

# **KAZI NAZRUL UNIVERSITY**



## **SYLLABUS**

### **BACHELOR OF HOTEL MANAGEMENT (BHM)**

**Under  
National Curriculum and Credit Framework (NCCF)  
(As per NEP 2020)**

**2023-24**

# SEMESTER- I

## MAJOR COURSE - 1

**Course Name : Foundation Course in Food and Beverage Production & Service -I**

**Course Code : BHMMJ101**

Course Type: <b>Major</b> (Theoretical & Practical)	Course Details: <b>MJC-1</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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**Course Objective:**

This course provides comprehensive knowledge and develops technical skills in the fundamental aspects of Food and Beverage Production & Service operations in the hotel industry.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Identify different types of equipment and their safety, operating procedures and know the various kinds of modern cooking equipment and their uses in the kitchen.
- Familiarize with various cooking methods concerning taste and texture and to know the utensils and equipment used in various cooking methods
- Examine the suitability of different methods of food and beverage service to manage customer expectations.
- Identify, use and care for various tools and equipment used in the key functional areas of Food and Beverage Department

**Course Contents:**

**Unit- 1: Professional Kitchen & Cooking:** - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments. Kitchen Equipment, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts

**Unit-2: Food and Beverage Services:** - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts(Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, , Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.

**Unit-3: Ingredients used in cooking:** Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, Dressings, emerging trends.

**Unit-4: Food Service:** Food Service Equipment, Classification, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Side Stations. Table Crockery, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Receiving and Greeting the Guests. Mise-en-place and Mise-en-scene, arrangement and setting up of station, Functions performed while holding a station, Method and procedure of taking a guest order.

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment-15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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### **Practical**

1. Understanding Personal Hygiene & Kitchen Hygiene
2. Grooming for Professional Kitchen – Do's & Don't's
3. Understanding kitchen Layouts.
4. Familiarisation with kitchen equipment and tools
5. Fuels –Their usage and precautions
6. Kitchen First Aid
7. Handling Fire
8. Familiarization, identification of commonly used ingredients in kitchen
9. Preparation of Stocks, Mother Sauces and at least two derivatives each.
10. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups,
11. Bisques, Cold Soups, Chowders and others)
12. Understanding Methods of Cooking & HACCP Standards
13. Cooking in Professional Kitchen – Do's & Don't's
14. Understanding Eggs and their simple Breakfast Preparations
15. Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
16. Understanding Personal Hygiene– Do's & Don'ts
17. Familiarisation with Food Service equipment and tools
18. Setting up of Side Station,
19. Table Layouts, Napkin Folding.
20. Carrying of salver.
21. Receiving guest, Presenting Menus, Presentation of Bills

22. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment.

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**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
  - Cooking Essentials for the New Professional Chef
  - Food Production Operations: Parvinder S Bali, Oxford University Press
  - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
  - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
  - Practical Cookery By Kinton & Cessarani
  - Practical Professional Cookery By Kauffman & Cracknell
  - Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
  - Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
  - The Professional Chef: Le Rol A. Polsom
  - Theory of Catering By Kinton & Cessarani
  - Theory of Cookery By K Arora, Publisher: Frank Brothers
  - Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
  - Food & Beverage Service Management – Brian Varghes
  - Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
  - Food & Beverage Service Lillicrap & Cousins, ELBS
  - Introduction F & B Service- Brown, Heppner & Deegan
  - Menu Planning- Jaksu Kivela, Hospitality Press
  - Modern Restaurant Service- John Fuller, Hutchinson
  - Professional Food & Beverage Service Management – Brian Varghese
  - The Restaurant (From Concept to Operation)
  - The Waiter Handbook By Graham Brown
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## MINOR COURSE - 1

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**Course Name : Foundation Course in Accommodation and Front Office -I**

**Course Code : BHMMN101**

Course Type: <b>Minor (Theoretical &amp; Practical)</b>	Course Details: <b>MNC-1</b>		L-T-P: <b>3 – 0 – 4</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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**Course Objective:**

This course provides an overview of the duties and responsibilities of the staff in the Front Office and House Keeping Department and its areas of work, the growth and development of the hotel industry in India and abroad, their facilities, and security procedures, different types of hotels, rooms and staff specifications.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Classify and identify various hotel chains of the world
- Recognize the different function areas of the hotel.
- Identify various guest accommodation and services.
- Describe various duties and responsibilities of front office personal.

**Course Contents:**

**Unit- 1: Accommodation Sector:** - Introduction, Concept, and its importance; Types & classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton,Marriott, Hyatt

**Unit -2: The Guest Accommodation:** Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies

**Unit-3: Hotel Front Office :** Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards, Types of hotel uniform on the basis of hotel's

theme.

**Unit-4: Hotel Housekeeping:** Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel, Modern terms for Housekeeping personnel in different brands

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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### **Practical**

1. Understanding Personal Hygiene Grooming Standards
2. Understanding Layouts of Front Office and Housekeeping.
3. Familiarisation with equipments and tools
4. Rooms layout and standard supplies. (Amenities)
5. DO'S and Don'ts for new entrants/employees in the front office
6. Hotel terminology

**Note:** For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

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### **Suggested Readings:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
  - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
  - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
  - Housekeeping and Front Office – Jones
  - Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
  - The Professional Housekeeper – Tucker Schneider,; Wiley Publications
  - Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
  - Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
  - Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
  - Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
  - Front Office Operations – Colin Dix & Chris Baird.
  - Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
  - Managing Front Office Operations By Kasvan & Brooks
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**Course Name: Choose from the Pool of Multidisciplinary Courses offered in 1st Semester**

**Course Code: See Pool; Course Type: MD; Course Details: MDC-1**

**L-T-P: 3 -0 -0; Course Credit: 3**

**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination- 35;**

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Syllabus to be provided by the University separately

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**Course Name: English/MIL Communication**

**Course Code: See Pool; Course Type: AE; Course Details: AEC-1**

**L-T-P: 4-0-0; Course Credit: 4**

**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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Common Syllabus to be provided by the University

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## SKILL ENHANCEMENT COURSE - 1

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**Course Name : Foreign Language Skills – I (French)**

**Course Code : BHMSE101**

Course Type: <b>SE (Theoretical)</b>	Course Details: <b>SEC-1</b>		L-T-P: <b>2-1-0</b>		
Credit: 3	Full Marks: <b>50</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>15</b>		<b>35</b>

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**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination- 35;**  
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**Course Objective:**

The course is aimed at developing French language skills in hospitality students.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Understand Pronunciation of French alphabets & counting.
- Give their Self Introduction in French.
- Make Simple translation from English to French.
- Make Conversation in French by different Role-plays.

**Course Contents:**

**Unit - 1:** Pronunciation - The Alphabet - The Accents; ‘Formules de politesse’; The numbers: Cardinal– Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir

**Unit - 2:** Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles

**Unit - 3:** Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)

**Unit - 4 :** Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives  
Simple translation

**(Oral)**

Role-playing of different situations, Understanding questions, Conversation, Picture composition

**Suggested Readings:**

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- A Votre Service 1
- French for Hotel and Tourism Industry by S.Bhattacharya
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

# SEMESTER- II

## MAJOR COURSE - 2

**Course Name : Foundation Course in Food and Beverage Production & Service -II**

**Course Code : BHMMJ201**

Course Type: <b>Major</b> (Theoretical & Practical)	Course Details: <b>MJC-2</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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### Course Objective:

This course gives an insight into the fundamental processes used in cooking with egg, meat, fish and vegetable cookery and commercial catering.

### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Learn methods of cooking applied in the kitchen
- Understand egg cookery, poultry, Fish and meat cookery.
- Various aspects of room services.
- Different dimensions of commercial catering.

### Course Contents:

#### Unit 1

**Methods of Cooking:** - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

**Vegetable, Cuts & Cookery:** Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects.

**Food Cost & menu planning:** Introduction to food cost, concept of costing in food production, use of different cost in food production, introduction to menu planning, different types of menu, use of menu, yield management, process of implementation of yield management. Forecasting and Budgeting, Production planning and Scheduling, Production Quality and Quantity Control, Yield Management, Food cost control, waste management.

## Unit 2

**Room Service/ In Room Dining:** Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

## Unit 3

**Eggs, Poultry, Meat and Fish:** Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification ( Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling. Fishes in cooking-Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

## Unit 4

**Commercial Catering:** Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, and Afternoon & High Teas: Introduction, Menu, Cover & Service.

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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### Practical

1. Understanding Methods of Cooking & HACCP Standards
2. Cooking in Professional Kitchen – Do's & Don't's
3. Understanding Eggs and their simple Breakfast Preparations ;Preparation of:
  - Hard & soft boiled eggs.
  - Fried eggs.
  - Poached eggs.
  - Scrambled eggs.
  - Omelet's (Plain, Spanish, Stuffed)
4. Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
5. Vegetables –Their usage and cooking precautions
6. Cuts of vegetables
7. Simple Vegetable and Meat Cookery
8. Identification of types of rice varieties & pulses.
9. Simple preparation of Boiled rice (Draining & Absorption) method.
10. Fired rice.
11. Simple dal preparation
12. Simple Breakfast Preparations:
13. Preparation of Continental Breakfast
14. Service of tea.

15. Bar setup of different types & operations.
  16. Conducting briefing/ de- briefing for F & B outlets.
  17. Preparation bar menus.
  18. Understanding Mocktails, Their Presentation and Services ( At least ten types of Mocktails)
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**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
  - Cooking Essentials for the New Professional Chef
  - Food Production Operations: Parvinder S Bali, Oxford University Press
  - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
  - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
  - Practical Cookery By Kinton & Cessarani
  - Practical Professional Cookery By Kauffman & Cracknell
  - Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
  - Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
  - The Professional Chef: Le Rol A. Polsom
  - Theory of Catering By Kinton & Cessarani
  - Theory of Cookery By K Arora, Publisher: Frank Brothers
  - Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
  - Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
  - Food & Beverage Service Lillicrap & Cousins, ELBS
  - Introduction F & B Service- Brown, Heppner & Deegan
  - Modern Restaurant Service- John Fuller, Hutchinson
  - Professional Food & Beverage Service Management – Brian Varghese
  - The Restaurant (From Concept to Operation)
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## MINOR COURSE - 2

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**Course Name : Foundation Course in Accommodation and Front Office -II**

**Course Code : BHMMN201**

Course Type: <b>Minor (Theoretical &amp; Practical)</b>	Course Details: <b>MNC-2</b>		L-T-P: <b>3 – 0 – 4</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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### Theory [50]: Continuous Assessment-15 & End Semester Examination-35

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#### **Course Objective:**

This course help to understand front office operations and equipment, cleaning equipment and their uses, filling up of front office forms and formats, welcoming the guest, and guest room services.

#### **Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Acquire knowledge about cleaning agents and cleaning equipment.
- know about the different types of reports, formats & keys used in the hotels.
- Get the knowledge regarding the various equipment used in front office and the reservation process.
- Learn about the process of cleaning the guest rooms.

#### **Course Contents:**

##### **Unit 1**

**Cleaning Science:** Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Brand study of Cleaning agents and equipment, Price review, Placing tender and choosing suppliers of cleaning agents, Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal, Brand study on Floor finishes and Price review.

##### **Unit 2**

**Housekeeping Procedures:** Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, checklist, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

### Unit 3

**Basic Front Office Operations:** Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

### Unit 4

**The Guest Room Servicing:** Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy, Guest room maintenance cost calculation.

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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### Practical

1. Identification and familiarization with cleaning equipments and agents.
2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
4. Identification and familiarisation with front desk equipments and Performa's.
5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
6. Skills to handle to telephones at the reception- receive/ record messages.
7. Skills to handle guest departure (fits and groups)
8. Preparation and study of countries, capitals, currencies, airlines and flags chart
9. Role play:
  - a. At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
  - b. At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
  - c. Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

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### Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill

- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

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**Course Name: Choose from the Pool of Multidisciplinary Courses offered in 2nd Semester**

**Course Code: See Pool; Course Type: MD; Course Details: MDC-2**

**L-T-P: 3-0-0; Course Credit: 3**

**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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Syllabus to be provided by the University separately

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**Course Name: Environment Studies**

**Course Code: VAC201; Course Type: VAC; Course Details: VAC-1**

**L-T-P: 4 -0-0; Course Credit: 4**

**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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Common Syllabus to be provided by the University

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## SKILL ENHANCEMENT COURSE - 2

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**Course Name : Foreign Language Skills – II (French)**

**Course Code : BHMSE201**

Course Type: <b>SE (Theoretical)</b>	Course Details: <b>SEC-2</b>		L-T-P: <b>2-1-0</b>		
Credit: 3	Full Marks: <b>50</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>15</b>		<b>35</b>

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**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination- 35;**  
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**Course Objective:**

The course is aimed at developing French terminology used in the hospitality industry.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Understand various French terminologies used in hotel business.
- Get better understanding of French wines and French classical menus.
- Make Simple translation from English to French.
- Make Conversation in French by different Role-plays.

**Course Contents:**

**Unit-1 :** Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions.

**Unit-2 :** Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce> ; Conversation basic : In the restaurant (how to place/take order, billing etc.)

**Unit- 3 :** Name of French wines , French cheese and seasonings ; Reading a wine lable ; The recent past tense ; The immediate future tense ; Conversation basic: hotel room reservation (to make/cancel the reservation)

**Unit - 4:** The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight)

**(Oral)**

Role-playing of different situations, Understanding questions, Conversation, Picture composition

**Suggested Readings:**

- Larousse compact Dictionary: French-English/ English-French
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- French for Hotel and Tourism Industry by S.Bhattacharya
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

# SEMESTER- III

## MAJOR COURSE - 3

**Course Name : Catering Technology-I**

**Course Code : BHMMJ301**

Course Type: <b>Major</b> (Theoretical & Practical)	Course Details: <b>MJC-3</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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### Course Objective:

The course is aimed at learning the concept of various kinds of foods and the design and layout of commercial kitchen and storage systems. The course also aims to develop an interest in various Indian regional cuisines.

### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Emphasize the importance of staying updated with industry trends, technologies, and techniques to enhance culinary expertise and business acumen.
- Cultivate professional behavior, teamwork skills, and adaptability to thrive in a fast-paced catering environment.
- Understand the logistics involved in catering for events, including planning, staffing, and coordination with other vendors.

### Course Contents:

**Unit 1- Food:** Introduction: Defining food; classification of food (perishable, non-perishable, dry); constituents of foods; food processing; food preservation; food spoilage – introduction, causes of food spoilage, food poisoning, food-borne intoxication, food-borne infection. Quantitative aspect of quality, sensory quality, Food purchasing procedure, receiving and storing procedure.

**Unit 2- Design & Layout of commercial kitchen:** Overview of commercial kitchen types (restaurants, hotels, catering services), Importance of efficient layout in food service operations Historical perspective and evolution of kitchen design, HACCP principles and their application in kitchen design, AI applications for monitoring and ensuring food safety, AI tools for predictive analytics in kitchen layout optimization, Machine learning algorithms for workflow optimization,

Case studies and examples of AI-driven kitchen designs, Green kitchen initiatives and sustainable practices, AI applications in reducing food waste and energy consumption, Designing for efficient water and resource use.

**Unit 3- Design, layout & use of storage:** Importance of storage in operations management, Types of storage systems (e.g., racks, shelves, bins, automated systems) Overview of storage principles and practices, Factors influencing storage layout design (space availability, inventory types, operational requirements), Methods for determining storage space requirements (e.g., ABC analysis, SKU profiling), HACCP principles and their application in store design, Ergonomic principles for storage system design, Safety considerations (e.g., load capacity, aisle width, visibility), Automated storage and retrieval systems (AS/RS) and robotics in storage, Material handling techniques and equipment (conveyors, forklifts), Green storage initiatives (e.g., energy-efficient systems, recyclable materials), Waste reduction and recycling in storage operations, Cold storage and temperature-controlled environments, Retail storage and display considerations.

**Unit 4- Food Production Purchase Technology:** Overview of technology in food procurement, Importance of integrating technology in purchasing processes, Role of technology in enhancing efficiency and accuracy, Introduction to digital procurement systems, Features and capabilities of e-procurement platforms, Applications of AI in supplier selection and management, Predictive analytics for demand forecasting, Overview of block chain technology, Use of block chain for traceability and transparency in food supply chains, Benefits of cloud-based procurement systems, Mobile solutions for order placement and approval, Inventory management apps for mobile devices, Role of SRM systems in supplier collaboration, Tools and techniques for managing supplier performance.

**Practical:-**

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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### **Introduction to Indian Cuisine**

- Overview of regional diversity in Indian cuisine
- Importance of spices, herbs, and staple ingredients
- Introduction to key cooking techniques (e.g., tempering, slow cooking)

### **North Indian Cuisine**

- **Punjab:** Butter Chicken, Dal Makhani
- **Uttar Pradesh:** Dum Aloo, Kebabs
- **Rajasthan:** Dal Baati Churma, Laal Maas

### **South Indian Cuisine**

- **Tamil Nadu:** Sambar, Rasam, Dosa, Idli

- **Kerala:** Fish Curry, Avial, Appam
- **Andhra Pradesh:** Hyderabadi Biryani, Gongura Chicken

#### **East Indian Cuisine**

- **West Bengal:** Fish Curry, Kosha Mangsho
- **Odisha:** Dalma, Machha Besara
- **Assam:** Masor Tenga, Pitha

#### **West Indian Cuisine**

- **Maharashtra:** Puran Poli, Vada Pav
- **Gujarat:** Dhokla, Undhiyu
- **Goa:** Fish Curry, Bebinca

#### **Suggested Readings:**

- "Food Science and Technology" by Dr. R. Subbulakshmi and Dr. M. Shobha A. Udipi.
- "Food Production Operations" by Parvinder S. Bali.
- "AutoCAD Training Guide (2D & 3D)" by Sagar Linkan and M. Syed Afaq.
- "Design and Equipment for Restaurants and Foodservice: A Management View" by Costas Katsigris and Chris Thomas.

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## MAJOR COURSE - 4

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**Course Name** : Food & Beverage Service Operations

**Course Code** : BHMMJ302

Course Type: <b>Major (Theoretical &amp; Practical)</b>	Course Details: <b>MJC-4</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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### **Course Objective:**

This course focuses on providing operational and planning techniques used by Food and Beverage departments all over world; it also provides an overlook to planning and running a restaurant or any other F&B outlet. It gives an idea about various F&B control systems and make students aware of modern day practices applies in the process.

### **Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Understand the importance of planning and controlling in running a restaurant.
- Prepare various menus for different occasions keeping in mind the standards of menu making.
- Aware of various factors affecting restaurant planning & purchase process.
- Understand the process of food and beverage control through various forms and formats used in restaurants and budgetary control.

### **Course Contents:**

**Unit 1- Restaurant Planning:** Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flamb'es & Gueridon Service

**Unit 2- Buffet:** Introduction, Types, Buffet Sectors, Equipments used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off-Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.

**Unit 3- F & B Control- Overview:** Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Break- even analysis).

**Unit 4- Budgetary Control:** Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations ; Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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**Practical**

1. Restaurant Set –ups of different types & services
2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Theme Parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service

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**Suggested Readings:**

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
  - Food & Beverage Control By: Richard Kotas and Bernard Davis
  - Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
  - Food & Beverage Management By: Bernard Davis & Stone
  - Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
  - Food & Beverage Service Management- Brian Vargese
  - Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
  - Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
  - Introduction F & B Service- Brown, Heppner & Deegan
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## MINOR COURSE - 3

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**Course Name** : Accommodation & Front Office Operations

**Course Code** : BHMMN301

Course Type: <b>Minor</b> (Theoretical & Practical)	Course Details: <b>MNC-3</b>		L-T-P: <b>3 – 0 – 4</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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### **Course Objective:**

This course gives idea of how different types of safety and Security systems are used in the hotel, for guest and staff. It covers the detail of cash handling in the hotel, also how complete night auditing is done.

### **Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Gain knowledge about hotel public areas and the cleaning procedures.
- Improve knowledge about guest's safety & security.
- Understand the guest cycle in the hotel.
- Get knowledge about the departure formalities and procedures.

### **Course Contents:**

**Unit 1- Cleaning of Public Areas:** Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Manpower planning for public areas- Contract and outsources, Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

**Unit 2- Special Provisions for Guests, Safety, Security and First Aid:** Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children. The Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration, Fire-fighting

workshop by the fire-department.

**Unit 3- The Guest Stay with Hotel:** Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques, Communicating with guests.

**Unit 4- The Guest Departure and Post Departure Services at Front Desk:** The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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### **Practical**

1. Identification and familiarization with cleaning of Public Areas in Hotels.
2. Develop an understanding about requirements of different guests, with children, business travellers, single woman traveller, differently abled travellers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively.
3. Handling guest Check - In , Registration, Facilitation during stay at Hotel, Billing, Related Performa's.
4. Skills to handle guest accounting and departure (fits and groups)
5. Role play: In ref to the theory syllabus

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### **Suggested Readings:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

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**Course Name: Choose from the Pool of Multidisciplinary Courses offered in 3<sup>rd</sup> Semester**  
**Course Code: See Pool; Course Type: MD; Course Details: MDC-3**  
**L-T-P: 3-0-0; Course Credit: 3**  
**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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Syllabus to be provided by the University separately

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**Course Name: English Communication**  
**Course Code: See Pool; Course Type: AE; Course Details: AEC-2**  
**L-T-P: 4-0-0; Course Credit: 4**  
**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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Common Syllabus to be provided by the University

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# SEMESTER- IV

## MAJOR COURSE - 5

**Course Name** : Catering Technology-II

**Course Code** : BHMMJ401

Course Type: <b>Major</b> (Theoretical & Practical)	Course Details: <b>MJC-5</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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### Course Objective:

The course is aimed at learning the concept of various cost associated with hospitality industry, and overview of menu engineering and pricing strategy. The course also aims to develop an interest in various Asian and European cuisines.

### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Understand the principles of menu engineering and strategic menu planning.
- Develop skills in client communication, negotiation, and customer service.
- Comprehend the importance of quality control in the food industry and global and local regulations of food safety and quality assurance.

### Course Contents:

**Unit 1- Cost Concept:** Overview of cost components in food production (ingredients, labor, overheads), Importance of cost control and management in culinary operations, Role of technology in optimizing cost efficiency, Cost classification (fixed, variable, semi-variable), Methods of cost analysis (e.g., job costing, process costing), Introduction to AI in cost forecasting and budgeting, Machine learning models for predicting ingredient costs, AI tools for budget optimization in food production, AI-driven optimization of production schedules, Inventory management using AI algorithms.

**Unit 2 - Menu Engineering and Pricing Strategies:** Overview of menu engineering principles, Menu engineering frameworks (e.g., BCG Matrix, Menu Psychology), AI tools for menu analysis and engineering, Dynamic pricing strategies based on AI recommendations, Customer segmentation and personalized pricing models, Use of big data analytics in identifying cost-saving opportunities,

Predictive analytics for demand forecasting and inventory control, Personalization techniques in menu design, Introduction to dynamic pricing models, AI algorithms for real-time pricing adjustments, Psychological pricing strategies (e.g., decoy effect, anchoring) Impact of pricing on perceived value and customer satisfaction.

**Unit 3- Market research:** Overview of market research principles and methodologies, Importance of technology in modern market research, Role of data-driven insights in food production and marketing, Introduction to digital data collection methods, Use of surveys and online questionnaires, Social media listening and sentiment analysis, Introduction to big data in food production market research, Data mining techniques for extracting insights, Mobile apps for real-time data collection, Geolocation-based research techniques, Privacy concerns in collecting and storing consumer data, Compliance with data protection regulations (GDPR, CCPA)

**Unit 4- Quality Assurance:** Overview of quality assurance principles and objectives, Importance of quality control in the food industry, Role of technology in enhancing food safety and quality assurance, Global and local regulations (e.g., FDA, EU regulations), HACCP (Hazard Analysis Critical Control Points) principles, Use of technology in ensuring compliance with food safety standards , Automated quality control systems in manufacturing, Integration of automation with quality assurance protocols, Smart packaging sensors for monitoring freshness and shelf life, Chemical and biological sensors for detecting contaminants, Ethical implications of using technology in food safety and quality, Consumer trust and transparency in quality assurance practices

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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**Practical:**

**Introduction to International Cuisine**

- Overview of global culinary diversity and regional specialties
- Importance of cultural influences on food preparation and dining traditions

**European Cuisine**

- **French Cuisine:** Coq au Vin, Ratatouille, Crème Brûlée
- **Italian Cuisine:** Risotto, Pasta Carbonara, Tiramisu
- **Spanish Cuisine:** Paella, Tapas, Churros con Chocolate

**Asian Cuisine**

- **Chinese Cuisine:** Kung Pao Chicken, Dumplings, Peking Duck
- **Japanese Cuisine:** Sushi, Tempura, Ramen
- **Thai Cuisine:** Tom Yum Soup, Pad Thai, Green Curry

## **Fusion Cuisine and Contemporary Trends**

- Exploration of fusion dishes combining elements from different international cuisines
- Examination of current culinary trends and innovative approaches to international flavor

### **Suggested Readings:**

- "Market Research and Consumer Behavior in India" by N. Raghu Ram.
- "Managing Food Safety and Hygiene: Governance and Regulation as Risk Management" by B. S. Hoekstra and P. M. Dijksterhuis.
- "Menu Planning: A Blueprint for Restaurant Success" by Judy Gable.
- "Artificial Intelligence in the Hospitality Industry: The Revolution of Smart Hospitality Management" by Parisa Salkhordeh.

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## MAJOR COURSE - 6

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**Course Name : Food & Beverage Service Management-I**

**Course Code : BHMMJ402**

Course Type: <b>Major (Theoretical &amp; Practical)</b>	Course Details: <b>MJC-6</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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**Course Objective:**

This course focuses on providing knowledge about bar operations, various types and classification of equipment's used in bars. It further provides knowledge about various alcoholic beverages like- Beer and Whiskey & Rum with their manufacturing, uses and service technique to be applied.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Gain knowledge about the bar like layout, types, parts, and equipment used in the bar.
- Understand bar menus, records, licenses, and mise-en-place activities at the bar.
- Classify various types of beer, their manufacturing process.
- Know the different types of spirits and its manufacturing processes, service, and storage.

**Course Contents:**

- Unit – 1: Bar & Bar Management** – Introduction & importance of bar, Organization structure of bar, Types of Bar, Bar layout, Bar equipment, Bar sanitation, Preparation of bar menus, Introduction to bar management, Beverage control (Purchasing, Receiving Storing, Issuing), Daily Bar Stock Register Maintaining , Employee management, Legal aspects of bar- How to apply for Bar License, Authority to approve, Excise department importance.
- Unit – 2: Alcoholic Beverages:** Introduction and definition of alcoholic beverages, Classification of alcoholic beverages with examples, Production of alcoholic beverages (Fermentation process, Distillation process), Different Proof Spirits (American proof, British proof /Sikes scale, OIML Scale).
- Unit – 3: Beer:** Introduction & definition of beer, Ingredients used in beer, Production of beer, Types and brands of beer, Storage of beer, Service of bottle, canned and draught

beer.

**Unit – 4: Spirits:** Introduction & definition of spirits, Production, types & Brands of spirits (Whisky, Rum, Gin, Brandy, Vodka, Tequila, Other spirits), Service of spirits.

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

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### **Practical**

- Bar setup of different types & operations.
- Table setup for alcoholic beverages.
- Service of beer.
- Service of spirits.
- Conducting briefing/ de- briefing for F & B outlets.
- Preparation bar menus.

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### **Suggested Readings:**

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS.
- Food & Beverage Service Management- Brian Varghese.
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill.
- Introduction F& B Service – Brown, Heppner & Deegan.
- Menu Planning – Jaksu Kivela, Hospitality Press.
- Modern Restaurant Service – John Fuller, Hutchinson.
- Professional Food & Beverage Service Management – Brian Varghese.
- The Restaurant (From Concept to Operation).
- The Waiter Handbook – Graham Brown. Publisher: Global Books & Subscription Services, New Delhi.
- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi.
- Food & Beverage Cost Control- Lea R Dopson. Publisher: Wiley Publishers.
- Food & Beverage Management - Bernard Davis & Stone.
- The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas. Publisher: Wiley Publications.
- Principles and Practices of Bar and Beverage Management – James Murphy. Publisher: Goodfellow Publishers.
- Manage First: Bar and Beverage Management – National Restaurant Association.
- Grossmans Guide to Wines, Spirits and Beers – Harold J. Grossman. Publisher: Scribner.
- The Ultimate Encyclopedia of Wine, Beer, Spirits and Liqueurs – Stuart Walton & Brian Glover. Publisher: Hermes House.
- Alexis Lichine's Encyclopedia of Wines & Spirits – Alexis Lichines. Publisher: Cassell Ltd.
- The World Atlas of Whisky – Dave Broom. Publisher: Mitchell Beazley.

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**MINOR COURSE - 4**

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**Course Name : Accommodation Management-I**

**Course Code : BHMMN401**

Course Type: <b>Minor (Theoretical &amp; Practical)</b>	Course Details: <b>MNC-4</b>		L-T-P: <b>3 – 0 – 4</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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**Course Objective:**

This course gives idea of the different aspect of accommodation management especially housekeeping supervision, housekeeping panning, front office accounting and night auditing.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Gain knowledge about the different aspects of housekeeping supervision.
- Understand the techniques of housekeeping planning.
- Classify various types of budgeting techniques applied in hospitality industry.
- Comprehend the front office accounting and night auditing.

**Course Contents:**

**Unit – 1: Housekeeping Supervision:** Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff., staffing matrix, duty roasters, staff appraisals.

**Unit – 2: Planning Trends in Housekeeping:** (a) Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. (b) Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.

**Unit – 3: Budgeting:** Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control

**Unit – 4: Front Office Accounting and Night Auditing:** Introduction to Accounting

fundamentals, Guest and non-guest accounts, Accounting system, Non automated, semi-automated and fully automated), Night Auditing: Introduction, Objective and job description of Night Auditor Night Audit process, Preparing night audit reports

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15  
and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

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**Practical**

- Preparing Guestroom and public area checklists
- Preparing Duty Roasters, Understanding Staff Matrix.
- Planning layouts of Guest Rooms, Boutique hotels, PowerPoint's on salient features in respect to accommodation of Hotels.
- Understanding Hotel Accommodation Budgets
- Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.

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**Suggested Readings:**

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping management – Margaret M. Leappa & Aleta Netschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
- In House Management by A.K Bhatiya
- Key of House Keeping by Dr. Lal
- Commercial Housekeeping & Maintenance – Stanley Thornes

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## SKILL ENHANCEMENT COURSE - 3

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**Course Name : Application of Computers in Hospitality and Tourism**

**Course Code : BHMSE401**

Course Type: <b>SE (Practical)</b>	Course Details: <b>SEC-3</b>		L-T-P: <b>2-1-0</b>		
Credit: 3	Full Marks: <b>50</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>		<b>20</b>	

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**Marks: Practical [50]: Continuous Assessment-30 & End Semester Examination-20**  
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**Course Objective:**

This course gives about the basics of computers and basic software used by computers such as MS. Office, MS Excel, MS Power point and enlighten students on the use of social media and internet practices.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Explore the basics of computer operations.
- Compare and contrast the various components and classification of computers.
- Classify the types of software with their suitability to the operations.
- Justify the applicability of computer software in hotels.

**Course Contents:**

**Unit I : Introduction to Computers:** Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer,

**Unit II:** **Introduction to Computers Software:** Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point

**Unit III:** **Internet & Applications:** Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email

**Unit IV:** **Social Media Applications and Hospitality:** Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits

of Social Media, Linked In, Twitter and Other Social Media Applications.

**Suggested Reading:**

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7<sup>th</sup> Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Data Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

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**Course Name: Choose from the Pool of VAC offered in 4th Semester**

**Course Code: See Pool; Course Type: VAC; Course Details: VAC-2**

**L-T-P: 4 -0-0; Course Credit: 4**

**Marks: Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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Common Syllabus to be provided by the University

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# SEMESTER- V

## MAJOR COURSE - 7

**Course Name : Catering Management**

**Course Code : BHMMJ501**

Course Type: <b>Major</b> (Theoretical & Practical)	Course Details: <b>MJC-7</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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### Course Objective:

The course is aimed at learning the concept of Catering Management, Financial Management and Personnel Management. The course also aims to develop an interest in Middle Eastern cuisine, Latin American cuisine, and African cuisine.

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### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Acquire skills in budgeting, cost control, and pricing strategies specific to catering services.
- Optimize workflow and resource allocation to ensure smooth event delivery.
- Develop leadership skills to inspire and motivate catering teams to perform at their best.
- Promote ethical sourcing practices and environmental sustainability in catering operations.

### Course Contents:

**Unit 1- Introduction to Catering Management:** Overview of catering industry and its significance in hospitality, Types of catering services (on-premise, off-premise, corporate, social) Role of catering managers and their responsibilities, Integration of catering services with event logistics, Selecting and negotiating with food and beverage suppliers, Contract management and compliance, Quality assurance in procuring ingredients and supplies

**Unit 2 - Financial Management:** Application of management accounting to catering operations, concept of investment, types of investment, investment decisions, bookkeeping- purchase book, sale book, purchase return book sales return book, profit and loss account, record keeping and maintenance.

**Unit 3- Personal Management:** Recruitment, selection, process of selection, method of induction, physical needs of employee, physiological needs, socio-psychological needs, Staffing and training for catering operations types of employee welfare schemes in India.

**Unit 4 - Legal and Ethical Frameworks:** Overview of legal and ethical principles in catering management, Importance of compliance with regulations and ethical guidelines, Role of catering managers in ensuring legal and ethical practices, Overview of food safety regulations (local, national, international) Compliance with health department standards and inspections, Licensing and permits for food handling and catering operations, Identification and labeling of allergens in catering menus, Elements of a catering contract (terms, conditions, responsibilities), Understanding liability risks in catering operations, Minimizing liability through proper risk management practices, Compliance with labor laws and regulations (minimum wage, working hours), Respect for cultural practices and dietary customs.

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment and Viva-10] & End Semester Examination-20 [Experiment -15 and Viva-5]**

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**Practical:**

**Middle Eastern Cuisine**

- **Lebanese Cuisine:** Hummus, Falafel, Shawarma
- **Turkish Cuisine:** Kebabs, Baklava, Meze Platter
- **Israeli Cuisine:** Shakshuka, Sabich, Malabi

**Latin American Cuisine**

- **Mexican Cuisine:** Tacos, Enchiladas, Mole Poblano
- **Brazilian Cuisine:** Feijoada, Coxinha, Brigadeiro
- **Peruvian Cuisine:** Ceviche, Lomo Saltado, Aji de Gallina

**African Cuisine**

- **Moroccan Cuisine:** Tagine, Couscous, Pastilla
- **South African Cuisine:** Bobotie, Biltong, Malva Pudding
- **Nigerian Cuisine:** Jollof Rice, Suya, Pounded Yam

**Suggested Readings:**

- "Catering Management: An Integrated Approach" by M. Sethi
- "Introduction to Catering" by Stephen B. Shiring Sr. , R. William Jardine, Richard J. Mills Jr.
- "The Art of Hospitality Management: Catering Technology and Techniques" by J.K. Sharma
- "Catering Management: Principles and Practice" by A.K. Bhatia

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## MAJOR COURSE - 8

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**Course Name : Food & Beverage Service Management-II**

**Course Code : BHMMJ502**

Course Type: <b>Major (Theoretical &amp; Practical)</b>	Course Details: <b>MJC-8</b>		L-T-P: <b>2 – 0 – 6</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**  
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**Course Objective:**

This course provides knowledge about various types of wine like – Still Wine, Fortified, and Red & Sparkling with their manufacturing, uses and service technique to be applied. Course also introduces students with various cocktails, their ingredients brief history and importance of cocktails and other mixed beverages.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Describe classify various types of wine, their manufacturing process and service.
- Define various Cocktails with their ingredients and innovations.
- Identify various distilled beverages their manufacturing process and style of service.
- Communicate various technical skills related to beverage management

**Course Contents:**

- Unit – 1: Wines-I:** Introduction & definition of wines, Classification of wines with examples (Still/Table wine, Sparkling wine, Fortified wine, Aromatized wine), Production of each wine classification, Food & wine harmony, Wine service equipments, Storage & service of wines, Wine terminology (English & French).
- Unit – 2: Wines-II:** Principal wine regions, wine laws, grape varieties, production and brand names - Old world wines (France, Germany, Italy, Spain, Portugal), New world wines (USA, Australia, India, Chile, South Africa, Algeria, New Zealand), Vermouth (definition, types & brand names).
- Unit – 3: Liqueurs & Tobacco:** Introduction & definition of liqueurs, Production of liqueurs, Broad Categories of liqueurs, Popular liqueurs (Name, colour, predominant flavour & country of origin), Bitters (definition, types & brand names), Tobacco (History, Processing for cigar, cigarettes & pipe tobacco), Cigars (Shapes, Sizes, Colours &

Brand names), Cigarettes (Types & Brands) & Pipe tobacco (Types & Brands), Storage of tobacco products.

**Unit – 4:** **Cocktails:** Introduction & definition, Classification, Recipe, Preparation and Service of Popular Cocktails (Martini, Manhattan, Rob Roy, Pink Lady, Sidecar, Tom Collins, Gin Fizz, Between the Sheets, Daiquiri, Bloody Mary, Screwdriver, Tequila Sunrise, Planters punch, Singapore Sling, Pina colada, Rusty Nail, Black Russian, Margarita, Gimlet, Cuba Libre, Whiskey Sour, Blue Lagoon).

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**Practical [50]: Continuous Assessment-30 [Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

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**Practical**

- Service of Wines (Service of red wine, Service of white/rose wine, Service of sparkling wines, Service of fortified wines, Service of aromatized wines).
  - Reading Wine Labels.
  - Matching wines with food (Menu planning with accompanying wines, Table laying & service of menu with accompanying wines).
  - Service of liqueurs.
  - Preparation & service of cocktails.
  - Service of cigars, cigarettes & pipe tobacco.
  - Role play & situation handling in bar.
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**Suggested Readings:**

- Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS.
- Food & Beverage Service Management- Brian Vargese.
- Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
- Introduction F & B Service- Brown, Heppner & Deegan.
- Beverage Management: Product Knowledge & Cost Control – Coltman, Michael M. Publisher: Van Nostrand Reinhold.
- The Ultimate Book of Cocktails – Stuart Walton. Publisher: Hermes House.
- Larousse Encyclopedia of Wine – Christopher Foulkes. Publisher: Hamlyn.
- The Wine Bible – Karen MacNeil. Publisher: Workman Publishing Company.
- The Encyclopedia Atlas of Wine: A Comprehensive guide to the world's greatest wines and wineries – Catherine Fallis MS. Publisher: Global Book Publishing.
- Larousse Cocktails – Fernando Castellon. Publisher: Hamlyn.
- F & B Service Simplified – Vara Prasad, Gopi Krishna. Publisher: K.P. House Publications.
- Beverages - Kartik R. Bhat. Publisher: Pearson

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## MAJOR COURSE - 9

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**Course Name : Hospitality Laws**

**Course Code : BHMMJ503**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-9</b>		L-T-P: <b>4 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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**Course Objective:**

This course gives idea of how law is enforced in hotel industry, what are the different types of licences required to open a hotel, legal perspectives, and law related to public safety.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Understand the legal prospective and key issues related to hotel industry.
- Learn about doing hotel business in India, business contracts, Labor law, and public laws, health and environment laws.
- Get knowledge regarding the law related to food and beverage and food legislation.
- Comprehend the relation of these laws in regards to hospitality Industry.

**Course Contents:**

**Unit – 1 Introduction to Indian Hospitality & Related Laws in India:** The Indian Contract Act - Introduction, Legal Perspectives, Key Issues, the legal requirements prior and at the time of doing Hotel Business, definition of contract-essential elements of a valid contract, classification of contracts, voidable contract, void contract, minor's agreement, minor's liability, mis-representations, fraud, undue influence, coercion and their effects.

**Unit – 2 Laws Related to Hotel Operations in India:** Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance, Shops and Establishment Act, Industrial Legislation - factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act (each Act to be discussed in brief with particular reference to hotel industry), Law of Tenancy - rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting catering establishments, (to be discussed in details).

**Unit – 3**      **Laws Related to Employees, Guests, Public Health & Safety:** Introduction and Overview of Labour Laws, Consumer Protection Act - consumer protection councils, procedure for redressal of grievances, Food Adulterations Act - what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act, AGMARK. and Environmental Laws - powers of the central Govt. prevention and control of environment pollution, Prevention of Sexual harassment at workplace.

**Unit – 4**      **Laws Related to Food & Beverage Services:** Licenses and permits for hotels and catering establishments-procedure for procurement, bye laws of hotels & restaurant under municipal corporation-renewal suspension and termination of licenses, Food Legislation and Liquor Licensing, Food Laws and Regulations: National – PFA Essential Commodities Act (FPO, MPO etc.); International – Codex Alimentarius, ISO; Regulatory Agencies – WTO; Consumer Protection Act, Essential commodities, ISU, AGMARK

**Suggested Readings:**

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by Jagmohan Negi
- Related Guidelines & Reports from Ministry of Tourism, Govt of India
- Mercantile law - N. D. Kapoor
- Mercantile law- S.P. Iyengar
- Principles of Business Law - Aswathappa .K
- Business Law - M. C .Kuchal
- Bare Acts of respective legislation Shops and Establishments Act

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## MINOR COURSE - 5

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**Course Name : Accommodation Management-II**

**Course Code : BHMMN501**

Course Type: <b>Minor (Theoretical &amp; Practical)</b>	Course Details: <b>MNC-5</b>		L-T-P: <b>3 – 0 – 4</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>	<b>15</b>	<b>20</b>	<b>35</b>

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**Theory [50]: Continuous Assessment-15 & End Semester Examination-35**

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**Course Objective:**

This course provides the idea of interior Decoration, colors, floor specifications, how and why to use computer application in hospitality industry.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Learn about the interior decoration and its importance in housekeeping and the overall impression of the hotel.
- Know different color schemes, types & its application in interior decoration.
- Absorb knowledge about the types of floor & wall covering and its cleaning processes.
- Obtain understanding about the PMS and some front office calculation using different formulas.

**Course Contents:**

**Unit- 1: Interior Decoration:** Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture, Flower Arrangement: Concept & Importance, Types & Shapes and Principles, Equipment and material required for flower arrangement, Conditioning of plant material, Indoor Plants care and role of housekeeping.

**Unit – 2: Colors:** Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.

**Unit – 3: Floor & Wall Covering:** Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of

Accessories: Functional and Decorative,

**Unit – 4: Computer Applications in Hotel Accommodation:** Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non guest accounts, Preparing reports, Giving Maintenances,; **Planning & Evaluating Front Office Operations:** Forecasting techniques, Forecasting Room availability, Useful forecasting data, (• % of walking, • % of overstaying, • % of under stay) Forecast formula, Sample forecast forms; **Yield Management -** Concept and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team

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**Practical [50]: Continuous Assessment-30[Lab Note Book-5, Experiment -15 and Viva-10] & End Semester Examination-20 [Experiment-15 and Viva-5]**

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### **Practical**

- Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered in syllabus
- Presentations on Interior Decorations
- Flower Arrangements Workshops
- Visit to Local Resources

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### **Suggested Readings:**

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- House Craft – Valerie Paul
- House Keeping Management for Hostels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping management – Margaret M. Leappa & Aleta Netschke
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
- In House Management by A.K Bhatiya
- Front office operations by colin Dix & Chirs Baird
- Hotel front office management by James Bardi
- Management front office operations by Kasavana & Books
- Front office training manual by Sudhir Andrews
- Managerial accounting and hospitality accounting by Raymond S Schmidgall
- Managing computers in hospitality industry by Michael Kasavana and Cahell

# SEMESTER-VI

## INDUSTRIAL EXPOSURE (SEMESTER – VI)

Duration of Exposure: 15-18 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in VI semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

### Training Schedule

#### **VI Semester**

Housekeeping: 3-4 weeks; Front Office: 2-3 weeks; Food and Beverage Service: 4- 5 weeks; Food Production: 4-5 weeks; others (In the areas of Interest) Floating weeks may be availed

Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade.

#### **Academic Credits for training shall be based on following**

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in VI semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and

submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook,;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, The learners are suggested to make the following observations in the departments of internship:

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## MAJOR COURSE - 10

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**Course Name : Food Production Operations- Industry Exposure**

**Course Code : BHMMJ601**

Course Type: <b>Major (Practical)</b>	Course Details: <b>MJC-10</b>		L-T-P: <b>0 – 0 – 10</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>60</b>		<b>40</b>	

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**Practical [100]: Continuous Assessment-60 & End Semester Examination-40**  
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### Course Objective:

The objective of doing the Industrial Training in food production operations is to learn various sections and types of food production areas.

### Course Learning Outcomes:

After completing the Industrial training, the student shall be able to:

- Learn various sections of the kitchen.
- Know the different types of kitchens available in a star hotel.
- Familiarize themselves with different types of cuisine offered in the kitchen.
- Absorb the art of cooking food.

### Course Contents:

#### WHAT TO OBSERVE

#### Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)

17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

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## MAJOR COURSE - 11

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**Course Name** : Food & Beverage Service Operations- Industry Exposure

**Course Code** : BHMMJ602

Course Type: <b>Major (Practical)</b>	Course Details: <b>MJC-11</b>		L-T-P: <b>0 – 0 – 10</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>60</b>		<b>40</b>	

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**Practical [100]: Continuous Assessment-60 & End Semester Examination-40**  
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### **Course Objective:**

The objective of doing the Industrial Training in food and beverage operations is to learn and observe various sections and types of food and beverage areas.

### **Course Learning Outcomes:**

After completing the Industrial training, the student shall be able to:

- Know the types of restaurant available in hotel.
- Understand the type of services provided to the guests in a hotel.
- Identify the types of bar available in hotel.

### **Course Contents:**

#### **WHAT TO OBSERVE Food & Beverage Service**

#### **BANQUETS**

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)

12. Store room – stacking and functioning

### **RESTAURANTS**

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

### **BAR**

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

### **ROOM SERVICE/INROOM DINNING**

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge

5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

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## MAJOR COURSE - 12

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**Course Name** : Accommodation & Front Office Operations- Industry Exposure

**Course Code** : BHMMJ603

Course Type: <b>Major (Practical)</b>	Course Details: <b>MJC-12</b>		L-T-P: <b>0 – 0 – 10</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>60</b>		<b>40</b>	

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**Practical [100]: Continuous Assessment-60 & End Semester Examination-40**  
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### **Course Objective:**

The objective of doing the Industrial Training in Accommodation and Front Office operations is to learn and observe various types of rooms & sections in room division.

### **Course Learning Outcomes:**

After completing the Industrial training, the student shall be able to:

- Understand different types of rooms and their facility.
- Comprehend room cleaning and maintenance of the hotel.
- Learn Operational Areas work.
- Observe front desk operation.

### **Course Contents:**

#### **WHAT TO OBSERVE: ACCOMMODATION OPERATIONS ROOMS**

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure

12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

### **THE CONTROL DESK**

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

### **PUBLIC AREA**

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

### **WHAT TO OBSERVE: FRONT OFFICE**

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. Room blockings
14. Size, situations and general colour schemes of rooms and suites
15. Discounts available to travel agents, tour operators, FHRAI members etc
16. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
17. Guest registration, types of guest folios, arrival slips, c-forms and their purpose

18. How to take check-ins and check-outs on the computer
19. Various reports prepared by reception
20. Key check policy
21. Mail & message handling procedures
22. Percentage of no-shows to calculate safe over booking
23. Group and crew rooming, pre-preparation and procedures
24. Scanty baggage policy
25. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
26. Requisitioning of operating supplies
27. BELL DISK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
28. TRAVEL DESK: coordination, booking, transfers etc.

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## MAJOR COURSE - 13

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**Course Name : Personality Skills and Etiquette for Hospitality- Learning from the Industry**

**Course Code : BHMMJ604**

Course Type: <b>Major (Practical)</b>	Course Details: <b>MJC-13</b>		L-T-P: <b>0 – 0 – 10</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>60</b>		<b>40</b>	

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**Practical [100]: Continuous Assessment-60 & End Semester Examination-40**  
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**Course Objective:**

The objective of doing the Industrial Training in Personality Skills and Etiquette for Hospitality is to develop personality skills by observing and doing during Industrial Training.

**Course Learning Outcomes:**

After completing the Industrial training, the student shall be able to:

- Develop personality skills that are required to be a successful hospitality.
- Make themselves more fluent in oral communication.
- Enhance presentation skills.

**Course Contents:**

**WHAT TO OBSERVE**

- (a) **Personality Enrichment-** Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening
- (b) **Etiquettes & Manners-** Social & Business Dinning Etiquettes, Social & Travel Etiquettes
- (c) **Personality Development Strategies-** Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business
- (d) **Interpersonal Skills-** Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place
- (e) **Group Discussion-** Team behaviour, how to effectively conduct yourself during GD, do’s and don’ts, clarity of thoughts and its expression
- (f) **Telephone conversation-** Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent

- (g) **Presentation-** Presentation skills, seminars skills role – plays
- (h) **Electronic Communication Techniques:** E mail, Fax,

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## SUMMER INTERNSHIP - 1

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**Course Name : Summer Internship Project**

**Course Code : BHMSI601**

Course Type: <b>Summer Internship (Practical)</b>	Course Details: <b>SI-1</b>		L-T-P: <b>0 – 0 – 4</b>		
Credit: <b>2</b>	Full Marks: <b>50</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>30</b>		<b>20</b>	

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**Practical [50]: Continuous Assessment-30 & End Semester Examination-20**  
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### Course Objective:

The Summer Internship aims to bridge classroom learning with practical exposure in the hospitality industry. Students are expected to develop professional knowledge, technical competencies, guest handling skills, and workplace ethics by working in hotels, resorts, restaurants.

### Course Learning Outcomes:

The internship enables students to:

- Understand hotel operations in real working environments.
- Develop technical skills in core hotel departments.
- Improve communication and interpersonal skills.
- Learn guest service standards and hospitality etiquette.
- Gain practical exposure to SOPs and quality standards.
- Develop teamwork and leadership abilities.
- Understand hotel safety, hygiene, and food safety practices.
- Build problem-solving and decision-making skills.
- Learn customer relationship management.
- Develop professionalism, punctuality, and grooming.
- Enhance employability in the hospitality industry.
- Understand hotel revenue generation and guest satisfaction.
- Promote innovation and sustainability in hospitality operations.

### Course Contents:

Students may undergo training in one or more of the following departments:

#### Front Office

- Reception Operations
- Reservations

- Guest Check-in & Check-out
- Concierge
- Bell Desk
- Guest Relations
- Night Audit
- Telephone Operations
- Property Management System (PMS)

### **Food & Beverage Service**

- Restaurant Operations
- Buffet Service
- Fine Dining
- Room Service
- Banquet Service
- Bar Operations
- Coffee Shop
- Beverage Service
- Table Setup
- Guest Interaction
- Billing Procedures

### **Food Production**

- Basic Kitchen Operations
- Garde Manger
- Bakery
- Confectionery
- Indian Kitchen
- Continental Kitchen
- Quantity Food Production
- Kitchen Hygiene
- Food Cost Control
- Kitchen Equipment Handling

### **Housekeeping**

- Guest Room Cleaning
- Public Area Cleaning
- Laundry Operations
- Linen Room
- Floristry
- Lost & Found
- Room Inspection
- Inventory Control
- Housekeeping Equipment
- Hygiene Standards

**Duration of the Internship:**

60 Working Hours (2 Credits)

The internship may be conducted:

- During the semester, or
- Within one month after completion of the End Semester Examination.

**Internship Organizations:**

Students may undergo internship in any recognized hospitality establishment such as:

- Five-Star Hotels
- Luxury Hotels
- Business Hotels
- Heritage Hotels
- Boutique Hotels
- Resorts
- Clubs
- Restaurants
- Fine Dining Restaurants

The internship shall be supervised jointly by:

- Faculty Supervisor (Parent Institution)
- Industry Mentor (Host Organization)

**Internship Evaluation:**

Students must submit:

- Internship Report (3000–5000 words)
- Attendance Record
- Industry Completion Certificate
- Supervisor's Evaluation
- Self-Assessment Form
- Feedback Form
- Presentation/Viva

# 4 YEARS DEGREE WITH HONOURS

## SEMESTER- VII

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### MAJOR COURSE - 14

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**Course Name** : Food Processing Technology-I

**Course Code** : BHMMJ701

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-14</b>		L-T-P: <b>4 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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#### Course Objective:

The course aims to provide students with fundamental knowledge of food processing technology, food preservation methods, food microbiology, and packaging systems. It develops an understanding of food safety, food quality, processed food classifications, and the role of packaging in extending shelf life and ensuring safe food products for consumers.

#### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Explain the basic concepts, importance, and development of food processing and food technology.
- Classify processed foods and describe the various methods used in food processing and preservation.
- Analyze the role of microorganisms in food spoilage, fermentation, food safety, and food-borne diseases.
- Evaluate food packaging materials and technologies used to maintain food quality, safety, and shelf life.

#### Course Contents:

**UNIT-1: Food Processing Technology:** Introduction to food processing, significance with today's food

industry, basic concept of food science, food processing, food technology, food manufacturing. Development of Food Processing and Technology, Importance of Food Processing and Preservation, Classes of Foods Based on Perishability.

**UNIT-2: Elements of food processing and classification of processed food:** Basic elements of food processing- Application of heat, Removal of water moisture, Lowering of temperature during storage, Reduction of pH, Controlling the availability of oxygen, basic concept of processed food, use of process food, classification of processed food- Minimally processed foods, Preserved foods, Manufactured foods, Formulated foods, Food derivatives, Functional foods, Medical foods.

**UNIT-3: Food Microbiology :** Introduction to microbiology, concept of food microbiology, bacteria, good bacteria, microbes, importance of food safety, classification of bacteria, bacteria that can affect food, Growth of microorganisms in foods, food borne diseases, food spoilage, food fermentation, microbiological risk assessment, hygiene in food handling, concept of RTE food, how temperature can effect the nutritional value of food , concept of safe food, safe temperature for food handling, importance of food security in today's food business, application of processed food in Indian food business.

**UNIT- 4: Packaging of Processed food:** Compositional, Nutritional and Technological aspects of Plant foods / Animal foods, concept of enzymatic reaction & chemical reaction in packaged food, Packaging: Properties of packaging material, factors determining the packaging requirements of various foods and brief description of packaging of frozen products, dried products, fats and oils and thermally processed foods, importance of packaging material in safe food, 4 layer packaging technology, tetra pack concept.

#### **Suggested Readings:**

1. **"Food Science"** - B. Srilakshmi
2. **"Fundamentals of Food Processing and Technology"** - Romeo T. Toledo
3. **"Food Science and Technology"** - Geoffrey Campbell-Platt
4. **"Food Processing Technology: Principles and Practice"** - P.J. Fellows
5. **"Food Microbiology"** - Frazier and Westhoff

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## MAJOR COURSE - 15

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**Course Name : Human Resource Management**

**Course Code : BHMMJ702**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-15</b>		L-T-P: <b>4 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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### Course Objective:

The objective of this course is to reveal how Human Resource Management works in hotel through various training and recruitment practices adopted by Human resource department in the hotel.

### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Explore the concept and importance of Human resource management.
- Design HR framework based on practical exposure through field study.
- Face the challenges imposed by the Employees' needs and expectations specifically from HRM aspects.
- Gain knowledge of theories related to employee motivation, compensation and benefit management to solve complex hospitality problems.

### Course Contents:

**Unit – 1: Introduction to Human Resource Management:** Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers, gender sensitization.

**Unit – 2: Recruitments, Learning & Development, Performance Appraisal:** Recruitments-Introduction & Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Selection, Learning & Development- Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training. Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance

**Unit – 3: Employee Motivation, Compensation & Benefit Management:** Employee Motivation,

Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Feedback and Exit Interviews, Employee Compensation Practices in India

**Unit – 4: Job Satisfaction, Organisational Culture, Disciplinary Action:** Introduction to job satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures, Intercultural relationships. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet

**Suggested Readings:**

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh
- Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C. Bagri
- Human Resource Management in Hospitality – Malay Biswas

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## MAJOR COURSE - 16

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**Course Name : Hospitality Marketing**

**Course Code : BHMMJ703**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-16</b>		L-T-P: <b>4 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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### **Course Objective:**

The objective of this subject is to make the students understand the concept of Marketing from the Point of view of the hotel. Understanding the products offered by the hotel and understanding the environment and the various channels how business flows in coordination of the marketing channels for a Hotel.

### **Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Understand the different concepts of marketing used to satisfy this want when the product to be offered is the hotel.
- Describe what consumers think and how does the marketing affect their way of thinking.
- Explain the various ways in which products reach the end consumers who are guests from the hotel's point of view.
- Analyze the role of personal relationships, a good personality trait for communication and marketing plays a vital role in creating a good marketing structure for a hotel to grow business.

### **Course Contents:**

**Unit-I: Introduction to Hospitality Marketing:** Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business

**Unit- II: Marketing Environment, Consumer Markets and Consumer Buyer Behavior in Hospitality and service sector sector :** Micro and Micro Environment, Characteristics, Factors

Affecting Consumer Behaviour, Buying Decision Behaviour, The Buyer Decision Process.

**Unit- III: Distribution Channels, Product Pricing and Services Strategy:** Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.

**Unit- IV: Public Relations, Sales Promotions and Integrated Marketing Communication:** The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing, Technology and its applications in Hospitality Marketing.

**Suggested Readings:**

- Services Marketing – Ravishankar
- Services Marketing – Zeital Valerire – A and Mary Jo Baiter Publisher: Mc Graw Hill Company
- Service Marketing - Wood ruffe Helen Publisher Macmillan
- Foundation and Practices Marketing of Services – Strategies for Success, Harsh V. Verma, Professional Manager’s Library, Global Business Press
- Marketing Management, Philip Kotler, Prentice – Hall of India, New Delhi
- Hospitality & Travel Marketing, Alastair M. Morrison
- Strategic Hotel and Motel Marketing – Hart & Troy
- Marketing for Hospitality Industry – Robert
- Marketing Management in South Asian Perspective, Kotler, Philop, Kevin Keller, A. Koshy and M.Jha,- Pearson Education, New Delhi
- Marketing – Kerin, Hartley, Berkowitz and Rudeliu, TMH, New Delhi
- Marketing: Concepts and Cases – Etzel, Micael J, TMH, New Delhi
- Tourism Marketing – Manjula Chaudhary, Oxford University Press

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## MAJOR COURSE - 17

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**Course Name : Financial Management**

**Course Code : BHMMJ704**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-17</b>		L-T-P: <b>4 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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**Course Objective:**

The course ensures best practices of financial management in the hospitality industry which includes annual budgeting, detailed financial plan preparation, project appraisal through capital budgeting techniques and working capital requirement forecasting for hotels.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Understand the need and importance of financial management in hospitality industry.
- Able to prepare different budget for hotels.
- Finalize the selection criteria of project evaluation through capital budgeting techniques.
- Frame and analyze the financing planning and decision.

**Course Contents:**

**Unit 1: Introduction:** Financial management- Meaning, Objectives and major decision areas; Financial Statement Analysis- Meaning and types, advantages and Limitations; Techniques of financial analysis- Ratio Analysis: Meaning, Classification of ratios- Profitability ratios, Liquidity ratios, Turnover ratios, Financial ratios; Cash flow analysis- Meaning and preparation of cash flow statement.

**Unit 2: Financing Planning and Financing Decision:** Meaning of Financial Planning and its importance; Meaning of Capital Structure, Factors determining capital structure; Cost of Capital- Specific costs of capital, weighted average cost of, calculation of Cost of Capital.

**Unit 3: Capital Budgeting Decision:** Nature, significance and kinds of capital budgeting decisions. Importance of Capital Budgeting; Methods of Capital budgeting; Capital budgeting decision under certainty: Non Discounted cash flow criteria- Payback, ARR; Discounted Cash flow criteria- NPV, IRR, and PI. Capital rationing techniques.

**Unit-4: Working Capital Management:** Concept and types of working capital; Operating cycle and cash cycle; Estimation of working capital requirement; Approaches of working capital financing; Determinants of working capital;

### **Suggested Readings:**

- Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo, Publisher: Amajon.com
- Hotel Accounting & Financial Control- Ozi A.D’Cunha & Gleson O. D’Cunha  
Publisher: Dicky,s Enterprize, Mumbai
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley
- Hospitality Management Accounting By Martin G Jagles & Michael M Coltman,  
Publisher Wiley
- Chandra, Prasanna., Financial Management-Theory and Practice, Tata McGraw Hill.
- Khan, M.Y. and Jain, P.K., Financial Management-Text and Problems, Tata McGraw Hill.
- Pandey, I. M., Financial Management, Vikas Publishing House Pvt. Ltd.
- Van Horne, J C., Financial Management and Policy, Prentice Hall of India.

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## MINOR COURSE - 6

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**Course Name** : Quality Service Management

**Course Code** : BHMMN701

Course Type: <b>Minor (Theoretical)</b>	Course Details: <b>MNC-6</b>		L-T-P: <b>4 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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### Course Objective:

To provide students with basic knowledge of service quality management in the hospitality industry, focusing on customer satisfaction, service standards, complaint handling, and continuous service improvement.

### Course Learning Outcomes:

After successful completion of the course, students will be able to:

- Explain the concepts, principles, and importance of service quality management in the hospitality industry.
- Identify customer expectations and evaluate factors influencing guest satisfaction and loyalty.
- Apply service standards and effective complaint-handling techniques to enhance guest experiences.
- Demonstrate the role of employee behavior, communication, and teamwork in delivering quality hospitality services.

### Course Contents:

**UNIT-I: Introduction to Service Quality in Hospitality:** Meaning and importance of service quality, Characteristics of hospitality services, Difference between product quality and service quality, Dimensions of service quality (Reliability, Responsiveness, Assurance, Empathy, Tangibles), Customer expectations and perceptions, Importance of quality service in hotels, Role of employees in delivering quality service

**UNIT-II: Customer Satisfaction and Guest Experience:** Meaning of customer satisfaction, Factors affecting guest satisfaction, Guest needs and expectations, Customer journey in a hotel,

Importance of first impression and service etiquette, Service excellence and guest delight, Measuring customer satisfaction, Servqual Model, Guest feedback and online reviews

**UNIT-III: Service Standards and Complaint Management:** Meaning and importance of service standards, Standard Operating Procedures (SOPs) in hotels, Service quality standards in Front Office, Housekeeping, F&B Service, and Kitchen ; Common guest complaints in hotels , Steps in handling guest complaints, Service recovery techniques , Effective communication and interpersonal skills , Role of teamwork in service quality

**UNIT IV: Quality Improvement and Modern Trends:** Concept of continuous quality improvement, Quality circles and employee involvement, Basics of Total Quality Management (TQM), Benchmarking in hospitality , Role of training in service quality enhancement, Technology and service quality, Customer Relationship Management (CRM), Emerging trends in hospitality service quality, Digital Transformation, Online Reputation Management, Smart Hotel Technology (IOT)

### **Suggested Readings**

1. Andrews, S. – *Hotel Front Office Training Manual*
2. Negi, J. – *Managing Hospitality Operations*
3. Bhatnagar, S.K. – *Hospitality Management*
4. Kandampully, J. – *Service Management in Hospitality*
5. Zeithaml, Bitner & Gremler – *Services Marketing*

# SEMESTER- VIII

## MAJOR COURSE - 18

**Course Name : Food Processing Technology-II**

**Course Code : BHMMJ801**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-18</b>		L-T-P: <b>4 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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### Course Objective:

This course aims to provide students with knowledge of advanced food processing technologies, food safety and quality assurance systems, and sustainable food production practices. It develops understanding of fermentation, automation, packaging, and storage technologies, along with emerging innovations such as IoT, AI, and smart packaging. The course also equips learners with skills to optimize food processing operations while ensuring food quality, safety, and sustainability.

### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Explain advanced food processing operations and their applications in food manufacturing.
- Assess sustainability practices and resource management strategies in food production and processing.
- Utilize automation, IoT, AI, and smart technologies for process monitoring and optimization.
- Evaluate packaging, storage, and emerging food technologies to enhance product quality, shelf life, and consumer satisfaction.

### Course Contents:

**UNIT 1- Introduction to Advanced Food Processing:** Overview of food processing history and evolution, Importance of food technology in modern food systems, Food processing industries and trends, Sustainability in food production and processing, Thermal processing: pasteurization, sterilization, and blanching, Drying techniques: convection, freeze-drying, vacuum drying, Heat exchange methods in food processing, Mass transfer in drying and freezing processes, Computational techniques for process optimization.

**UNIT 2- Food Safety and Quality Assurance:** HACCP (Hazard Analysis Critical Control Point) and GMP (Good Manufacturing Practices), Role of food quality control in food processing, Analytical techniques for food safety: microbiological and chemical analysis, Traceability and quality management in food supply chains, Regulatory issues and certifications in food safety, Energy use and waste management in food processing, Water and resource conservation techniques in the food industry, Eco-friendly food packaging and recycling, Life cycle analysis of food products.

**UNIT 3- Food Fermentation and Biochemical Processing Units:** Microbial fermentation and its role in food production (e.g., dairy, alcoholic beverages, fermented vegetables), Design and operation of fermentation units: bioreactors and fermenters, Process control in fermentation systems: temperature, pH, aeration, Biochemical processing units for enzyme production and application in food manufacturing, Process automation in food manufacturing: PLC systems, SCADA, Quality control systems in food processing units, Sensors and IoT for real-time monitoring and process optimization, Robotics and AI in the automation of food production lines.

**UNIT 4- Packaging and Storage Units:** Smart packaging technology in food preservation, Packaging materials and their impact on food quality and shelf life, Design and integration of packaging units in food production lines, Cold chain management and refrigeration units for perishable foods, 3D printing in food processing, Personalized nutrition and the role of food technology, Alternative proteins and plant-based foods, Consumer-driven innovations in food technology.

**Suggested Readings:**

1. **"Food Processing Technology: Principles and Practice"** - P.J. Fellows
2. **"Introduction to Food Engineering"** - R. Paul Singh and Dennis R. Heldman
3. **"Food Safety Management: A Practical Guide for the Food Industry"** - edited by Yasmine Motarjemi
4. **"Food Biotechnology"** - edited by Kalidas Shetty and Gopinadhan Paliyath
5. **"Food Packaging: Principles and Practice"** - Gordon L. Robertson

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## MAJOR COURSE - 19

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**Course Name : Tourism Management**

**Course Code : BHMMJ802**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-19</b>		L-T-P: <b>3 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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### Course Objective:

This course creates a sense of importance and establishes a link between the tourism industry and the hotel industry and to highlight the tourism industry as an alternative career path.

### Course Learning Outcomes:

After completing the course, the student shall be able to:

- Explore the various aspects of tourism phenomenon.
- Understand the functioning areas of travel agencies.
- Gain knowledge in operational areas of tour operators.
- Compare and contrast the various components and classification of computers.
- Classify the types of tourism and documentations and legal formalities required for that.

### Course Contents:

**Unit 1: Tourism Phenomenon:** Definition – Tourism; Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination; Types of Tourism: - Various Motivators Holiday, Social & Cultural, MICE Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Sustainable Tourism, Eco Tourism, Agro Rural Tourism; Growth of Tourism / Evolution /History of Tourism & Present status of tourism in India.

**Unit 2: Travel Agency:** Meaning & Definition of Travel Agent; Types of Travel Agent-Retail & Wholesale; Functions of Travel Agent -Provisions of Travel Information, Ticketing, Itinerary Preparation, Planning & Costing, Settling of Accounts, Liaisons with service providers; Role of Travel Agent in promotion of Tourism.

**Unit 3: Tour Operator:** Meaning & Definition of Tour Operator; Types of Tour operator- Inbound, Outbound & Domestic; Tour Packaging – definition, components of a tour package; Types of Package Tour- Independent Tour, Inclusive Tour, Escorted Tour, Business Tour; Guides & escorts – Their role and function Qualities required to be a guide or escort.

**Unit 4: Travel Formalities & Regulations:** Passport – Definition, issuing authority, Types of Passport, Requirements for passport; Visa – Definition, issuing authority, Types of visa Requirements for visa; Health Regulation – Vaccination, Health Insurance. Economic Regulation – Foreign Exchange

**Suggested Readings:**

- Introduction to Travel & Tourism-Michael M. CottmanVan Nostrand Reinhold New York, 1989
- Travel Agency & Tour Operation Concepts & Principles-Jagmohan Negi - Kanishka Publishes, Distributors, New Delhi, 1997
- International Tourism – Fundamentals & Practices -A . K. Bhatia -Sterling Publishers Private Limited, 1996
- A Textbook of Indian Tourism -B. K. Goswami & G. Raveendran -Har – Anand Publications Pvt. Ltd., 2003
- Dynamics of Modern Tourism -Ratandeep Singh -Kanishka Publishes, Distributors, New Delhi, 1998
- Tourism Development, Principles and Practices -Fletcher & Cooper-ELBS

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## MAJOR COURSE - 20

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**Course Name : Facility Planning**

**Course Code : BHMMJ803**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-20</b>		L-T-P: <b>3 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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### **Course Objective:**

This course gives an overview of the hospitality industry from a technical point of view and explains the knowledge required behind the physical setting up of any hotel or related project.

### **Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Get information about how projects like Hotels and Restaurants are conceptualized on the drawing board, and the processes that are involved in the completion of the project.
- Obtain basic knowledge about the various kinds of engineering services that go into the planning and execution of these projects.
- Find ways and means of optimization of these services for an efficient and functionally successful project.
- Classify various types of star hotels.

### **Course Contents:**

**Unit 1: Facilities Planning:** The systematic layout planning pattern (SLP); Planning consideration- Flow process & Flow diagram, Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel; Architectural consideration- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas), Approximate cost of construction estimation, Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room, Approximate requirement and Estimation of water/electrical load gas, ventilation.

**Unit 2: Star Classification of Hotels:** Star Classification of Hotels- Criteria for star classification of hotels (Five, four, three, two, one & heritage); Various licenses & statutory approvals required as per municipal bylaws for starting and running hotel and catering services.

**Unit 3: Planning of offices & F & B Service outlet areas :** Planning of management areas like - General Manager's Office, Offices of all H.O.D's and other services related to it like meeting room, toilets etc.; Planning of F & B Service outlet areas- Planning of physical layouts of function and supporting area, Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's Office, Service Area - Reception and waiting lounge, dining area, pantry, dish washing, pick -up, Bar, Room Service Area, Service Bar.

**Unit 4: Planning of staff facilities areas & service support areas:** Planning of staff facilities areas- Time office, cloak room, staff cafeteria, uniform exchange, laundry area, EDR, Co-operative Canteen; Planning of service support areas- Planning of material management, area-receiving, stores, bar stores, cellar, beverage store, cold room, banquets utility area, furniture storage area, garbage disposal, gas bank, and maintenance area, fire exits.

#### **Suggested Readings:**

- Production Management – S.K. Hajra Choudhry
- Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Published: Educational Institute, AHMA
- Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi
- Systematic layout planning – Richard Muther Cahners
- Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
- Management operations and Research – N.Sathyanarayana
- The Management of Maintenance and Engineering System in the Hospitality Industry By Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY
- Design & Layout of Food Service Facilities, Second Edition By John C. Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY

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## MAJOR COURSE - 21

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**Course Name : Research Methodology for Hospitality & Tourism Management**

**Course Code : BHMMJ804**

Course Type: <b>Major (Theoretical)</b>	Course Details: <b>MJC-21</b>		L-T-P: <b>3 – 1 – 0</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
			<b>30</b>		<b>70</b>

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**Theory [100]: Continuous Assessment-30 & End Semester Examination-70**  
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**Course Objective:**

This course gives impression of the connotation & importance of research methodology in the field of tourism & hospitality.

**Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Apply the fundamental principles of research and objectives of doing research.
- Identify the different types of research process and research designs.
- Design and develop learning other kinds of research sampling.
- Learn skills of writing research report.

**Course Contents:**

**Unit-1: Introduction to research methodology:** Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem  
**Research Design:** Meaning, characteristics of research design, steps in research design. Concept of Hypothesis

**Unit-2: Sampling Design and Data Collection:** Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.

**Unit-3: Processing and Analysis of data:** Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis

**Unit-4: Report Writing:** Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

## **Suggested Readings**

- Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners, Sage Publication, 2014.
- Kothari C.R.: Research Methodology, New Age International, 2011.
- Shajahan S.: Research Methods for Management, 2004.
- Mustafa A.: Research Methodology, 2010.
- Thanulingom N : Research Methodology, Himalaya Publishing
- C. Rajendar Kumar : Research Methodology , APH Publishing
- Gupta Hitesh and Gupta S. L. : Research Methodology, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner : Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, Wiley Publishers
- Peter Mason: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd, UK

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## MINOR COURSE - 7

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**Course Name : Property Management System in Hospitality and Tourism**

**Course Code : BHMMN801**

Course Type: <b>Minor (Practical)</b>	Course Details: <b>MNC-7</b>		L-T-P: 0- 0 - <b>10</b>		
Credit: <b>5</b>	Full Marks: <b>100</b>	CA Marks		ESE Marks	
		Practical	Theoretical	Practical	Theoretical
		<b>60</b>		<b>40</b>	

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**Practical [100]: Continuous Assessment-60 & End Semester Examination-40**  
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### **Course Objective:**

This course provides detailed knowledge of property management systems, their components and property management software.

### **Course Learning Outcomes:**

After completing the course, the student shall be able to:

- Understand the concept and importance of property management systems in hospitality industry.
- Able to consider various requirements before setting up a proper property management system for hotels.
- Comprehend the various components of suitable property management system for hotels.
- Choose best property management system software for hotels.

### **Course Contents:**

**Unit 1: Introduction of Property management system (PMS):** Meaning, Needs & Benefits of PMS, Types of hotel PMS, Hotel PMS integration, Hotel PMS characteristics, Cloud based PMS

**Unit 2: Selecting a Property Management System:** Physical Structure and Positioning of the Front Desk; Need Analysis, Importance of Need Analysis; Procedure for Performing a Needs Analysis, Factors to consider in choosing a PMS- Software, Hardware, other consideration and Financial Consideration

**Unit 3: Components of a Property Management System:** Reservations, Back Office, Yield Management, Housekeeping, Registration, Food and Beverage, Room Status, Maintenance, Posting, Security, Call Accounting, Marketing and Sales, Checkout, Personnel, Night Audit, Electronic Mail, Inquiries/Reports and Time Clock; Key Control System- Types of Keys and Keys Control procedure

**Unit 4: Property Management Software:** Reservations Management Software & Rooms Management Software

**Suggested Readings:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail Publisher: Thomson Delmar.
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check-In Check-Out: Managing Hotel Operations, Gary K Vallen and Jerome J Vallen
- Revenue Superstar!: The Simple Rules of Hotel Revenue Management, Johan Hammer