

Four Years Bachelor's in Hotel Management(B H M), Course Details (3rd Semester)

COURSE DETAILS OF HOTEL MANAGEMENT PROGRAM										
Semester	Course code	Category of course	Theory/ Practical	Paper Title	Instruction Hours Per week	Duration of Exams	Credits	Scheme of Examination Evaluation		
								EA	IA	
3 rd Semester	BHML 1-3	AECC	Theory	Language 1	1x4	1 X 2	3	60	40	
	BHM L,2-3	AECC	Theory	Language 2	1x4	1 X 2	3	60	40	
	BHM C 5(T)	DSC	Theory	Food & Beverage Service - 11	1x4	1 x 2	4	60	40	
	BHM C5(P)	DSC	Practical	Food & Beverage Service - I1	1x4	1 x 4	2	25	25	
	BHM C6(T)	DSC	Theory	Rooms Division Management-111	1x4	1 X 2	4	60	40	
	BHM C6(P)	DSC	Practical	Rooms Division Management-111	1x4	1 X 4	2	25	25	
	BHM VB 5	VB	Practical	Physical Education - Sports	1x2	---	1	----	25	
	BHM VB 6	VB	Practical	Physical Education -NCC/NSS/R&R(S & G)/Cultural	1x2	----	1	-----	25	
	BHM AECC 2	AECC	Theory	Constitution of India	1 x 2	1 x 2	2	30	20	
	BHM OE 3	OE	Theory	For BHM Students (To be opted from OEC subjects offered by other courses)	1x3	1 x 2	3	60	40	
	Total							25		
	OE 3*	OE	Theory	1. Leadership & Team Development 2. Managing Hospitality & Tourism Products (For Non BHM Students)*	1 x 3	1 x 2	3*	60	40	

FOOD AND BEVERAGE SERVICE - II

Total Teaching Hours for Semester:45

Max Marks: 100

No of Lecture Hours/Week:3

Credits:3

Course Outcome

After completing the course, the students will be able to know how to;

- To apply the various techniques of food and beverage service operations and management.
- Compile a menu keeping in mind the various techniques and principles of menu compilation.
- To plan and organize a restaurant set up.
- Identify the various room service techniques.
- Plan a function catering and execute an event in the banquet.
- Process the various KOT and billing system in a hotel.
- Preparing and serving Alcoholic and Non Alcoholic beverages
- Design a restaurant keeping in mind various operational needs.

Unit-1

Teaching Hours: 10

Menu compilation

Types of menu - Table d' hote and A' la' carte- Cover setup - Sequence of service - Silver service- Crumbing- Clearing etc - Classical foods and accompaniments with cover - Menu design - Menu compiling- menu card design and format - Menu writing - Steps in menu planning- menu planning for large quantities of clientele. Writing a menu in French and it's in English - Menu evaluation - Pricing of the menu both a'la carte and table d' hote. Priorities of a menu planner.

Types of meals and cover set-up

Types of meals - Breakfast - Types of breakfast- Continental- American and English breakfast- Courses and cover setup- Brunch - Courses cover and service methods- Lunch and Dinner - Courses cover and service methods- Hi-tea- Supper- ElevenSes - Courses- covers and service methods.

Unit-2

Teaching Hours:10

Room service / in room dining

Room service / in room dining (IRD) - Introduction to In room dining- Types of room service- general principles- room service menu planning- forms and formats. Room service work flow.

Function catering and Function administration

Function catering and Function administration - To compile a Function prospectus for various catering operations- Types of Function- Function staff responsibilities- service methods in

function catering. Booking and organization of functions- Seating arrangements- Banquet layouts- ODC or Off Premises Catering. Introduction to Buffets and Various setups - Informal and formal. Seating arrangements and layouts- Types of buffets.

Unit-3

Teaching Hours:9

Food and beverage control methods.

Food and beverage control methods - Legal considerations- basic type of licensing- billing methods - Duplicate checking system and triplicate checking system- taking and order through KOT / BOT- making a KOT / BOT- Placing food orders in Kitchen- Computerized KOT/BOT. Point of Sale System. (POS).

Unit-4

Teaching Hours:10

Non Alcoholic beverages

Non - Alcoholic beverages - Nourishing- Refreshing and Stimulating- Hot and Cold Non - Alcoholic beverages - Types- Service methods- Mock-tails - Classical and Non classical- Types- Preparation- Equipments used- service methods.

Unit-5

Teaching Hours:6

Restaurant Planning and Design

Restaurant Planning - Preliminary planning process- Planning various food and beverage outlets and ancillary and support areas. Factors- concept- menu- space requirements. Restaurant design team.

Text Books And Reference Books:

- Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder Education. Essential Reading / Recommended Reading
- Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill.
- Thomas, C., & Hansen, B. (2013). Off-premise catering management (3rd ed.). New Jersey: John Wiley & Sons.
- McVety, P., Ware, B., & Ware, C. (2009). Fundamentals of menu planning (3rd ed.). New Jersey: John Wiley & Sons.
- Davis, B., & Lockwood, A. (1998). Food and beverage management (3rd ed.). Oxford [England: Butterworth-Heinemann.
- Dias, P. (1996). The steward. New Delhi: Orient Longman Limited.
- Kivela, J. (1994). Menu planning for the hospitality industry. Melbourne: Hospitality Press.
- Fuller, J. (1992). Modern restaurant service: A manual for students and practitioners. Cheltenham: Stanley Thornes.

Name of the Program: Hotel Management Course Code: BHMC5(P) Course category: Discipline Core Course Name of the Course: Food and Beverage II(Practical) Teaching Hours: 4 Hours per Week Examination: 4Hours Credits:-2

Course Learning Objectives:

- To gain an insight of planning of Restaurant/Banquet & Room Service Menu
- To understand & practice Food Service

Outcomes:

- On successful completion of the course students will be able to;
- To comprehend different types of menu, & planning & Planning & service of planned menu
- Acquaint with room service trolley set-up
- To plan banquet menu
- To understand the use of KOT/BOT

Sessions:

- Week-1 Practice whatever is taught in the previous semester
- Week-2 Practice whatever is taught in the previous semester
- Week-3 Practice whatever is taught in the previous semester
- Week-4 Practice whatever is taught in the previous semester
- Week-5 Menu Planning 3 Course Menu(Indian/Continental/French)
- Week-6 Menu Planning 3 Course Menu(Indian/Continental/French)
- Week-7 Menu Planning 3 Course Menu(Indian/Continental/French)
- Week-8 Menu Planning 3 Course Menu(Indian/Continental/French)
- Week-9 Menu Planning 3 Course Menu(Indian/Continental/French)

Suggestive Reading:

1. Food and Beverage Operations; Dennis & Lillicrap
2. Food & Beverage service; Sudheer Andrews
3. Modern Restaurant Service, Manual for students & practioners, John Fuller

Note: Any other latest editions can be included.

Scheme of Valuation

Total marks: 50 Marks

Internal assessment: 25 Marks

University Examination: 25 Marks

Record/Journal	05 Marks
Grooming	05 Marks
Viva	05 Marks
Task 1	05 Marks (To be decided by the examiner based on the syllabus)
Task-2	05 Marks (To be decided by the examiner based on the syllabus)

Name of the Program: Hotel Management
Course Code: BHMC- 6(P)
Course category: Discipline Core Course
Name of the Course: Room Division Management-I(Practical)
Teaching Hours: 4 Hours per Week
Examination: 4Hours

Course Credits	No. of Hours per Week	Total No. Of Teaching Hours
2 Credits	4 Hrs	52 Hrs
Course Learning Objectives:		
To acquire basic practical knowledge necessary for efficiently working in Hotel Front Office.		
Course Outcomes: On successful completion of the course, the Students will be able to Perform the day to day front office and lobby functions. Efficiently handle guest requirements and complaints.		
FAMILIRISATION WITH RECORD BOOKS, LISTS & FORMS SUCH. AS		
(i) Arrival/ departure register (ii) Departure intimation (iii) Arrival/ Departure list (iv) No show/ cancellation report (v) VIP List (vi) Fruits & Flowers requisition (vii) Left luggage register (viii) Bell boy movement control sheet (ix) Scanty Baggage Register (x) Arrival & Departure errands cards (xi) Expected arrival/ departure list Grooming and Etiquette		
Revision of previous semester		
Check- in procedure for FIT and GIT , Handling Scanty Baggage		
Preparation of sales letters, brochure, tariff cards		
Role play and problem handling on different accommodation situation:		
Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge		
BELL DESK / CONCIERGE FUNCTIONS:		
luggage handling during check-in & checkout, left luggage procedures, wake-up call procedures, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.		
Message and mail handling		
Paging		
Front office terminology		

Scheme of Valuation
Paper: Room division Management Practical – II BHMC 6 (P)

Total marks: 50 Marks

Internal assessment: 25 Marks

University Examination: 25 Marks

Grooming	05 Marks
Journal record	05 Marks
Handling Reservation/Registration/ process / Departure Process	05 Marks
Handling various situation	05 Marks
Viva	05 Marks
Total Marks	25 Marks

Suggestive Readings:

1. **Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks.**
2. **Front Office Operations and Management - Jatashankar R. Tiwari**
3. **Principles of Hotel Front Office Operations- Su Baker, Pam Bradley**
4. **Hotels for Tourism Development – Dr. Jagmohan Negi**

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management
Course Code: BHMC-6(T)
Course category: Discipline Core Course
Name of the Course: Room Division Management-III(Theory)

Teaching Hours: 4 Hours per Week
Examination: 2 Hours

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
4 Credits	4 Hrs	40 Hrs

Course Learning Objectives:
 To acquire theoretical knowledge for accounting fundamentals, to collate revenue against various revenue heads and to learn procedures and actions to prevent the accidents and security procedures to keep the Hotel and guest assets safely.

Course Outcomes:
 On successful completion of the course, the students will be able to

- Explain the specific functions of Front Office Accounting System, Different types of records maintained during front office accounting, Posting Charges and Internal Control
- Identify the functions of front office audit
- Describe the tools used by the Front office auditor to balance the day's transactions.
- Understand the procedures of safety & Security system
- Handling Emergency situations

UNIT-1: Front Office Accounting **No of Hours: 10Hrs**

- Accounting Fundamentals:
- Guest and non-guest accounts
- Accounting system: Non automated –Semi automated - fully automated
- Credit Monitoring
- Tracking Transactions
- Internal Control

UNIT-2:Night Audit	No of Hours:10 Hrs
<ul style="list-style-type: none"> • Functions of the Front office audit • Role of Front Office auditor • The front office audit process • System Update • Property Management System • Role of information technology in the hospitality industry • Factors for need of a PMS in the hotel 	
UNIT-3:Hotel / Front office Safety &Security System No of Hours: 10Hrs	
<ul style="list-style-type: none"> • Role of Front Office in Safety and securityMethods • Equipment Used • Safe deposit • Card Key Control /Handling of Key • Emergency Procedures • Emergency situations (Accident, illness, theft, fire, bomb) • Guest & staff movement & access control 	
UNIT-4 :Hotel Front office / Lobby Functions No of Hours: 10Hrs	
<ul style="list-style-type: none"> • Role of lobby managers • Role of guest relation executive • Function of bell desk-Layout -equipment used • Function of Hospitality desk / Concierge desk • Handling VIPs • Staff Organization, Duty Rota - work schedule • Luggage handling procedure -Bell desk • forms & formats, Car valet operations 	
Suggestive Readings:	
<ul style="list-style-type: none"> • Managing Front Office Operations– MichaelL Kasavanna & Richard M. Brooks • Front Office Operations and Management-Jatashankar R. Tiwari • Principles of Hotel Front Office Operations- Su Baker, Pam Bradley • Front Office Management – Mr. Sudheer Andrews 	
Note: Any other Latest Edition of reference/text books can be included.	

Name of the Program: Hotel Management Course Code: OE 3-1 Course category: Open Elective Name of the Course: Leadership and Team Development		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Learning Objectives: a. To help leaders adapt their leadership style to achieve greater business results and employee engagement. b. To develop a range of essential leadership skills useful in an organizational setup. c. To aid the students identify where and how they can extend their influence and value to create maximum business results.		
Course Outcomes: On successful completion of the course, the students will be able to a. Gain greater understanding of a leader's responsibilities b. Identify actions that set the stage for a leader's success c. Create a platform for motivation and employee engagement d. Maximize your team performance by understanding human behaviour e. Strengthen their techniques for managing the performance of the team		
UNIT-1: OVERVIEW OF LEADERSHIP No of Hours: 12 Hrs.		
Meaning & Definition of Leadership Leadership in Transition Leadership Models and Theories Contingency Theory and Situational Leadership Theory Styles of Leadership		
UNIT- 2: CRITICAL LEADERSHIP BEHAVIOURS, TRAITS AND COMPETENCIES No of Hours: 13 Hrs.		
Leadership Character Leadership Behaviour Traits of a successful leader Hard Skills Vs Soft Skills Interpersonal Skills		
UNIT- 3: FUNCTIONAL ASPECTS OF A LEADER No of Hours: 15 Hrs.		
Leader's role in Change management Change Leadership Vs Change Management Envisioning and Strategic Thinking Leader as an enabler Building Leadership Capacity in the Organization		

Leader Vs Manager
Leadership & Accountability

Suggestive Readings:

1. Building Organizational Leadership Capacity by David R. Kolzow
2. Leadership in Organizations by Gary A. Yukl
3. Next Generation Leadership by Adam Kingl
- d. Organizational Leadership by John Bratton
- e. Organizational Culture and Leadership by Edgar Schein

Online Resources

- a. What Is organizational leadership and why is it important?

Link: <https://www.betterup.com/blog/what-is-organizational-leadership-and-why-is-it-important>

- b. A guide to becoming an effective leader

Link: <https://www.betterup.com/blog/a-guide-to-becoming-an-effective-leader>

- c. 8 must-have qualities of an effective leader

Link: <https://www.michaelpage.co.in/advice/management-advice/leadership/8-must-have-qualities-effective-leader>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE-3-2 Course category: Open Elective Name of the Course: Managing Hospitality & Tourism Products		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: a. To familiarize the students with the practical implementation of product-centric projects. b. To aid the students to develop critical business skills and a strategic framework for superior Product Management c. To acquaint the students to analyze hospitality product markets, developing strategies and make decisions about price, advertising, promotion, channels of distribution and service.		
Course Outcomes: On successful completion of the course, the students will be able to a. Apply the fundamental concepts of product and brand development and management. b. Recognize the importance of teamwork to coordinate multiple interdisciplinary tasks. c. Use portfolio analysis and product life cycle to understand how a firm manages its product mix. d. Apply an understanding of the product manager's role in product pricing, sales, and promotion.		
UNIT-1: Role and Operation of Product Management No of Hours: 14 Hrs.		
The New dimensions of Product Management Introduction to Hospitality & Tourism Products Characteristics of Hospitality & Tourism Products Cross-functional role of Product Managers Market Differentiation, Targeting and Positioning		
UNIT- 2: Planning Skills for Hospitality Product Managers No of Hours: 12 Hrs.		
Product Marketing Planning Process Guest Value Management in Hotels The Annual Product Plan Product Management Vs Marketing Management Hospitality Product Lifecycle and The Ansoff Matrix		
UNIT- 3: Product Management Skills No of Hours: 14 Hrs.		
Evaluating Product Portfolio Strategic Product Planning New Product Development in Travel & Hospitality Financial aspects of Product Management Pricing & Promoting Hospitality Products and Services Product Launch		

Suggestive Readings:

1. The Product Management Handbook by Linda Gorches
2. The Product Manager Handbook by Carl Shan & Britany Cheng
3. Tourism Product Development by Government of Northwest Territories

Online Resources

1. Exploring Travel & Hospitality Products

Link: <https://www.lonelyplanet.com/>

2. Top Hospitality Industry Trends

Link: <https://hospitalityinsights.ehl.edu/hospitality-industry-trends>

3. Steps in Planning Process in Tourism and Hospitality Industry

Link: <https://www.mywestford.com/blog/steps-in-planning-process-in-tourism-and-hospitality-industry/>

Note: Any other relevant reference/textbooks can be included.