

Four Years Bachelor's in Hotel Management (B H M), Course Details (4th 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	
4 th Semester	BHML1-4	AECC	Theory	Language 1	1x4	1 X 2	3	60	40	
	BHM L.2-4	AECC	Theory	Language 2	1x4	1 X 2	3	60	40	
	BHM C 7(T)	DSC	Theory	Food & Beverage production - 11	1x4	1 x 2	4	60	40	
	BHM C7(P)	DSC	Practical	Food & Beverage production - 11	1x4	1 x 4	2	25	25	
	BHM C8(T)	DSC	Theory	Rooms Division Management-IV	1x4	1 X 2	4	60	40	
	BHM C8(P)	DSC	Practical	Rooms Division Management-IV	1x4	1 X 4	2	25	25	
	BHM VB 7	VB	Practical	Physical Education - Sports	1x2	---	1	----	25	
	BHM VB 8	VB	Practical	Physical Education - NCC/NSS/R&R(S & G)/Cultural	1x2	----	1	-----	25	
	SEC 2	SEC	Theory	Artificial Intelligence	1+0+2	1 x 3	2	60	40	
	BHM OE 4	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 4*	OE	Theory	1. Consumer Behavior in Tourism Sector 2. Bakery & Confectionery 3. Fundamentals of Alcohols & Spirits (For Non BHM Students)*	1 x 3	1 x 2	3*	60	40	

Syllabus for 4th Semester BHM (NEP 2020)

Name of the Program: Hotel Management

Course Code: BHMC7(T)

Course category: Discipline Core Course

Name of the Course: Food & Beverage Production-II (Theory)

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

Course Learning Objectives:

- a. Elaborate on the fundamentals of Indian Cookery
- b. Explain the various type and categories of Indian Food
- c. Explain types of dairy products & its preparation.
- d. Explain the Fish & Seafood.
- d. Explain the Meat Cookery

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

- a. Explain the history of Indian food Culture
- b. Compare various Indian Masalas/gravies/curries and its characteristics
- c. Identify the emerging trends in Indian Cuisine
- d. Explain the various types of Indian Breads
- e. To learn the fish, seafood and Meat Cookery in detail.

UNIT 1

Fundamentals of Indian Cuisine: No of Hours: 08 Hrs

- 1.1 Introduction to Indian Food Culture
- 1.2 Role of Indian Condiments, Herbs & Spices in cookery
- 1.3 Different Masalas used in Indian cookery (Wet & Dry)
- 1.4 Indian Gravies & Curries
- 1.5 Indian Culinary Glossary Terms
- 1.6 Indian breads – Roti, Naan, kulcha, Phulka etc;

UNIT 2

Dairy Products 8 Hrs

Milk-Variou types of Milk available/Fermented & Processed Milk Products

/Preparation/Uses/ Types (Cream -Butter- Cheese)

Storage & Handling

UNIT-3

Fish & Sea Food 08 Hrs

Types & definition-Classification-Selection criteria--Cuts of Fish-Pre-Preparation of Fish

Court Bouillon- Various cooking liquors for fish-Cooking Methods-Popular Fish dishes

Seafood-definition-types-Shellfish-(Crustaceans-Mollusks-Cephalopods)-Cleaning Methods-Cooking Methods-Storage & handling-Popular dishes

UNIT-4

Meat & Poultry/Game--- 16 Hrs

History of Meats-Chemical composition-Selection criteria-Veal-Pork-Lamb-Beef

Cuts of Meat-Preparation Methods for Meats-Cooking Meats-Ham & Bacon-Steaks-Sausages-Carving Meats-Storage & Handling

Poultry & Game-Selection criteria-Preparation of Poultry-Cooking Methods-Storage & Handling-Popular dishes

Syllabus for 4th Semester BHM(NEP 2020)

Course Code: BHMC7(P)		
Course category: Discipline Core Course		
Name of the Course: Food & Beverage Production-II (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching
2 Credits	4 Hours	40 Hrs

Practical:

WEEK-1: Gujarathi Cuisines: 3 Course Menu with accompaniments

WEEK-2: Kashmiri Cuisine: 3 Course Menu with accompaniments

WEEK:3: Bengali Cuisine: 3 Course Menu with accompaniments

WEEK:4: Punjabi Cuisine: 3 Course Menu with accompaniments

WEEK:5: Tandoori Cuisine: 3 Course Menu with accompaniments

WEEK:6: Tandoori Cuisine: 3 Course Menu with accompaniments

WEEK:7 Tandoori Cuisine: 3 Course Menu with accompaniments

WEEK:8: Tandoori Cuisine: 3 Course Menu with accompaniments

WEEK 9: Tandoori Cuisine: 3 Course Menu with accompaniments

WEEK 10: Rajastani Cuisine: 3 Course Menu with accompaniments

WEEK: 11: Bread Making-1

Demonstration and preparation of French Bread, Breakfast rolls(croissants, Danish pastry, doughnuts, & brioche)

WEEK:12:

Cookies: Any Five Types

Demonstration and preparation of any five cookies

WEEK: 13

Preparation of One Mousse, One Soufflé, One Pudding

WEEK:14

Red Velvet Cake and Three icings

Reference Books: Theory & Practical

1. Foods of India & Indian Food(A Historical Companion), KT. ACHAYA
2. Book of Indian Sweets, Satarupa Banerjee
3. Tiffin, Sonal Ved
4. Indian Breads, G-Padma Vijay
5. Indian Cuisine-Tandoori, Lustre Press
6. The Indian Kitchen, Monisha Bharadwaj
7. The Complete Indian Cookbook, Miridula Baljekar
8. Cake Bible, Rose Levy Beranbaum
9. Milk & Milk Products, Clarence Henry Eckles
10. The Professional Pastry Chef, Bo Friberg
11. Practical Cookery, Victor Ceserani/Ronald Kinton
12. Modern Cookery, Thangam Philip
13. Professional Chef, Gary Hunter
14. Basic Cookery, Richard E Martland
15. Theory of Cookery, Krishna Arora
16. The Art & Science of Culinary Preparation, Jerald W Chesser/AHLA
17. Practical Professional Cookery, H. L Cracknell
18. Larousse Gastronomique
19. Practical Cookery, John Campbell/David Foskett
20. Theory of Catering, Kinton/Ceserani.

Scheme of Valuation

Food & Beverage Production-II (Practical) BHMC7(P)

Total marks: 50 Marks

Internal assessment: 25 Marks

University Examination: 25 Marks

Grooming	03 Marks
Journal record	05 Marks
Viva	05 Marks
Preparation of Three Course Menu	10 Marks
Presentation	02 Marks

Name of the Program: Hotel Management Course Code: BHMC-8(T)

Course category: Discipline core Courses

Name of the Course: Rooms Division Management-IV(Theory)

Examination: 2Hours (End semester Examination)

Pedagogy: Lectures, Assignments, Discussions, Presentations & Audio visual aids.

CourseCredits	CourseCredits	CourseCredits
4Credits	4Credits	4Credits

Course Learning Objectives:

To understand about importance of housekeeping inventory control.

To acquire knowledge and skills for dealing with emergencies. Creating awareness about safety and security and prevention of accidents.

To learn to effectively optimize the space in hotel room making the best use of the available space.

To understand a new concept in hospitality that claims to work for environment protection and preservation

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

- Discuss the types and use and maintenance of cleaning equipment
- Identify the challenges to inventory control in housekeeping
- Establish Par level and inventory control for cleaning supplies.
- Understand and differentiate between the term safety and security
- Deal with emergency situation
- Describe the significant role played by colour, lighting scheme, selection of carpet
- Understand the methods of conserving energy and managing the waste. Benefits of using environment- friendly guest supplies and stationary.

UNIT-1 MANAGING HOUSEKEEPING INVENTORIES NoofHours:10Hrs

- Linen Management
- PAR Levels -
- Classification of housekeeping inventories.
- Types of Machines and equipment's
- Establishing Par levels for machines and equipment
- Types of cleaning supplies establishing inventory level for cleaning supplies
- Guest supplies and establishing inventory level for guest supplies.
- Types of linen , Establishing Par levels for linen
- Taking physical inventory of linens and Uniforms.
- Inventory control of linen and Uniforms.
- Guest loan items, establishing par level for Guest loan items.

Name of the Program: Hotel Management
Course Code: BHM-C8(P)
Course category: Discipline core Courses
Name of the Course: Room Division Management-1I(Practical)

Examination: 4 Hours (Endsemester Examination)

Pedagogy: Lectures, Assignments, Discussions, Presentations & Audio visual aids.

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 Housekeeping department

Course Outcomes: On successful completion of the course, the Students will be able to evaluate the work done at housekeeping department technically.

Explains how to organize housekeeping.

VIP handling

Understand the damages due to stains and the procedures of stain removal.

Design housekeeping cleaning areas, providing services and special care for the physically challenged persons.

Prepare the requisition slip, budget allocation.

Basic revision of Semester 1

Turn Down Service

RECORDS AND FORMATS MAINTAINED IN THE HOUSEKEEPING DEPARTMENT.

DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT:

Control Desk Activities

Guest room inspection: Check-list

Treatment of VIP guest

Special Amenities provided for VIP's

Identification of stain and Stain Removal procedure

Case studies with emergencies & situations

Designing of

a. Front office and lobby area

b. Guest Rooms

c. Room for physically challenged Person

Energy conservation & eco-friendly concepts – students should be given assignments to work on these concepts and trends in housekeeping

Budgets : Basic knowledge on preparation of budgets based on a mock data of

housekeeping department

Scheme of Valuation

Paper: Room division Management Practical – II BHMC 8 (P)

Total marks: 50 Marks

Internal assessment: 25 Marks

University Examination: 25 Marks

Grooming	05 Marks
Journal record	05 Marks
Designing of an area (Rooms /Public area)	05 Marks
Identification of stain and removal process	05 Marks
Viva	05 Marks

Suggestive Reading:

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

Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.

Hotel Housekeeping Operations & Management –Raghubalan, Oxford University Press.

Housekeeping and Front Office – Jones - Security Operations By Robert Mc Crie, Publisher: Butterworth – Heinemann –

The Professional Housekeeper – Tucker Schneider; Wiley Publications

Name of the Program: Hotel Management Course Code: OE 4-1 Course category: Open Elective Name of the Course: Fundamentals of Alcohols and Spirits		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Learning Objectives: a. To outline the definition of ‘spirits’, their unique manufacturing process the raw materials required to produce various types and their aging processes. b. To introduce the history, composition, and nuances of the various families of distilled and fermented beverages, including all types of liquor, liqueurs, beer and wine. c. To familiarize about the processes involved in the manufacture of alcoholic drinks – how they are produced, how the wide range of flavors are generated and how scientists ensure the safety of what we drink.		
Course Outcomes: On successful completion of the course, the students will be able to a. Explain the Origin and History of various types of Alcohols b. Describe the process of distillation and fermentation during the manufacturing process of alcoholic beverages c. Elucidate the long- and short-term effects of alcohols on the human body. d. Elaborate on the significance of responsible consumption of alcohols e. Explain the importance of responsible marketing of alcohols		
UNIT-1: INTRODUCTION TO ALCOHOLIC BEVERAGES No of Hours: 12 Hrs.		
Introduction to Alcohols Types of Alcohols Methods of preparing Alcohols – Fermentation & Distillation Classification of Alcoholic Beverages Proof System and measurement of alcoholic strength Calorific value of alcoholic beverages Benefit and detriments of consuming alcoholic beverages		
UNIT- 2: DISTILLED, BREWED AND FERMENTED ALCOHOLIC BEVERAGES No of Hours: 16 Hrs.		
Wine: History, Regions, Climates, Varieties, Famous Producers, Opportunities & Challenges Beer –History, Ingredients used, Manufacturing process, Types, Service procedure, Storage conditions and Brands Whisky/ey: History & Evolution, Manufacturing process, Characteristics, Types, Brands and Service styles Brandy: Cognac & Armagnac - History & Evolution, Regions, Manufacturing process, Types, Label Reading, Brands and Service styles; Other grape Brandies		

Gin: History & Evolution, Types, Manufacturing Process, Brands & Service styles

Rum: History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service styles

Vodka: History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service, Flavored Vodka

Tequila: History & Evolution, Manufacturing Process, Types & Categories, Controlling Authority, Brands, Service & Traditional way of drinking tequila.

UNIT- 3: RESPONSIBLE CONSUMPTION OF ALCOHOL

No of Hours: 12 Hrs.

Meaning & Definition of Responsible drinking

Strengths of various alcoholic Drinks

Laws pertaining to alcohol service and consumption

Impact of alcoholic consumption on the human body

Tackling Underage Drinking

Responsible Marketing of Alcohols

Tips for safe Drinking

Suggestive Readings:

- a. Handbook of Alcoholic Beverages by Alan J Buglass
- b. Responsible Service of Alcohol: A Server's Guide by Brett Bivans
- c. Natural Beverages by Alexandru Mihai Grumezescu, Alina Maria Holban
- d. Food and Beverage Service by Bruce H Axler and Carol A. Litrides
- e. The Ultimate Encyclopedia of Wine, Beer, Spirits, & Liqueurs by Brian Glover and Stuart Walton

Online Resources

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs

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

- b. Alcohol: Balancing Risks and Benefits

Link: <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>

- c. Encouraging Responsible Consumption

Link: <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

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

Name of the Program: Hotel Management
Course Code: OE 4-2
Course category: Open Elective
Name of the Course: Consumer Behaviour in Tourism Sectors

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To introduce the learner to behavioral dimensions of consumer marketing in Tourism Sector
- b. To create awareness of the theories of motivation and perception as applied to consumer behavior.
- c. To acquaint the students with the theories of consumer decision making in Tourism Sector.

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

- a. Explain the basic concepts of Consumer Behaviour and its linkages to Travel marketing
- b. Analyze the phenomenon of consumer learning about a brand and forming perceptions about it
- c. Compare how the theoretical aspects of Consumer Behaviour are practiced in real life scenarios.
- d. Apply the concepts of market segmentation and product positioning in the Travel sector.
- e. Explain Role of CRM in Consumer Behavior

UNIT-1: INTRODUCTION TO TRAVEL CONSUMER BEHAVIOUR

No of Hours: 12 Hrs.

Introduction and History of tourist behaviour
 Need to understand Travel consumer behaviour
 Major concepts in consumer behaviour
 Leiper's Model of Tourism System
 Butler's Model of Tourism Destination Life Cycle
 Purchase and Decision-making Process – Motivators & Determinants
 Models of the purchase decision-making process

UNIT- 2: TOURISM DEMAND AND MARKETS

No of Hours: 14 Hrs.

Typologies of tourist behaviour and segmentation of the tourism market
 The global pattern of tourism demand
 National differences: domestic, outbound and inbound
 The nature of demand in different segments of the tourism market
 Consumer behaviour and markets in the different sectors of tourism

UNIT- 3: CONSUMER BEHAVIOUR AND MARKETING

No of Hours: 14 Hrs.

Researching tourist behaviour:
 The marketing mix and tourist behaviour
 The green tourist: myth or reality?
 Rise of the global/Euro tourist?

The emergence of new markets and changes in tourist demand

Quality and tourist satisfaction

The future of tourist behaviour

Suggestive Readings:

- a. Consumer Behaviour in Tourism by John Swarbrooke and Susan Horner
- b. Consumer Behaviour by Michael R Solomon
- c. Consumer Behaviour in Tourism by Horner Susan
- d. Consumer Behaviour: Insights from Indian Market by Ramanuj Majumdar
- e. Hospitality Marketing and Consumer Behavior by Vinnie Jauhari

Online Resources

- a. How COVID-19 Is Reshaping Consumer Behavior

Link: <https://www.mckinsey.com/industries/retail/our-insights/how-covid-19-is-changing-consumer-behavior-now-and-forever>

- b. The Consumer trends seeping into the Travel industry

Link: <https://www.phocuswire.com/consumer-trends-2022>

- c. The never-ending travel customer journey

Link: <https://www.thinkwithgoogle.com/feature/travel-customer-journey-in-2020>

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