Colonial, Victorian designs, Arts & Crafts movement, Art Nouveau, Eclectism, Frank Lloyd Wright.

Module IV:Bauhaus to Post War Modernism

Walter Gropius/ Bauhaus, De Stijl, Mies Van Der Rohe, Le Corbusier, Art Deco, Postwar Modernism.

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Taxes &Reference :

1. Interior Design Course, Mary GilliatCoyran, Octopus Ltd., London
2. Interior Design & Decoration, Sherril Whiton, Prentice Hall
3. Interior Design, Francis D.K. Ching, John Wiley & Sons, New York
4. History of Architecture, Sir Banister Fletcher, CBS Publishers & distributors, New Delhi
5. Time Saver Standards for Interior Design, Joseph De Chiara, McGraw Hill, New York.

Revenue Management

Course Code: BHM 509

CreditUnits: 02

Course Objective:

At the end of the semester the students will be--

- To understand the significance of Revenue Management.
- To able to learn the strategies of forecasting for developing business.
- To study & understand the reports generating and analyzing the reports.
- To learn the practices of calculating the performance through applying various formulas.
- To Practice the resolving the problems through discussing , analyzing , evaluating, researching.

Module I: Revenue Management Definition and Fundamentals

Revenue Management is a culture and philosophy,Ingredients of Effective hotel Revenue Management,How to measure your efficiency?,

Module II: Forecasting

Forecasting in hotels starts with making a budget, Demand Calendar, Unconstrained Demand, Group Trends

Module III Revenue Management Reports

Pick up Report, Daily Business Report, Monthly Forecast Report, Market Performance

Module IV Performance Analysis

Monthly Pick up Analysis, yield Management, Competition Analysis: RevPAR, ARR, GOPPAR, Occupancy Percentage and other formulas for calculating performance

Module V Case Study

Problem Base Learning Methods, Analyzing the performance of Hotels, analyzing the problems of the hotels

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Recommended reading

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohannegi, Himalaya Publishing House, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.

COMMUNICATION SKILLS - III

Course Code: BCS 501

Credit Units: 01

Course Objective:

To teach the participants strategies for improving academic reading and writing.

Emphasis is placed on increasing fluency, deepening vocabulary, and refining academic language proficiency.

Course Contents:

Module I: Social Communication Skills

Small Talk
Conversational English
Appropriateness
Building rapport

Module II: Context Based Speaking

In general situations
In specific professional situations
Discussion and associated vocabulary
Simulations/Role Play

Module III: Professional Skills

Presentations
Negotiations
Meetings
Telephony Skills

Examination Scheme:

Components	CT1	CT2	CAF	V	GD	GP	A
Weightage (%)	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

Text & References:

- Essential Telephoning in English, Garside/Garside, Cambridge
- Working in English, Jones, Cambridge
- Business Communication, Raman – Prakash, Oxford
- Speaking Personally, Porter-Ladousse, Cambridge
- Speaking Effectively, Jermy Comfort, et.al, Cambridge
- Business Communication, Raman – Prakash, Oxford

**BEHAVIOURAL SCIENCE - V
(INDIVIDUAL, SOCIETY AND NATION)**

Course Code: BSS 505

Credit Units: 01

Course Objective:

This course aims at enabling students towards:

- Understand the importance of individual differences
- Better understanding of self in relation to society and nation
- Facilitation for a meaningful existence and adjustment in society
- To inculcate patriotism and National pride.
- To enhance personal and professional excellence

Course Contents:

Module I: Individual differences & Personality

Personality: Definition & Relevance

Importance of nature & nurture in Personality Development

Importance and Recognition of Individual differences in Personality

Accepting and Managing Individual differences (Adjustment Mechanisms)

Intuition, Judgment, Perception & Sensation (MBTI)

BIG5 Factors

Module II: Socialization

Nature of Socialization

Social Interaction

Interaction of Socialization Process

Contributions to Society & Nation

Module III: Patriotism and National Pride

Sense of Pride and Patriotism

Importance of Discipline and hard work

Integrity and accountability

Module IV: Human Rights, Values and Ethics

Meaning of Human Rights

Human Rights Awareness

Importance of human rights

Values and Ethics- Learning based on project work on Scriptures like Ramayana, Mahabharata, Gita etc

Module V: Personal and Professional Excellence

Personal excellence:

- Identifying Long-term choices and goals
- Uncovering talent, strength and style

Alan P. Rossiter's eight aspects of Professional Excellence

Resilience during challenge and loss

Continued Reflection (Placements, Events, Seminars, Conferences, Projects, Extracurricular Activities, etc.)

Text & References:

Bates, A. P. and Julian, J.: Sociology - Understanding Social Behaviour

Dressler, David and Cans, Donald: The Study of Human Interaction

Lapiere, Richard. T – Social Change

Rose, G.: Oxford Textbook of Public Health, Vol.4, 1985.

Robbins O.B.Stephen;. Organizational Behaviour

Course Code: FLF 501

Credit Units: 02

Course Objective:

- To make contact with someone
- To distribute the rooms and baggage
- To accompany a client
- To describe the equipments of a room
- To take charge of a client
- To welcome on the phone

Course Contents:

Unité 3 Accueil Page : 30-45 Leçons 1-6

Contenu Lexical:

- Le client
- Le groupe
- L'hôtel
- La chambre
- Les produits d'accueil
- Les messages d'accueil
- Le restaurant
- La table
- La carte
- Le standart
- Les coordonnées
- Le numéro de téléphone

Contenu Grammatical:

- Les nombres ordinaux
- Le futur proche
- Le futur de l'indicatif
- La localisation
- L'adjectif qualificatif
- L'adjectif démonstratif
- L'expression du lieu
- Les prépositions
- Les articles contractés
- Les couleurs
- L'indicatif présent

Text & References:

- Sophie Corbeau, Chantal Dubois, Jean-Luc Penfornis, Laurent Semichon (2010) Hotellerie-Restaurant.com, Saint-Amand-Montrond

- Robert, Collins (2006) Collins Robert French Dictionary, Paris : Harper Collins



AMITY UNIVERSITY

RAJASTHAN

Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

SIXTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 601	Food Production Management – II	CC	2			2
BHM 602	Food & Beverage Management & Control – II	CC	2			2
BHM 605	Hospitality & Tourism Marketing Management	CC	2			2
BHM 606	Facility Management, Planning & Design – I	CC	1			1
BHM 627	Food styling & presentation - Lab	CC			4	2
BHM 622	Food & Beverage Management & Control – II Lab	CC			2	1
BHM 650	Hospitality Integrated Project- Designing a product	CC				7
DE Electives: Student has to select 2 course from the list of following DE electives						
BHM 607	Entrepreneurship Development	DE	2			4
BHM 608	Meeting ,Confrences & Exhibition Management	DE	2			
BHM 609	IndoAsian Cuisine	DE	2			
BCS 601	Communication Skills – IV	VA	1		-	1
BSS 604	Behavioural Science – VI	VA	1	-	-	1
FLF 601	Foreign Language – VI French	VA	2	-	-	2
Open Elective -V		OE	3			3
Total						28

FOOD PRODUCTION MANAGEMENT - II

Course Code: BHM 601

Credit Units: 02

Course Objective:

At the end of the semester will be able to-

- Explain and write various types of appetizers garnishes and sandwiches
- Acquire knowledge of wines and herbs in cooking, international cuisine, bakery and confectionary products
- Have knowledge of production management and research development.

Course Contents:

Module I: International cuisine

Geographic location

Historical background

Staple food with regional influences

Specialties

Recipes

Equipment in relation to:

Continental: - Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany

Chinese

Introduction to Chinese foods

Historical background

Regional cooking styles

Methods of cooking

Equipment & utensils.

Module II: Bakery & Confectionary

Icings & Toppings

Varieties of Icings

Using of Icings

Difference between Icings & Toppings

Recipes

Frozen Desserts

Types and classification of Frozen desserts

Ice-creams – Definitions

Methods of preparation

Additives and preservatives used in Ice-cream manufacture

Meringues

Making of Meringues

Factors affecting the stability

Cooking meringues

Types of Meringues

Uses of meringues

Chocolate

History

Sources

Manufacture & processing of Chocolate

Types of Chocolate

Cocoa Butter, white chocolate and its applications.

Module III: French (Should be taught along with the relevant topics.)

Culinary French

Classical recipes (recettes classique)

Classical Garnishes

Offals / Game

Larder terminology and vocabulary.

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros & Co, New Delhi

References:

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorrenz
- Essential of Cooking by James Peterson, Artisan

FOOD AND BEVERAGE MANAGEMENT AND CONTROL – II

Course Code: BHM 602

Credit Units: 02

Course Objective:

At the end of the semester students would be able to-

- Plan the entire aspects of a F&B Service outlet
- Explain F&B staff organization and their job descriptions
- Describe the procedure of planning and hosting banquet function including buffet
- Have knowledge of preparation of cocktails and gueridon service.

Course Contents:

Module I: Planning & Operating F&B Outlet including Banquet

Physical layout of functional and ancillary areas

Objective of good layout

Steps in planning

Factors to be considered while planning

Calculating space requirement

Various set ups for seating

Planning staff requirement

Selecting and planning of heavy duty and light equipment

Requirement of quantities of equipment required like crockery, glassware, steel or silver etc.

Suppliers & manufacturers

Approximate cost

Planning Décor, furnishing fixture etc.

Case Study.

Module II: Managing F&B Outlet

Supervisory skills

Developing efficiency

Standard Operating Procedure.

Module III: Function Catering Banquets

History

Types

Organization of Banquet department

Duties & responsibilities

Sales

Booking procedure

Banquet menus.

Module IV: Banquet Protocol and Informal Banquet

Space Area requirement

Table plans / arrangement

Misc-en-place

Service

Toasting

Informal banquet like Reception, Cocktail parties, Convention, Seminar, Exhibition, Fashion shows, Trade Fair, Wedding and Outdoor catering Convention.

Module V: Function Catering Buffets

Introduction

Factors to plan buffets

Area requirement

Planning and organization

Sequence of food

Menu planning

Types of buffet

Display

Sit down

Fork, Finger, Cold Buffet

Breakfast Buffets

Equipment

Supplies

Check list.

Module VI: Gueridon Service

History of gueridon

Definition

General consideration of operations

Advantages & Disadvantages

Types of trolleys

Factor to create impulse, Buying – Trolley, open kitchen

Gueridon equipment

Gueridon ingredients.

Module VII: Bar Operations

Types of Bar

Area of Bar

Front Bar

Back Bar

Under Bar (Speed Rack, Garnish Container, Icewell etc.)

Bar Stock

Inventory

Bar Staffing

Opening and Closing Duties.

Module VIII: Kitchen Stewarding

Importance

Opportunities in kitchen stewarding

Record maintaining

Machine used for cleaning and polishing

Inventory

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
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Weightage (%)	30	15	5	50
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Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- A Guide to Spirit & Liquor by Valton
- Food & Beverage Service by Lilicrap; J Smith R
- Food & Beverage Management & Control by Dr. JM Negi; Kanishka, New Delhi

References:

- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Food & Beverage Laws-Food Safety & Hygiene by Dr. JM Negi; Aman Publication
- Food & Beverage Costing- 2000 by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Grading & Classification of Hotels by Dr. JM Negi, Kanishka New Delhi
- F&B Management by Cousins
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

HOSPITALITY AND TOURISM MARKETING MANAGEMENT

Course Code: BHM 605

Credit Units: 02

Course Objective:

The objective of this course is to introduce the basic concepts of marketing business environment, consumers and markets and to develop a feel of the marketplace.

Course Contents:

Module I: Understanding Marketing Management

The production concepts,

The product concept,

The selling concept,

The marketing concept (Relationship marketing, Social marketing),

Module II: Understanding Consumer Behavior

The factors influencing consumer behavior.

The stages in buying process

Module III: Marketing Process

Market Environment

Marketing Mix

Segmentation, Targeting Positioning

Module IV: Product Management

Classification of products,

New Product development,

Product mix decisions

Product Life Cycle

Module V: Pricing Strategies

Steps adopted in selecting the right price.

Various pricing strategies

Module VI: Managing the Integrated Communication

What is communication?

Advertising management,
 Managing sales promotions,
 Role of public relations and publicity,
 Direct marketing and personnel selling,
 Role of internet marketing,
 Emerging communication trends.

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- Hospitality & Tourism Marketing by Phillip Cotlar
- Marketing for Hospitality by Tom Peters
- Marketing and sales strength for Hotel & Tourism Industry by Dr. Jagmohan Negi, S. Chand & Co. New Delhi

References:

- Marketing in Travel & Tourism by Victor & Clark
 - Marketing at Hospitality Services by Willam Lazer
 - Hospitality Sales & Marketing by James R Abbey
 - Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
 - Marketing Management: Analysis, Planning & Control by Phillip Kotler
 - Sales, Management, Decision, Policies & Thesis by RR Still & EW Condiff
 - Marketing Management by Joseph Guiltan
 - Selling: Principles & Practices by B Richerd
 - Market Research by DJ Luck, HG Wales & DA Taylor
 - A Practical Guide Book to Market Research- Text & Cases by Dr. DM Sarwate
 - Marketing Research by Thomas C Kinnear
 - Brand Positioning by Sengupta
- Marketing Decision Making- Model Building Approach by Lillier & Kotler

FACILITY MANAGEMENT, PLANNING AND DESIGN - I

Course Code: BHM 606

Credit Units: 02

Course Objective:

At the end of the semester the students would be able to-

- Explain & understand hotel design, aspects of facility planning, star classification, kitchen layout and design and architectural aspects.

Course Contents:

Module I: Hotel Design

Design Consideration

- Attractive Appearance
- Efficient Plan
- Good Location
- Suitable Material
- Good Workmanship
- Sound financing
- Competent Management

Module II: Facilities Planning

The Systematic Layout Planning Pattern (SLP) for hotel

Planning Consideration

Flow Process and Flow Diagram Procedure for determining space considering ,the guiding factors for the guest room / public facilities, support facilities and services, hotel administration,

Module III: Architectural Consideration

Difference between carpet area, plinth area and super built area, their relationships, reading of blueprint (plumbing, electrical, AC, ventilation, FSI, FAR, public areas)

Approximate cost of construction estimation

Approximate operating areas in budget type / 5 star type hotel / guest room

Approximate requirement and estimation of water / electrical load gas, ventilation.

Module IV: Star Classification of Hotel

Criteria for star classification of hotel (five, four, three, two, one and heritage)

Module V: Kitchen Layout and Design

Principles of kitchen layout and design

Areas of various kitchens with recommended dimension

Factors that affect kitchen design

Placement of equipments

Flow of work

Space allocation

Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen)

Planning of various supporting services (pot wash, wet grinding, chef room, larder, store and other staff facilities)

Module VI: Kitchen Equipment

Equipment requirement for commercial kitchen, heating, gas / electrical, cooling (for various catering establishment)

Developing Specification for various kitchen equipments

Kitchen equipment basis of selection,

Manufacturers

Budgeting of kitchen equipment

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- Systematic Layout Planning by Richard Muther, Cahners Books Division of Sahnors Publishing Company Inc. 9 Franklin Street, USA
- Food Service Planning- Layout Equipment by Lendal H. Kotschevar & Margrat E. Terrell

References:

- Management Operations & Research by N. Satyanarayan & Latika Raman, Himalaya Publishing House.
- Hospitality Facilities Management & Design by David M Spipamuk

FOOD STYLING AND PRESENTATION-I LAB

Course Code: BHM 627

Credit Units: 02

Course Objective:

On successful completion of this course students will be able to display the cooked food in aesthetic manner. Student will be able understand balance of light, composition and theme while conducting food photography.

Course Contents:

1 Basic Elements of Food Presentation

1.1 Colour , 1.2 Texture, 1.3 Shape , 1.4 Layout , 1.5 Simplicity , 1.6 Flavours

2 Presentation

2.1 Balance 2.2 Portion Size 2.3 Temperature –Hot / Cold 2.4 Presenting Food for Service (2.4.1 Plates Size 2.4.2 Shape 2.4.3 Style 2.4.4Colour2.4.5 Plate Presentation 2.4.6 Uses of Platers 2.4.7 Trays 2.4.8 Bowls 2.4.9 Service Style 2.4.10 Buffet 2.4.11 PrePlated 2..4.12 Silver service)

3. Garnishes

3.1 Tools for Garnishing 3.2 Types of Garnishing 3.2.1 Bell pepper balloon 3.2.2 Cucumber ribbons 3.2.3 Zucchini Flowers 3.2.4 Curls, Rose 3.5 Pipping Skills

4. Art of Cooking

4.1 Different Style of Cooking 4.2 Cooking Technique in effective presentation 4.3 Special Technique 4.3.1 Foam 4.3.2 Dry ice 4.3.3 Nitrogen 4.3.4 Caviar 4.3.5 Anti-grill

5. Food Styling

5.1 Equipment & Props (Fabric, Surfaces, Cutlery) 5.2 Food styling best practices 5.3 Cooking separately and building Later

6. Food Photography

6.1 Basic Photography 6.2 Equipment & Handling 6.3 Lighting & Composition 6.4 Set Planning 6.5 Food Photography 6.6 Food styling for food media 6.7 Visit to a food Studio / work shop 6.8 Final Presentation

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- The Food Stylist's Handbook: Hundreds of Media Styling Tips, Tricks, and Secrets for Chefs, Artists, Bloggers, and Food Lovers,By Denise Vivaldo and Cindie Flannigan
- Food Photography: From Snapshots to Great Shots Paperback –by Nicole S. Young.
- That Photo Makes Me Hungry – Photographing Food for Fun & Profit: Photographing Food for Fun and Profit Hardcover – by Andrew Scrivani
- Feast for the Eyes: The Story of Food in Photography Hardcover – by Susan Bright
- Garnishing: A Feast For Your Eyes by Francis Talyn Lynch (1987-06-02) Hardcover – by Francis Talyn Lynch

FOOD AND BEVERAGE MANAGEMENT AND CONTROL – II (LAB)

Course Code: BHM 622

Credit Units: 01

Course Objective:

At the end of the semester students will be able to-

- Prepare and give presentation on case studies on planning of F&B outlets
- Plan and supervise service of banquet, buffet, cocktails, gueridon service and setup bar for parties.

Course Contents:

Module I: Case Study on planning of
Special Restaurant

Room Service

Coffee Shop

Presentation.

Module II

Case Study on Planning of Manpower of F&B department:-

Presentation.

Module III

Supervision of F&B Service in Training Restaurant.

Module IV

Case Study of Planning Formal & Informal Banquet function including space requirement, Menu Planning.

Module V

Setting up of various types of Buffet (Design, Layout).

Module VI

Demonstration and Practice of Gueridon Service.

Module VII

Case Study on setting up of Bar for parties.

Module VIII

Demonstration and Practice of Making Cocktails.

Examinations Schème:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text & References:

Text:

- A Guide to Spirit & Liquor by Valton
- Food & Beverage Service by Lilicrap; J Smith R
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi

References:

- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi; Aman Publication, New Delhi
- Food & Beverage Costing- 2000 by Dr. JM Negi; Himalaya Publishing House, New Delhi
- F&B Management by Cousins

HOSPITALITY INTEGRATED PROJECT DESIGNING A PRODUCT

Course Code: BHM 650

Credit Units: 07

Module Team

Aims:

To enable students to integrate, extend and apply business disciplines to a given scenario and to further develop group work, initiative, problem solving and team skills.

Learning Outcomes

On successful completion of the module the student will be able to:

L1 Evaluate implications of planning decisions and appreciate contribution of strategic planning in the management process in the hospitality industry.

L2 Research and evaluate the feasibility of the given scenario, demonstrating sound understanding of the business environment and market impacts.

L3 Integrate and successfully synthesise key disciplines.

L4 Demonstrate cohesion and communication within the group environment.

Assessed in this module

A B C D

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A – Knowledge and Understanding

B – Intellectual Skills

C – Practical Skills

D – Transferable Skills

Learning Experiences

The module will engage the student in the following types of learning experiences:

Lectures	12 hrs
Student Centred Learning	65 hrs
Assessment (Presentation)	7 hrs

Assessment Pattern

There will be TWO coursework assessments. The first assessment will be a written report. The second assessment will involve a group presentation.

The course work weighting would be a. 60% Report Writing & b. 40% Presentation.

Content

- i. Feasibility study integrating business disciplines.
- ii. General Business environment.
- iii. Organisational structure.
- iv. Business Plan format.
- v. Business impacts.
- vi. Finance. (Sources of funding. Financial analysis, cash budgets, profit statements and balance sheets.)
- vii. Marketing. (Market restrains and influences, marketing strategies)
- viii. Personnel (Manpower planning, recruitment, selection and training).
- ix. Aspects of Hospitality Operations.

Main Texts

- a. Johns, N. & Lee-Ross, D (1998), *Research Methods in Service Industry Management*, Cassell.
- b. Ransley. J & Ingram. H.(2004), *Developing Hospitality Properties and Facilities*, Butterworth-Heinemann.
- c. Waters D.(1996), *Operations Management- producing goods and service*, Addison Wesley, Harlow.

Journals

- a. Annals of Tourism Research.
- b. Caterer and Hotelkeeper.
- c. Cornell Hotel and Restaurant Administration Quarterly.
- d. Hospitality Design.
- e. Hotel and Restaurant Magazine.
- f. International Journal of Hospitality Management.
- g. Journal of Hospitality and Tourism Management.

Internet and Web Pages

- | | |
|---|--|
| a. World Tourism Organisation (WTO / OMT) | www.world-tourism.org |
| b. World Travel and Tourism Council | www. wtcc.org |
| c. International Hotel and Restaurant Association | www.ih-ra.com |
| d. Caterer and Hotelkeeper | www. caterer.com |

Signed		Date
		Date received

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

ENTREPRENEURSHIP DEVELOPMENT

Course Code: BHM 607

Credit Units: 02

Course Objective:

At the end of semester students will be able to-

- Acquire be self-employed and inculcate a habit of self-earning and maintain a dignified life
- Plan a path for hospitality students to make them successful entrepreneurs in their life and contribute to society
- To understand basic knowledge in the field of entrepreneurship development and give them basic exposure of Govt. policies and assistance
- Describes the roles that new venture creation plays in the economy, defines entrepreneurship and show how three factors – individuals, environments and organizations comes through to create the entrepreneurship event
- Impart the knowledge of the resource based framework i.e. Financial, physical, technological, human and organizational
- Exposed get with franchising opportunity and discuss what elements make a business concepts a legitimate franchise opportunity
- Acquire an effective leadership, quality and effective decision-making.

Course Contents:

Module I: Entrepreneurship Skills

Personality attribute of an entrepreneurs

- Self control-value attitude
- Socio-culture factors

Unique characters of the hospitality industry

- Human psychology
- Inter-personal relationship
- Team building
- Customer orientation

Positive entrepreneurship behaviour

- Overcoming external constrains
- Solving internal problems

Module II: Identification of business opportunities in the hospitality industry

Demand / Market Analysis

Present and future competition

Government policy regarding small Enterprises

Module III: Organization of small enterprises - Form of organization

Sole ownership

Partnership

Private Ltd. Company

Public Ltd. Company

Manpower requirement

Module IV: Small Enterprises Risk Analysis

Motivational factors

Developing Achievement Orientation

Strength and weakness of Independent Business

Feasibility and viability

Module V: Establishment of an Enterprise

Registration of Hotel business

Licenses and Permits for Hotel Industry

Financial resources

Organizing material, human and technical resource

Launching the enterprises

Formulating and implanting business strategies

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- Small Scale Industries and Entrepreneurship, by Desai Vasant; Bombay, Himalaya
- Small Scale Industries in the Developing Countries, by Staley E. & Morse R. McGraw Hill.
- Management of Small Scale Industries, by Malhotra I. S. & Gupta S. L,
- Innovation and Entrepreneurship, by Drucker, Peter F; East-West Press (P) Ltd.

References:

- Entrepreneurial Development in India, by Gupta CB & Srinivasan; Sultan Chand

- Entrepreneur Development– New Ventures Creation, by Taneja S & Gupta SL
- Entrepreneurship Management by Dr. Aruna Kaulgud, Vikas Publishing House.

MEETING, CONFERENCES & EXHIBITION MANAGEMENT

Course Code: BHM 608

Credit Units: 02

Course Objective:

To provide a conceptual overview and a systematic study of MICE programming, management, marketing, and practical applications

To foster professionalism in MICE management, covering the knowledge base, theory, methodologies and ethics

Course Contents :

Module I: Introduction. Overview of the MICE Industry

Introduction of MICE industry
Basic terms and concepts in MICE
The nature of MICE markets and demand for facilities
The impact of MICE on local and national communities

Module II: The Role of MICE in the Tourism Industry

Broader value of MICE; Educate and inform, Promote, Network/Socialize
Attracting tourism
Improving the Destination's image; Increase sales, Improve performance
Support the Local Community; New skills and knowledge, job creation, Infrastructure investment

Module III: MICE Destinations and Facilities

Destination management
A frame work for the study of destination selection model

Module IV: Stakeholders of MICE Industry

Local community
Association / Exhibitors
Convention Bureau/ Destination Management Organization (DMO)
Venue and Hotels
Travel agency
Participants

Module V: Types of Events

Meetings
Incentives
Conventions
Events/Exhibitions

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Taxes & References :

Meetings, Expositions, Events and Conventions by George G. Fenich

Outlines and Highlights for Meetings, Expositions, Events and Conventions by George G. Fenich

Trends in the conference center industry. North America. by PKF Consulting (Firm); International Association of Conference Centers

The International Dictionary of Event Management by Joe Goldblatt (Editor); Kathleen S. Nelson (Editor)

Measuring the Economic Importance of the Meetings Industry by World Trade Organization

INDO / ASIAN CUISINE

Course Code: BHM 609

Credit Units: 02

Course Objective:

A wide range of different types of food habits and their development generation by generation. The variety of various cuisine in Asia region and there development.

Course Contents :

Module I : South Indian Cuisine

States included : Karnataka, Andhra Pradesh, Tamilnadu and Kerala.

Module II : North Indian Cuisine

Awadhi cuisine

Bihari cuisine

Bhojpuri cuisine

Kumauni cuisine

Cuisine of Kashmir

Mughlai cuisine

Punjabi cuisine

Rajasthani cuisine

Cuisine of Uttar Pradesh

Module III : North Frontier Cuisine

Pakistani Cuisine

Afghani Cuisine

Sindhi Cuisine

Baluchistan Cuisine

Module IV : Mandarin Cuisine

Anhui Cuisine

Cantonese Cuisine

Fujian Cuisine

Hunan Cuisine

Jiangsu Cuisine

Shandong Cuisine

Sichuan Cuisine

Zhejiang Cuisine

Examination Scheme:

Components	AS	P	V	Mid Term	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Taxes & References :

The Blood Telegram: India's Secret War in East Pakistan by Gary J. Bass

The North-West Frontier: British India and Afghanistan, a Pictorial History 1839-1947 by Michael Barthorp

Mandarin Food and Cooking: 75 Regional Recipes from Beijing Book by Terry Tan

COMMUNICATION SKILLS - I

Course Code: BCS 601

Credit Units: 01

Course Objective:

To equip the participant with linguistic skills required in the field of science and technology while guiding them to excel in their academic field.

Course Contents:

Module I

Reading Comprehension

Summarising

Paraphrasing

Module II

Essay Writing

Dialogue Report

Module III

Writing Emails

Brochure

Leaflets

Module IV: Introduction to Phonetics

Vowels

Consonants

Accent and Rhythm

Accent Neutralization

Spoken English and Listening Practice

Examination Scheme:

Components	CT1	CT2	CAF	V	GD	GP	A
Weightage (%)	20	20	25	10	10	10	5

CAF – Communication Assessment File

GD – Group Discussion

GP – Group Presentation

Text & References:

- Effective English for Engineering Students, B Cauveri, Macmillan India
- Creative English for Communication, Krishnaswamy N, Macmillan
- A Textbook of English Phonetics, Balasubramanian T, Macmillan

BEHAVIOURAL SCIENCE - V

Course Code: BSS 604

Credit Units: 01

Course Objective:

- To develop an understanding the concept of stress its causes, symptoms and consequences.
- To develop an understanding the consequences of the stress on one's wellness, health, and work performance.

Course Contents:

Module I: Stress
Meaning & Nature

Characteristics

Types of stress

Module II: Stages and Models of Stress
Stages of stress

The physiology of stress

Stimulus-oriented approach.

Response-oriented approach.

The transactional and interactional model.

Pressure – environment fit model of stress.

Module III: Causes and symptoms of stress
Personal

Organizational

Environmental

Module IV: Consequences of stress
Effect on behavior and personality

Effect of stress on performance

Individual and Organizational consequences with special focus on health

Module V: Strategies for stress management
Importance of stress management

Healthy and Unhealthy strategies

Peer group and social support

Happiness and well-being

Text & References:

- Blonna, Richard; Coping with Stress in a Changing World: Second edition
- Pestonjee, D.M, Pareek, Udai, Agarwal Rita; Studies in Stress And its Management
- Pestonjee, D.M.; Stress and Coping: The Indian Experience
- Clegg, Brian; Instant Stress Management – Bring calm to your life now

FRENCH - V

Course Code: FLF 601

Credit Units: 02

Course Objective:

- To inform the clients about the services
- To inform the clients about the equipments
- To take an breakfast order on the phone
- To define a professional task
- To indicate an itinerary
- To describe a dish
- To take an order in a restaurant

Course Contents:

Unité 4 Services Page : 46-61 Leçons 1-6

Contenu Lexical:

- Les équipements
- La commande
- Les curiosités locales
- Le service à l'étage
- La gastronomie
- La commande au restaurant

Contenu Grammatical:

- Les pronoms relatifs simples
- Les articles partitifs
- L'impératif présent
- La nominalisation
- Les prépositions à et de dans les noms des plats
- Les pronoms personnels indirects

Text & References:

- Sophie Corbeau, Chantal Dubois, Jean-Luc Penfornis, Laurent Semichon (2010) *Hotellerie-Restauration.com*, Saint-Amand-Montrond
- Robert, Collins (2006) *Collins Robert French Dictionary*, Paris : Harper Collins



Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

SEVENTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credits
BHM 701	Advance Food Production Management – I	CC	2			2
BHM 702	Advance Food & Beverage Management -I	CC	2			2
BHM 710	Resort & Club Management	CC	2			2
BHM 705	Facility Management, Planning & Design – II	CC	2			2
BHM706	Human Resource Management	CC	2			2
Domain Specialization Elective: Student has to select 01 group from the list of following:						
Group A						
BHM 720	Bakery & Confectionary – V Lab	DE	1		4	3
BHM 721	Advance Food Production Management – I Lab	DE	1		4	3
Group B						
BHM 722	Advance Food & Beverage Management –I Lab	DE		1	2	3
BHM 725	Bar Operations	DE	2	1		3
Group C						
BHM 723	Advance Front Office Operation Management-I Lab	DE		1	4	3
BHM 724	Advance Accommodation Operation Management-I Lab	DE		1	4	3
DE Electives: Student has to select 2 course from the list of following DE electives						
BHM 707	Customer Relationship Management	DE	2			4
BHM 708	Restaurant Management	DE	2			
BHM 709	Safety & Security Management	DE	2			
Total						20

ADVANCE FOOD PRODUCTION MANAGEMENT - I

Course Code: BHM 701

Credit Units: 02

Course Objective:

At the end of the semester will be able to -

- To know about professional cooking method
- Acquire knowledge about menu essentials and resolve defects in food
- Have knowledge of buffet function

Course Contents:

MODULE I: INTRODUCTION TO INDIAN COOKERY

- History
- Uses of Spices and Herbs
- Types of Masalas
- Types of Gravies

HALWAI SECTION

- Hot sweet dishes
- Cold sweet dishes

MODULE II: INTRODUCTION TO TANDOOR

I. History

- Origin
- Parts of tandoor
- Manufacturing of tandoor
- Seasoning of tandoor and its temperature control

II. Basic dishes for tandoor

- Different types of breads
- Different meat products
- Kababs
- Tikka

III. Marination

- Different Marinations
- Accelerators

MODULE III: INDIAN CULINARY TERMS

- List of culinary (common and basic) terms

- Explanation with examples

MODULE IV: INDIAN CONDIMENTS & APPETIZERS

- Geographic location
- Historical background
- Regional Influence
- Specialized Recipe

MODULE V : KITCHEN MANAGEMENT

- Kitchen planning
- International standards
- HACCP
- Food processing and packaging

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)		30		15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva; A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- Theory of Catering by Kinton Cesserani, Hodder & Stoughton
- Practical Cookery by Kinton Cesserani, Hodder & Stoughton
- Theory of Cookery by K Arora, Frank Bros & Co, New Delhi

References:

- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement, Joana Lorenz

ADVANCE FOOD AND BEVERAGE MANAGEMENT– I

Course Code: BHM 702

CreditUnits: 02

Course Objective:

At the end of the semester students would be able to-
Practical orient students about the restaurant operations
To be able to design and formulate a good menu card
To understand the management aspect of the restaurant business

Course Contents:

Module I: Menu Management

Menu merchandising-Menu Planning
Types of Menus
Pricing of Menu
Menu as a Marketing tool
Constraints of Menu Planning

Module II: Restaurant Management: -

Points to be consider for service of Restaurant
Manager's Responsibility
Mise-en-place & Mise-en-scene
Restaurant sale
At closing of the restaurant – duties and responsibilities of Manager

Module III: Inventory Management: -

Importance, Objectives & Methods
Levels and Techniques
Monthly & Perpetual Inventory
Pricing of Commodities

Module IV: Labour Management: -

Staffing
Payroll
Overtime
Salaries & Wages

Module V: Break Even Analysis: -

Break even chart, P/V ratio, Contribution
Marginal Cost, Graphs

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Food & Beverage Management – Sudhir Andrews
Food & Beverage Management – Jag Mohan Negi
Financial Management – I.M. Pandey
Food & Beverage Service – Lilicrap& Cousins
Food & Beverage Service – Vijay Dhawan

RESORT & CLUB MANAGEMENT

Course Code: BHM 710

Credit Units: 02

Course Objective:

At the end of the semester students will be able to-

- Describe the history, growth, and development of resorts and the gaming industry.
- Describe key marketing and financial aspects of resorts and the gaming industry.
- Identify the demographic characteristics of resort and casino patrons.
- Describe the process of resort planning and development, and the basic elements of a resort complex.
- Summarize current developments in casino gaming, resorts, and the future trends.
- Identify the various social, economic, and cultural concerns related to the resort and gaming industry.
- Identify key recreational activities and facilities common to resorts.

Course Contents:

Module I: Introduction: -

- A. The History and Characteristics of Resorts
- B. The Resort Concept
- C. The Development of Gaming

Module II: Resort Planning and Development: -

- A. Investment Consideration
- B. The Role of Planning and Management
- C. Planning, Facilities, Grounds Maintenance
- D. Planning and the Leisure concept
- E. Food and Beverage planning

Module III: Recreational Activities

- A. Golf, B. Tennis, C. Snow sports, D. Water sports
- E. Spa and Health Club Facilities, F. Recreational Infrastructure and Nature
- G. Theme Resorts

Module IV: Managing the Resort:

- A. Personnel organization and Human Relations
- B. Wage and Salary Administration
- C. Employee Productivity
- D. Labor force (hiring, retention, turnover)

Module V: Future Trends in Resort Development, Management, and Planning

- A. Planning for community cohesiveness
- B. Historical challenges and problems of resort development
- C. Determining the Economic Impact of the Resort and Gaming Industry
- D. Social and Cultural Aspects of Gaming

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Hasimoto, K., Kline, S., and G. Fenich. 1998. Casino Management: Past, Present, and Future. (2nd Edition). Dubuque: Kendall & Hunt.

Mill, R.C. 2001. Resorts: Management and Operation. New York: Wiley & Sons.

FACILITY MANAGEMENT, PLANNING AND DESIGN - II

Course Code: BHM 705

CreditUnits: 02

Course Objective:

At the end of the semester the students will be able to-

- Explain & understand project management, kitchen stewarding layout and design and equipment planning and methods of energy conservation.

Course Contents:

Module I: Project Management

Introduction of Network analysis
Basic rules and procedures for Network analysis
C.P.M. and PERT
Comparison of CPM and PERT
Classroom exercises
Network crashing determining crash cost, normal cost.

Module II: Kitchen Stewarding Layout and Design

Importance of kitchen stewarding
Kitchen stewarding department layout and design
Equipment found in kitchen stewarding department

Module III: Stores – Layout and Design

Stores layout and planning (dry, cold and bar)
Various equipment of the stores work flow in stores

Module IV: Car Parking

Calculation of car park area for different types of hotels

Module V: Energy Conservation

Necessity for energy conservation
Methods of conserving energy in different area of operation of a hotel
Developing and implementing energy conservation program for a hotel

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE

Weightage (%)	30	15	5	50
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Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text&References:

Text:

- Systematic Layout Planning by Richard Muther, Cahnners Books Division of Sahnners Publishing Company Inc. 9 Franklin Street, USA
- Food Service Planning- Layout Equipment by Lendal H Kotschevar&Margrat E Terrell

References:

- Management Operations & Research by N. Satyanarayan&Latika Raman, Himalaya Publishing House.
- Hospitality Facilities Management and Design by David M Stipanuk

HUMAN RESOURCE MANAGEMENT

Course Code: BHM 706

CreditUnits: 02

Course Objective:

Human Resource Management has acquired significance in the process and problems of developments both in the case of developed & developing nations of the world. It has acquired importance in the case of tourism & hospitality management in creating permanent & better images in the minds of tourists coming with specific perception & motivations. Further it is a complex phenomenon with many equally important components; each requires special skills & talents. The present course intends to place focus on various segments of the hospitality with regards to management of human resources.

Course Contents:

Module I: Introduction to Management

Definition, Nature, Scope and Functions of Management,
Levels of Management and
Management Theories - Classical and Neo - Classical Theories
Systems Approach to organization, Modern Organization Theory.

Module II: Different Function of Management

Planning
Organizing
Staffing
Directing
Management Control

Module III: Human Resource Management

Role, importance, & Applications in hotel Industry

Module IV: Human Resource Planning

Importance and Relevance of HRP, job analysis, Job Description, Job Specification & Job Evaluation
Method

Module V: Recruitment and Selection

Sources of Recruitment, Selection Process, Induction & Orientation.

Module VI: Training and Development

Training Methods and Evaluation

Module VII: Other Human resource related Functions

Motivation and Productivity
Job Enrichment
Career planning employee counseling
Employee Benefits and Welfare Scheme

Module VIII: Disciplinary Issues

Employee Grievance handling process

Module IX: Case Study

Live case study on HR from Hospitality industry, solving problems & implementation.

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- HR Development- Quarterly Journal of Administration (ILE), Vol. II, by Briggs B.
- Human Resource Development in Tourism & Hospitality by Dr. JM Negi, Frank Bros, New Delhi.
- Personnel Management by Devans R.S., Vikas Publishing House, New Delhi.

References:

- The Personnel Management Process: Human Resource development by French, Wendell, Houghton Mifflin Company, Bombay
- Personnel Management by Monappa, A.S., Mirza, S, Tata McGraw Hill, Bombay.

BAKERY & CONFECTIONARY – VLAB

Course Code: BHM 720

Credit Units: 03

Course Objective:

At the end of the semester the students will be able-

- To learn about the advance bakery and confectionary
- To make a bakery product and would be able to explain the meaning of the dishes
- To use the equipments confidently
- To learn the advance techniques used in bakery.

Course Contents:

MODULE I: GLOSSARY OF BAKERY TERMS

MODULE II: BAKERY AND CONFECTIONERY RAW MATERIAL

a. Cereals – structure of cereal grain, types of flour, constituents of flour b. Sugar c. Fats d. Milk and milk products e. Salt, spices and flavorings f. Yeast g. Eggs-structure of an egg. Uses of egg in bakery and confectionery h. Fruits and nuts – types i. Flavors and colors

MODULE III: BREAD MAKING & CHARACTERISTICS OF A GOOD BREAD - INTERNAL AND EXTERNAL

straight dough method, no time dough method, salt delayed method, sponge and dough method, sour dough physical changes occurring in bread making and baking. Oven spring and oven break

MODULE IV: CAKE MAKING METHODS

Creaming method, whisking method, flour batter method, sugar batter method, all in one method. Characteristics of a good cake – internal and external cake.

MODULE V: NON EDABLE DISPLAYS

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz
- Essential of Cooking by James Peterson published by Artisan

ADVANCE FOOD PRODUCTION MANAGEMENT – I (LAB)

Course Code: BHM 721

Credit Units: 03

Course Objective:

At the end of the semester students will be able to-
Demonstrate and prepare international cuisine menus, cakes, pudding, bread, cold cuts and pate.

Course Contents:

Course menus from the following cuisines

I REGIONAL

- Awadh
- Goa
- Hyderabad
- Kashmi
- Punjab
- Rajasthan
- South India and its region

INTERNATIONAL

- Italian
- Chinese
- German
- Middle east
- French

Chutneys: Mujehcheten, Ganda Cheten, Dueencheten, Alehcheten (pumpkin chutney)

Accompaniments: sauces, marinates

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- Theory of Catering by KintonCesserani, Published by Hodder& Stoughton
- Practical Cookery by KintonCesserani, Published by Hodder& Stoughton

References:

- Theory of Cookery by K Arora published, Frank Bros &Co. New Delhi
- Professional Chef by John Wiley
- Ultimate Cooking Course by Carole Clement publish by Joana Lorrenz

ADVANCE FOOD AND BEVERAGE MANAGEMENT– I (LAB)

Course Code: BHM 722

CreditUnits: 03

Course Objective:

At the end of the semester students will be able to-

- Prepare and give presentation on case studies on planning of F&B outlets
- Plan and supervise service of banquet, buffet, cocktails, gueridon service and setup bar for parties.

Course Contents:

Module I: Different types of Set-up: -

Tray and Trolley set-up for Breakfast, Lunch & Dinner

Room Service Tray-Trolley Set-up

Module II: Phone Handling

While taking an order

While taking reservation in restaurant & banquets

Napkin folding

Module III:Service of Non-Alcoholic Beverage like Tea, Coffee & Aerated Beverage

Module IV: Preparation and set-up of the Restaurant with Mise-en-place & Mise-en-scene

Module V:

Guest handling techniques

Crumbing

Standard procedure for clearance of table

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text&References:

Text:

- A Guide to Spirit & Liquor by Valton
- Food & Beverage Service by Lilicrap; J Smith R
- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi

References:

- Food & Beverage Costing by Dr. JM Negi; Himalaya Publishing House, New Delhi
- Food & Beverage Laws-food Safety & Hygiene by Dr. JM Negi; Aman Publication, New Delhi

ADVANCE FRONT OFFICE OPERATION MANAGEMENT – I (LAB)

Course Code: BHM 723

Credit Units: 03

Course Objective:

At the end of the semester the students would be able to-

- Exposure with the essentials of internet technology and to provide them the basic, conceptual and applied knowledge of marketing in the era of technological convergence
- Providing them the knowledge of various tools and techniques of internet marketing.

Course Contents:

Module I: Revision of previous (VI) Semester

Module II: Foreign currency & Credit Card handling

Module IIBHM I: Dealing with group arrival & departures

Module IV: Planning of Itinerary (Domestic & International)

Module V: Handling of Guest Complaints, Enquiries & Requests

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text & References:

Text:

- Hotel & Motel Management & Operation by William S Gray
- Hotel Front Office Management by Bardi, John Willy and Sons
- Hotel Management – Accounting & Control by Dr. Jagmohan negi, Himalaya Publishing House, New Delhi

References:

- Front Office by Abbott, Butter Worth Hiemann.
- Principals of Hotel Front Office Operation by Baker, Cossell
- Check-in – Check-out by Gary K Vallen
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, AmityUniversity Press, New Delhi

ADVANCE ACCOMMODATION OPERATION MANAGEMENT (LAB) - I

Course Code: BHM 724

CreditUnits: 03

Course Objective:

At the end of the semester the students will be able to-

- Making all necessary required documentation
- Making of budget operation & capitol
- Preparation of basic interview technique
- Understand planning & organization of housekeeping department and its budget preparation & budget re-controls. Students will also be exposed for safety norms in hospitality industry.
- Understand the concept of interior designing & its benefits.
- It is going to be comprehensive study in accommodation management.
- Understand different types of boutique hotels
- Maintenance of garden area and greenery of hotel in & out area.
- It is going to be comprehensive study in accommodation management

Course Contents:

Module I: planning & organizing

Property set up for routine operation Make duty roaster & Rota. Prepare an inspection check list and make snag list Linen Inventory – Stock taking, taking occupancy, make special cleaning chart And all other formats

Module II New trends in Hospitality Housekeeping

New style of décor
New machineries & HK equipment
New types of Chemical
New scientific techniques
Training & motivation
Ecofriendly amenities, process and products
Software & computer usage in Housekeeping
Latest technology used in hotels during daily operations

Module III Budgets: Basic knowledge on preparation of budgets based on a mock data of

Housekeeping department

Practice with mock sessions of interviewing candidates

Module IV

Team cleaning Management
Designing Training modules/standard operating procedure/

Module V Landscaping

Different component of landscaping and allocation of areas in garden area, various fertilizer & medicine to be used in gardening

Component of Horticulture

Bonsai / Indoor plants

Module VI: Ecotels

Various environmentally friendly practices followed by hotels while doing construction. Making of an environmentally friendly practice

Environment friendly housekeeping practices
Ecofriendly products
Energy & water conservation system

Selection of sites
Hotel design & construction
Various practices to be follow

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text & References:

Text:

- Professional Management of HK by Robert J Martin
- Hotel Hostel & Hospital Housekeeping-Joan C Branson Published by Hodder & Stoughton.

References:

- Professional House Keeping by Madlin Tucker
 - Housekeeping Management by Keppa Margret M
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi

Bar Operations Lab

Course Code: BHM725

Credit Units: 03

Course Objective:

Students will be able to understand and demonstrate:-

- Service of All Alcoholic Beverages
- Bar Inventory, ordering, Supply & receiving techniques in bar.
- Menu Planning & customer handling in BAR
- Demonstrate knowledge and skill required to carry out Bar Service Operations

Course Contents:

Module I: Alcoholic beverages service

Service of wine

Service of sprits

Service of beer

Service of liquor

Module II: Menu engineering

Menu engineering process

Menu Planning

Module III: Bar Indenting

Indenting of Alcoholic beverages

Indenting for non-alcoholic beverages

Module IV: Role Play

Managerial skills

Duty Rota & duty Roaster

Module V: Customer Handling

Handling drunken & fussy guest

Handling Guest complaints

Examination Scheme:

Internal: 50 Marks

Components	JE(continue evaluation)	LE(continue evaluation)	Assignment	VV	A
Weightage (%)	05	15	15	10	5

End-Term: 50 Marks

Components	JE	VV	INDENT/ worksheet	LE
Weightage (%)	05	05	10	30

Abbreviation: JE= Journal Evaluation; LE= Lab Evaluation; VV= Viva-Voce. A: Attendance

Text &Reference:

Managing Bar and Beverage Operations – Lendal H. Kotschevar& Mary L Tanke

Serving Food and Drink in the Bar – Stanley Thornes

CUSTOMER RELATIONSHIP MANAGEMENT

Course Code: BHM707

Credit Units: 02

Course Objective:

Students will be able to understand and explain that:

Customer Relationship Management is to provide information for the students about practical approach to understand a comprehensive view of CRM and show them how to successfully implant an enterprise customer focused solution. It gives a good definition of CRM functionality but also gives detailed guidance of how to approach CRM in organization. This also refers to an excellent study into what defines today's best practices in the CRM industry. It covers all subject areas on the different topics of CRM. A CRM approach that is responsive, flexible and personalized to each customer. Use of E-Commerce in CRM.

Course Contents:

Module I: Customer Relationship Management

Definition of CRM & Scope

The Power of CRM (scope & dimension). The need for CRM
CRM Success factor

Module II: The Customer Service / Sales Profile

Types of CRM strategies

CRM in relation to Customer Service

CRM Creating demand for Tourism

Role of Service Associates (Case Study)

Module III: Choosing your CRM Strategy

CRM Strategy Starting Point

The CRM Strategy Creation

Identify Potential Strategies

Module IV: Managing and Sharing Customer Data

Managing Customer Information

Ethics and legalities of Data use

Module V: E-Commerce Customer relationship

CRM on Internet

Choosing the Right niche

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & References:

Text:

- CRM by Kristen Anderson & Carl Kerr Tata McGraw Hills

References:

- The CRM Hand-book-Jill Dyche -Pearson Education Singapore
- Management & Public Relation & Communication by Shailesh Sen Gupta - Vikas Publishing House, New Delhi.

RESTAURANT MANAGEMENT

Course Code: BHM708

Credit Units: 02

Course Objective:

Students will be able to understand and explain that:-

- History of Bar “Types of Bar and Social & Management concerns about alcohols market”.
- Bar layout service processors and selling techniques in bar.
- Marketing Beverage Operations and Bar Control Systems.

Course Contents:

Module I: Introduction to Bar and Beverage Operation

A brief History
Types of Bar and Beverage Operation
Managing Bar and Beverage Operation
The future of Bar

Module II: Social Concerns and Management

Responsibility in today’s Alcohol Market
Third – Part liability
Changing Drinking Patters
Health Concerns
Maintaining a professional and Hygienic appearance

Module III: The Bar

Bar layout
Basic Bar Arrangements
Bar equipment, Accessories
Bar Sanitation

Module IV: Service procedures and Selling Techniques

A service Orientation
Establishing Service Standards
Handling Service Problems
Selling – Techniques and Strategies

Module V: Marketing Bar and Beverage Operations

Special consideration in Bar and Beverage Marketing
The Marketing Mix
Product and Place
Price: Beverage-Pricing Strategies

Module VI: . Bar Control Systems

The Control System

Product Control

Sales Profitability and Control

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & Reference :

Managing Bar and Beverage Operations – Lendal H. Kotschevar& Mary L Tanke

Serving Food and Drink in the Bar – Stanley Thornes

SAFETY & SECURITY MANAGEMENT

Course Code: BHM709

Credit Units: 02

Course Objective:

Students will be able to understand and explain that:-

- History of Bar “Types of Bar and Social & Management concerns about alcohols market”.
- Bar layout service processors and selling techniques in bar.
- Marketing Beverage Operations and Bar Control Systems.

Course Contents:

Module I: Planning for safety

Planning: Definition, purpose, nature, scope and procedure, range of planning, variety of plans, strategic planning and process of implementation, Management by objectives and its role in safety, policy formulation.

Module II: Organizing for Safety

Organizing: Definition, need, nature and principles Organizing of Safety: Organisation structure and safety department Safety Committee: Structure and functions, line and staff functions for safety.

Module III: Types of Security

Personal Security, Security of personnel – Subversion-Subversive, Security of information, Security of material – Sabotage – Saboteur their plan and action, Physical and Non-Physical Security.

Module IV : Industrial Security

Factory internal and external security, Inflammable tankers/trucks checking procedure, materials/goods-Inward and outward, patrolling duty, communication and liaison with concerned departments, housekeeping check, Industrial safety procedure, work permit system, Unsafe act and unsafe conditions, Industrial Accidents, Disaster Management

Examination Scheme:

Components	AS	P	V	CT average of three	A	EE
Weightage (%)	30			15	5	50

Abbreviation: AS: Assignment, P: presentation V: Viva;A: Attendance, CT: class test EE : End Term Examination

Text & Reference :

Safety and environmental management by Daniel Della-Giustina

National Safety Council Hand book for accident prevention



AMITY UNIVERSITY

RAJASTHAN

Amity School of Hospitality (ASH)

Program Name: Bachelor of Hotel Management

EIGHTH SEMESTER

Code	Course	Category	L	T	P/FW	Total Credit
BHM 860	Dissertation – Research project on Hospitality & Tourism					8
BHM 850	Practice School/ Specialized Training (Jan to April)	CC	-	-	-	20
Total						28

HOSTILITY AND TOURISM RESEARCH PROJECT

Course Code: BHM 860

Credit Units: 08

Course Objective:

The purpose of research is to seek answers to problems through the application of scientific methodology, which guarantees that the information is reliable and unbiased. This information is utilized to make conclusions and recommend solution. Some elementary factors need to be kept in mind while preparing a research and deciding the topic, these could be based on its relevance, feasibility, coverage, accuracy and research, objectivity and ethics.

To deal with surging information data regarding the various aspects of tourism industry, one should have a working efficiency with research and statistical techniques. The techniques may be applied in collecting, organizing, analyzing and interpreting data for decision-making. These may also be applied for formulating and

testing research hypothesis. The course has been designed to equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them. Students will master the skill for-

- Writing different types of research proposals and reports
- Constructing the relevant tools of research
-
- Conduct a research project using appropriate qualitative and quantitative techniques
- Do presentation with the help of tutorial aid
- Evaluate a research report.

The research topic should be assigned by the deputed subject faculty in the beginning of semester & should be approved by PL & HOI. Continuous monitoring and guidance should be provided to student at all the steps.

At the term end, the research project will be presented before a panel and evaluated by examiners (As nominated by HOI). The evaluation should be based on presentation, viva, report content & format & conclusion.

Examination Scheme:

Internal Assessment:

Abstract: 10

Draft: 15

Research Orientation: 10

Reading: 05

External Evaluation:

Objective: 05

Issue Profile: 10

Comprehensiveness 10

Relevance: 10

Presentation: 15

Viva: 10

Text & References:

Text:

- Applied General Statistics by Crovton and Crowder
- Behavioural Process in Organizations by Pareek, U.Rao. T.V. Pestonjee D.M
- Professional Hotel Management by J.M. Negi, S Chand & Co, New Delhi

References:

- Towards Appropriate Tourism– The case of Developing Countries by Peter long Frankfurt
- Method of Social Research – New York; The Free Press
- How to Complete Your Research Work Successfully by Judith Bell; UBS Publisher, Delhi
- How to Research and Write a Thesis in Hospitality & Tourism by James M. Paynter, John Wiley & Sons, New York, USA.
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Methodology & Techniques of Social Research by Wilkinson & Bhandarkar
- Methods in Social Research by Gode WJ & Hatt PK
- Scientific Social Surveys & Research by Poulina Young & CF Schmid
- Evaluation Information: A Guide for users of Social Scienc by Lescard, Kartzer Jeffery
- Understanding & Conducting Research Application Education & Behavioural Sciences- 2nd Edition.

FOOD PRODUCTION TRAINING REPORT

Course Code: BHM 850

Credit Units: 20

Course Objective:

At the end of the specialized training the student would be able to;

- (viii) HACCP & hygiene procedures & practices maintained by the department
- (ix) Recipe standardization & product development
- (x) Explain the organizational structure of the department
- (xi) Menu development & designing & requirement for different events, festivals & theme parties.
- (xii) Describe job description of various job titles, work schedules, opening & closing duties.
- (xiii) Explain various sections and their functions
- (xiv) Identify forms/formats, records and registers maintained by department
- (xv) Know the Help in preparation of various dishes, garnish and service
- (xvi) Observe food production standards of finished products
- (xvii) Standard purchase system

On completion of the project the student will be required to submit the following:

Project File or Specialised workflow log book - The File is the principal means by which the work carried out will be assessed and therefore great care should be taken in its preparation.

In general, the File should be comprehensive and include:

- A short account of the activities that were undertaken as part of the training;
- A statement about the extent to which the training has achieved its stated goals.
- A statement about the outcomes of the learning, evaluation and dissemination processes engaged in as part of the training;
- Any activities planned but not yet completed as part of the training, or as a future initiative directly resulting from the project;
- Any problems that have arisen that may be useful to document for future reference.

Training Report

The report should be submitted in duplicate (2 copies) spiral bound and a CD and should contain the following components:

- **Title or Cover Page**

The title page should contain the following information: Department Name; Student's Name; Course; Year; Supervisor's Name.

➤ **Acknowledgements**

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➤ **Table of Contents**

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➤ **Introduction**

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➤ **Materials and Methods**

This section should aim at experimental designs, materials used. Methodology should be mentioned in details including modifications if any.

➤ **Suggestions**

In writing these section, emphasis should be given on what has been performed and achieved in the course of the work and any ideas/suggestions they feel will can be implemented, rather than discuss in detail what is readily available in text books. Avoid abrupt changes in contents from section to section and maintain a lucid flow throughout the thesis.

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A conclusion should be the final section in which the outcome of the work is mentioned briefly.

➤ **Appendices**

The Appendix contains material which is of interest to the reader ,and may include any forms, formats and any problem that have arisen that may be useful to document for future reference.

➤ **Performance Appraisal & Completion Certificate** duly signed and stamped
Examination Scheme:

Project Report:	50
Log book + Attendance + Appraisal	20
Presentation & Viva Voce:	30
Total:	100

FOOD AND BEVERAGE SERVICE TRAINING REPORT

Course Code: BHM 850

Credit Units: 20

Course Objective:

At the end of the specialized training the student would be able to:

- (ix) Explain the hierarchy of department
- (x) How to maintain logbook, cover registrar,
- (xi) List all reports generated in department (including breakage, cover, sales, inventory, duty roasters, duty Rota etc.)
- (xii) Menu of different specialized restaurant and bar card
- (xiii) The total overall operation & planning shift wise
- (xiv) Layout of different restaurants for different timings
- (xv) Equipment's specification along with manufactures & pricing
- (xvi) List of alcoholic beverages along with the brand name, costing, pricing, licenses maintained by hotel.

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Presentation & Viva Voce: 30

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FRONT OFFICE MANAGEMENT TRAINING REPORT

Course Code: BHM 850

Credit Units: 20

Course Objective:

At the end of the specialised training the student would be able to:

- (v) Guest handling ,critical situations handling
- (vi) Property management system , hotel software
- (vii) Revenue management , strategies , reports
- (viii) Presentation skill , grooming , verbal communication
- (ix) Front office management , staffing
- (x) Documentation ,logbook , shift handling ,staffing , inter office communication
- (xi) Guest history management feedback handling
- (xii) understand various procedures & functions followed for:-
 1. reservations
 2. reception & information
 3. bell desk
 4. bails and cash
 5. guest relations
 6. night auditing
- (xiii) Maintain various records & registers and understand their uses.

On completion of the project the student will be required to submit the following:

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ACCOMMODATION MANAGEMENT TRAINING REPORT

Course Code: BHM 850

Credit Units: 20

Course Objective:

At the end of the specialized training the student would be able to:

- vii) To learn about the different reports maintained by housekeeping department
- viii) Interior decoration & sizes of the rooms
- ix) Interior decoration & sizes of the various public areas.
- x) Various furniture, fixtures & equipment's maintained in Guest rooms & public areas.
- xi) HVAC (heat ,ventilation, air-conditioning) & lighting
- xii) Provisions & requirements for handicapped room
- xiii) Facilities provided by management for smoking & non-smoking rooms
- xiv) Understand and explain the organization structure and various sections of the department
- xv) Maintain various records and registers (scanned copies of same has to be attached)
- xvi) Pest control chemicals, room cleaning chemicals, guest room supplies, Laundry chemicals , bathroom amenities (Sizes & companies) along with material safety data sheet.

On completion of the project the student will be required to submit the following:

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