

B.Sc. DEGREE
IN
HOSPITALITY & HOTEL ADMINISTRATION

CURRICULUM

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY
NOIDA
(NCHMCT)

AND
JAWAHARLAL NEHRU UNIVERSITY
(JNU)

SEMESTER - I

MINIMUM CONTACT HOURS & CREDITS FOR EACH SUBJECT

No.	Subject code	Subject (Credits)	Contact Hours per Semester	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production -I (02 credits)	30	-
2	BHA102	Foundation Course in Food Production -I (Pr) (04 credits)	-	120
3	BHA103	Foundation Course in Food & Beverage Service – I (02 Credits)	30	-
4	BHA104	Foundation Course in Food & Beverage Service – I (Pr) (01 Credits)	-	30
5	BHA105	Foundation Course in Rooms Division Operations– I (02 credits)	30	-
6	BHA106	Foundation Course in Rooms Division Operations– I (Pr) (02 credits)	-	60
7	BHA107 Or BHA108	Customer Relation Management OR Employability Skills (02 credits)	30	
8	BHA109	Communication Skills-I (02 credits)	30	
9	BHA110	Environmental Studies (02 credits)	30	-
10	BHA111	Yoga/Stress Management-I (Pr) (01 credit)	-	30
TOTAL:			180	240
GRAND TOTAL			420	

WEEKLY TEACHING SCHEME (18 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production – I (Theory)	02	
2	BHA102	Foundation Course in Food Production – I (Practical)	-	08
3	BHA103	Foundation Course in Food & Beverage Service - I (Theory)	02	
4	BHA104	Foundation Course in Food & Beverage Service-I (Practical)	-	02
5	BHA105	Foundation Course in Rooms Division Operations-I(Theory)	02	-
6	BHA106	Foundation Course in Rooms Division Operations-I(Practical)	-	04
7	BHA107 Or BHA108	Customer Relation Management OR Employability Skills	02	-
8	BHA109	Communication Skills-I	02	
9	BHA110	Environmental Studies	02	-
10	BHA111	Yoga/Stress Management-I (Practical)		02
TOTAL:			12	16
GRAND TOTAL			28	

EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production – I (Theory)	100	-
2	BHA102	Foundation Course in Food Production – I (Practical)	-	100
3	BHA103	Foundation Course in Food & Beverage Service-I (Theory)	100	-
4	BHA104	Foundation Course in Food & Beverage Service-I (Practical)	-	100
5	BHA105	Foundation Course in Rooms Division Operations-I(Theory)	100	-
6	BHA106	Foundation Course in Rooms Division Operations-I(Practical)	-	100
7	BHA107 Or BHA108	Customer Relation Management OR Employability Skills	50	-
8	BHA109	Communication Skills-I	100	-
9	BHA110	Environmental Studies	100	-
10	BHA111	Yoga/Stress Management-I (Practical)	-	50
TOTAL:			550	350
GRAND TOTAL			900	

* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

BHA101 - FOUNDATION COURSE IN FOOD PRODUCTION – I

1. Preamble

Course Title	Foundation course in Food Production-I (Theory)
Course Code	BHA101
Credits	02
Number of Hours per Group	30 class hours

2. Course Description

It is important to understand that why introduction to culinary arts is important in the world of hospitality. To become a chef is long process. Cooking is dynamic profession- one that provides some of the greatest challenges as well as some of the greatest rewards. Learners will be exposed to the required international standards by inculcating necessary knowledge, skill and mind-set which assist them both in professional & personal front. It teaches many 'tricks of the trade' and will fuel a desire in students to take up kitchen operations as exciting career.

Keeping in mind the growing demand of educated manpower in the culinary world, the module will focus on introduction to culinary arts with emphasis on basics of food production and bakery.

3. Learning Outcomes

Knowledge

1. Discuss the Culinary voyage
2. Examine and tabulate the organization structure
3. Identify and examine Hygiene and safety
4. Enumerate the aims and objectives of cooking

Competencies

1. Illustrate the basics of cooking principles
2. Demonstrate principles of Stocks, Soups and Sauces
3. Explain the role of ingredients – shortening, raising, flour
4. Apply the principles of Plant based culinary arts and prepare simple menus
5. Classify egg and fish
6. Demonstrate the baking process

Mindset

1. Appreciate the importance of hygiene and basic cooking principles in food production.
2. Critique the various continental and Indian dishes extending to bakery

BHA101 - FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)

Unit-1:INTRODUCTION TO COOKERY: Hygiene – Personal, Food, Environment, Uniforms & protective clothing, Safety procedure in handling kitchen equipment, Attitude & Personnel Ethics, Food Production – Industry, Traditional Cookery & Origin of modern cookery, Indian Culinary History, Ayurveda & Vegetarianism

Unit-2:ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS & OBJECTS OF COOKING FOOD: Classical Brigade & Modern Staffing, Duties and responsibilities of various chefs in Catering Establishments, Professional ethics and etiquettes in workplace, Aims of cooking (Including senses through food), Outcomes of cooking process, Techniques used in cooking, Basic principles of Safety Precautions, Waste Segregation, **ROLE OF INGREDIENTS:** Fats & Oils (Shortenings), Raising Agents, Flour – All purpose, Whole wheat, Multigrain, Millets, Gluten free, Sugar – Importance, Types, Cooking stages, Water – pH, Application in cooking, as commodity

Unit-3: BASIC COOKING PRINCIPLES: HEAT TRANSFER AND COOKING METHODS: Moist Heat, Dry Heat, Dry Heat using Fat, Microwave; **STOCKS:** Definition and Types, Components of stock, Method, Storage and Usage; **THICKENINGS & SAUCES:** Definition, Thickening Agents, Basic Sauces and Derivatives, Proprietary and Contemporary sauces, Deglazing

Unit-4: SOUPS & SALADS: Definitions, Classification with examples, International Soups, Components of Salads, **PLANT BASED CULINARY ARTS,** Importance, Vegetables & Fruits – Identification & Classification, Effect of Heat, Storage, **UNDERSTANDING EGG AND FISH:** Classification & Selection, Usage, Precaution, Cuts of Fish

Unit-5: BASIC PRINCIPLES OF BREAD & CAKE MAKING: Ingredients used in bread making and their roles, Beneficial role of microbes- probiotics, Steps in bread making, Methods of bread making, Bread faults, **CAKES:** Ingredients used in cake making, Methods of cake making, Cake faults

BHA102-FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS) PART 'A' – COOKERY

Course Title	Foundation course in Food Production-I (Practical)
Course Code	BHA102
Credits	04
Number of Hours per Group	120 class hours

Unit-1: ORIENTATION (INTRODUCTION TO KITCHEN): Equipment - Identification, Description, Uses & handling, Hygiene - Kitchen etiquettes, Practices, Garbage disposal, Safety and security in kitchen, Knife Handling precautions, **Végétales & Fruits:** Vegetables – Classification, Cuts - julienne, jardinière, macédoines, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix, Preparation of salad dressing

Unit-2: BASIC COOKING METHODS AND PRE-PREPARATIONS: Blanching of Tomatoes and Capsicum, Preparation of concasse, Boiling, Parboiling (potatoes, Beans, Cauliflower, etc.), Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc., Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, Potatoes)

Unit-3: STOCKS AND THICKENING & BINDING AGENTS: White and Brown stock, Fish stock, Emergency stock, Fungi stock, **Thickenings** – Roux (White, Blond, Brown), Beurre Manie, Panada, Liaison, Other starch/Protein, **Sauce and Gravies:** Béchamel, Espagnole, Velouté, Tomato, Hollandaise, Mayonnaise, Basic Gravies – White, Brown

Unit-4: EGG & FISH COOKERY - PREPARATION OF VARIETY OF EGG DISHES: Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poaches, Scrambled, Omelette (Plain, Stuffed, Spanish), En cocotte (eggs Benedict), **Fish:** Identification and Classification, Cuts & Folds of Fish

Unit-5: DEMONSTRATION & PREPARATION OF SIMPLE MENU: Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé, Broth; Simple Egg preparations: Scotch egg, Assorted omelettes, Oeuf Florentine, Oeuf Benedict, Oeufs Farcis, Oeuf Portugese, Oeuf Durs Mayonnaise; Simple potato preparations, Boiled, Baked, Mashed, Roasted, French fries, Allumettes, Lyonnaise potatoes; Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables; Fish Preparations: Fish orly, a la anglaise, colbert, meuniere, poached, baked

PART 'B' - BAKERY & PATISSERIE

Unit-1: INTRODUCTION ABOUT THE TRADE: Identification of light & heavy Equipment, Handling & uses of equipment, Identification of commodities and their uses, Ingredients - Qualitative and quantitative measures

Unit-2: INTRODUCTION TO BREAD MAKING PROCESS: Demonstration of pan breads (White, Milk and Brown), Discussion of varieties like burger buns, hot dogs, fruit buns etc., **LOAVES:** Demonstration on garlic bread and varieties (cheese loaf, masala loaf), Demonstration on French baguette; **ARTISAN BREADS:** Demonstration on Artisan breads (whole wheat bread & multigrain bread, honey & oats bread, braided breads), Quick Breads - Banana bread, ginger bread, corn bread chocolate brownie; **RICH DOUGHS:** Discussion about balancing of recipes, Demonstration of brioche, savarin, doughnuts, baba au rhum, Discussion about other varieties, **VARIETY OF ROLLS:** Demonstration on Bread rolls (soft rolls, cheese and herb rolls, cinnamon rolls, dinner rolls, cloverleaf rolls, garlic rolls, oregano), Demonstration of hard rolls, Vienna rolls, soup sticks, grissini, Discussion of varieties,

Unit-3: INTRODUCTION ABOUT SIMPLE CAKES (FOAMING METHOD): Demonstration & Preparation Fatless Sponge, Genoise, Angel food cake, Swiss roll, Chiffon cake; **INTRODUCTION TO POUND CAKES (CREAMING METHOD):** Demonstration of pound cake, Discussion of varieties plain cake fruit cake, plum cake, madeira cake Dundee cake; **DEMONSTRATION OF MADELEINES:** Demonstration of variety of muffins rum & raisin, blueberry, lemon, orange choco chip, Discussion of varieties, Evaluation of the product

Unit-4: INTRODUCTION TO COOKIES & BISCUITS: Demonstration and Preparation of simple cookies like: Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri colour biscuits, Chocolate chip, Cookies, Chocolate Cream Fingers, Bachelor Buttons, Oatmeal cookies, Cats tongue biscuit

Unit-5: HOT / COLD DESSERTS: Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee), Bavaoise, Diplomat Pudding, Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding

BHA103- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (Theory)

1. Preamble

Course Title	Foundation course in Food & Beverage Service-I (Theory)
Course Code	BHA103
Credits	02
Number of Hours per Group	30 class hours

2. Course Description

This course will impart basic knowledge of food service. This will teach student about different types of catering establishments, which includes different types of menus and their planning. This will also prepare them for entry level jobs in food service outlets by enabling them with food service skills.

3. Learning Outcome

Knowledge

At the end of the program, the participants will be able to:

1. List the various types of F&B Operations.
2. Define Various F&B Outlets.
3. Recall the courses of the French Classical Menu
4. Memorise the accompaniments of classical dishes.
5. Translate the basic F&B Terms in French.
6. List the attributes of a good waiter
7. Repeat the Do's and Don'ts of telephone handling
8. Recall difference between the French Classical set up and the Indian cover set up

Competencies

At the end of the program, the participants will be able to:

1. Identify various F&B Equipment's
2. Differentiate different meals of the day.
3. Describe various styles of service in F&B Outlets.
4. Sketch the triplicate KOT System used in F&B Outlets,
5. Use the basics of meeting, Greeting and seating of guests in a training restaurant
6. Demonstrate the mis- en –place preparation in a restaurant.
7. Differentiate between A la carte and Table d'hote Service.
8. Practice table laying as per the rules of the French classical menu,

Mind Set

At the end of the program, the participants will be able to:

1. Design menus according to the principles of menu planning.
2. Delight the guest by handling service in a training environment.

BHA103- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (THEORY)

Unit-1: INTRODUCTION TO HOSPITALITY INDUSTRY-Success trigger of hospitality industry, Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial/institutional/transport

such as air, road, rail, sea, etc. Indian concept of hospitality (Values & ethics viz – a vis world), Overview of F & B Service in India

Unit-2: DEPARTMENTAL ORGANISATION & STAFFING: F & B Outlets-Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs – Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F & B operations – hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments)

Unit-3: F & B SERVICE EQUIPMENT-Cutlery, Crockery, Glassware, Flatware, Hollowware & All other equipment used in F& B service (French terms related to the above). Preparation for service-Organizing. **MEALS & MENU PLANNING-** Origin of menu, Objectives of menu planning, Types of menus, mise-en-scene & organizing mise-en-place. Courses of French classical menu, Sequence, French names of dishes, Types of meals, Early morning tea, Breakfast (English/American/Continental/Indian/ Buffet), Bruch, Lunch, Afternoon/high tea, Dinner, Supper

Unit-4: DINING SERVICES –Silver service, Pre plated service, Cafeteria service, Room service, Buffet service, Gueridon service, & Live counters Lounge service, Food court, Butler service, Family service, Russian service, Indian form of service & Oriental service

Unit-5: SALE CONTROL SYSTEM. A) KOT/Bill control system b) Making bill c) Cash handling equipment d) Record keeping (Restaurant Cashier)

BHA104-FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (PRACTICAL)

Course Title	Foundation course in Food & Beverage Service-I
Course Code	BHA104
Credits	01
Number of Hours per Group	30 class hours

Unit-1: INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT-Overview, Importance of grooming, Grooming standards & checklist, Familiarization & identification of food service areas & ancillary areas with tools & equipment, Soft skills—Importance & Service drivers

Unit-2: PREPARATION OF SERVICE-Mise-en-scene, Mise-en-place, & Opening, operating & closing duties, **SOCIAL SKILLS-** Handling guest complaints, Telephone manners & Dining & service etiquettes. Listening skills, delighting the guest, Storytelling, Spontaneity, Gaining guest loyalty & seeing off the guest

Unit-3: APPLICATION OF MENU PLANNING EXERCISE FRENCH CLASSICAL MENU & INDIAN MENU-Examples from each courses, Cover of each course, Accompaniments

Unit-4: TABLE LAY-UP & SERVICE-A la carte cover, Table d’hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill

Unit-5: SOCIAL SKILLS- Listening Skills, delighting the guest- story telling, spontaneity, gaining guest loyalty & seeing off the guest. Handling guest complaints, telephone manners, dining & service etiquettes.

BHA105-FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (Theory)

1. Preamble

Course Title	Foundation Course in Rooms Division Operations- I (A) (Theory)
Course Code	BHA105
Credits	01
Number of Hours per Group	15 class hours

2. Course Description

Front office is not just a department but it is a way of thinking and a deeply embedded attitude towards hospitality. This is a field for all those who love to interact with people, who are presentable with a disarming smile and who believe that hospitality & professionalism is second nature to them. The Front Office is one of the key areas of any hotel; the student should therefore be well versed of all the functions carried out in the department.

The course seeks to introduce to the students all the aspects of the hospitality and hotel industry, including Hotel Classification, Rooms Division and hotel organization, guest rooms, basis of charging and Guest Relationship. In addition, the student is also given inputs relating to service recovery and Interdepartmental cooperation.

This course will enable the participant to perform the basic operations of the department like taking reservations, performing check-ins, up selling and handling during the stay activities, including guest management.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Explain hospitality with reference to its importance, evolution and domestic and international Hotel companies
2. Classify the hotels on the basis of specific parameters.
3. Illustrate the Organization structure of Hotels and Rooms Division department.
4. Differentiate between the types of rooms and clarify the basis of charging room tariff and different meal plans.
5. Elaborate the stages of guest cycle and related front Office function areas
6. Describe and demonstrate the procedure of reservation and guest registration.
7. Determine the techniques of upselling and Service recovery process
8. Discuss Interdepartmental cooperation- rooms division

Competencies

1. Create organizational charts depicting the lines of responsibility among positions, departments and divisions.
2. Perform the tasks of taking a reservation, registration and handle the guest -during the stay operations

3. Apply Room selling techniques
4. Solve guest complaints and maintain ideal guest relations
5. Cooperate effectively at intra and inter departmental levels
6. Exhibit professionalism and etiquettes required of a front office personnel

Mind set

1. Appreciate the role of Rooms division in guest satisfaction.
2. Advocate the need to create guest delight.
3. Appreciate the need for identifying guest expectations and meeting those.
4. Differentiate between the tangible and intangible service product.
5. Acknowledge the need for seamless co-operation among all departments for creating guest delight.

BHH105- FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS- I (A) (THEORY)

Unit-1: INTRODUCTION TO HOSPITALITY & HOTEL INDUSTRY- Origin & Evolution & Domestic & International hotel companies, Hotel organization- Full service/ limited service, Revenue & Non-revenue producing departments, Staff organization-Rooms division hierarchy (Including Engineering Department)

Unit-2: CLASSIFICATION OF HOTELS- Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership & affiliation. **TYPES OF ROOMS-**Room sizes (with reference to HRACC), SMART rooms & differently abled guest rooms, Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, Types of Room rates (Special rates). Meal plans- (EP, BP, CP, AP, MAP etc.)

Unit-3: GUEST CYCLE-Stages of Guest cycle, related front office function areas. **Pre- arrival – Reservations -1** (Confirmed – Guaranteed / Non-guaranteed, Tentative/Waitlisted).**Pre-arrival – reservations –II** -Reservation procedure (FIT: DFIT & FFIT, group, VIP).**Sources**-Direct, CRS, GDS, Intersell agencies. **Modes of reservations –** Verbal & Written. Amendments &cancellations

Unit-4: ARRIVAL –I -Bell desk & valet services, Functions, Procedures, **Arrival –II –a)** Creating registration record b) Assigning room& rate c) Establishing the method of payment d) Issuing room key e) Fulfilling special requests, DFIT, FFIT, Walk-in, VIP & Group, express check –In, self-registration, **Room selling techniques**-Upselling

Unit-5: DURING THE STAY-Concierge, Mail & message handling, Room change procedure, Special procedure, Wake-up call, Newspaper delivery & transport arrangements. **Service recovery** -Guest relations, Handling complaints, Follow-up procedures, Complaint handling Apps/ escalation Matrix & Root cause analysis

1. Preamble

Course Title	Foundation Course in Rooms Division Operations- I (B) (Theory)
Course Code	BHA105
Credits	01

Number of Hours per Group	15 class hours
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1. Course Description

"Creating a home away from home" is the motto of the hotel industry's housekeeping division. The Housekeeping Division takes great satisfaction in upholding the highest levels of cleanliness and excellence with great comfort and safety. All lodging facilities aim to provide their customers with hygienic, aesthetic, peaceful, and welcoming environments that provide complete value for the customer's money.

Your hotel stay will be delightful thanks to housekeeping!

Both the management and the guests concur that maintaining a clean and orderly room environment is a must to demand a fair wage and receive repeat business, resulting in devoted clientele and higher earnings and profitability.

Hence, working in the hospitality industry, and housekeeping in particular, may be very lucrative. To succeed in any industry or profession, one must understand the fundamentals first. This course is designed keeping in mind the needs of a future housekeeper.

The first module will concentrate on the fundamental housekeeping concepts that are necessary as the foundation elements to pursue housekeeping as a rewarding profession.

2. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Elucidate the importance & opportunities of Housekeeping department in Hospitality Industry & allied sector
2. Describe the attributes of Housekeeping personnel
3. Determine the role of the pantry and allied functions associated to it
4. Enumerate on the sequence & procedure of cleaning as per room status
5. Formulate the daily routine followed by GSA for all shifts
6. Summarize the application of housekeeping in hospitality section other than hotels
7. List the inventory maintained in the housekeeping pantry

Competencies

1. Identify different cleaning surfaces found in a hotel
2. Systemize the cleaning process based on science of cleaning
3. Illustrate the layout of single/double/twin/suite rooms.
4. Execute the cleaning of different surfaces
5. Prepare room status reports
6. Demonstrate room cleaning procedures

Mind set

1. Encourage an acceptance for a wide perspective towards housekeeping opportunities offered in hotel and allied industry.

2. Advocate the need of different levels /stages of cleaning required.
3. Appreciate the planning needs required in housekeeping operations.

BHA105- FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS- I (B) (THEORY)

Unit-1: INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING. Importance, Opportunities and application in the hospitality and allied sectors

Unit-2: HOUSEKEEPING DEPARTMENT- Areas of responsibility with a brief description of sub departments in housekeeping, Attributes of housekeeping personnel in keeping with the organization chart, Inter departmental coordination of rooms division with other departments.

Unit-3: PREPARING TO CLEAN- A) Housekeeping pantry B) Significance C) Layout D) List of inventory-maintained E) Assembling supplies and stocking the cart/ caddy F) Room Status Reporting G) Setting priority of scheduling cleaning

Unit-4: GUEST ROOMS: UPKEEP AND MAINTENANCE. Sequence and procedure of cleaning A) Departure room B) occupied room C) Vacant room D) Differently abled room E) OOO/ DND/DL rooms F) Turndown service G) Second service

Unit-5: DAILY ROUTINES to be followed by Housekeeping Attendants in Morning, Evening and night shift. **Concept of invisible housekeeping- Housekeeping in hospitality sectors apart from hotels-** Hospitals, Residential apartments, Mall, Club, Shops, Suffices, F & B outlets, Institutes, Airports, Railway stations, Metro station & Cruise liners

BHA106-FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (Practical)

Course Title	Foundation Course in Rooms Division Operations- I (A) -Practical
Course Code	BHA106
Credits	01
Number of Hours per Group	30 class hours

Unit-1: GROOMING ETIQUETTE- Introduction to service culture, Service product, Guest Relationship-Business protocol & Professionalism. Moments of Truth, Creating a WOW factor (Guest delight) & Guest satisfaction

Unit-2: SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL, Job description & Job specifications, Layout of Front Office- FO equipment

Unit-3: APPLICABLE TAXES & CHARGES- Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS

Unit-4: RESERVATION PROCEDURES-Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest & room orientation-Check-in procedure, PMS, Formats

Unit-5: DURING THE STAY ACTIVITY PROCEDURES- Mail handling, Message handling, Paging, Special requests, Room change procedure & Complaint handling. Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons & Mini bar

Course Title	Foundation Course in Rooms Division Operations- I (B) -Practical
Course Code	BHA106
Credits	01
Number of Hours per Group	30 class hours

Unit-1: INTRODUCTION TO THE MODULE/ ICE BREAKER-Importance of cleaning and maintaining guest rooms & Public Area, **Familiarization to cleaning Equipment** (manual & mechanical) & agents with minimum 5 popular brand names, **Guest room & bathroom supplies** with positioning (layout of single, double, twin & Suite room)

Unit-2: PREPARING TO CLEAN-setting up of maid's trolley/ caddy different types of pantry and set up

Unit-3: GUEST ROOM CLEANING. A) Bed making as per industry standards including Turndown service. B) Daily cleaning of Guest room & bathroom. C) De-briefing & going off Duty- Formats filled by a Housekeeping attendant-Room Status Report, Linen exchange slip, Room attendant work report, Key Register

Unit-4: DEMONSTRATION OF ENTIRE SHIFT OPERATIONS. Morning shift- routine operations (Including the daily -cleaning of the following rooms). A) Departure room B) Occupied room. C) Vacant room. **Evening shift** – Routine operations

Unit-5: DEALING WITH SPECIAL SITUATIONS – entering a guest room, reporting maintenance, Lost and found, DND, service refused, scanty baggage, damage in the room, handling guest requests etc.

BHA107 - CUSTOMER RELATIONS MANAGEMENT

1. Preamble

Course Title	Customer Relations Management
Course Code	BHA107
Credits	02
Number of Hours per group	30 class hours

2. Course Description

Customer is considered as a God in hospitality Industry. Customer satisfaction is of prime importance for any repeat business. Endeavour should be to make every customer a brand ambassador. Cyclic feedback and remedial action is a key to the service excellence. This course demonstrates building and delivering great customer experiences. Many companies neglect this, but the physical execution and emotional impact of customer experiences, companies and brands may ultimately determine customer satisfaction, loyalty and commercial success. This course is very useful for developing brand loyalty programme and facilitates continued patronage. This module illustrates the latest trends in service excellence and hospitality practices. This course is very useful for Hospitality staff to create wow factor.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Describe types of customers
2. Illustrate Philosophy of guest
3. Discuss sense of ownership
4. Explain Benchmarking
5. Define Personalized services
6. Clarify Customer feedback
7. Examine Customer metrics
8. Explain service excellence

Competencies

1. Design a loyalty programme for a hotel
2. Measuring customer feedback
3. Generate repeat client age
4. Analyze Customer retention techniques
5. Handling awkward situation
6. Guest complaint redressal system

Mindset

1. Appreciate the role of customer feedback
2. Proactively designing a hotel brand loyalty programme
3. Advocate the importance of guest retention

Unit-1: DEFINITION OF CUSTOMER-Types of Customers, Ownership & Value, Characteristics – Customer Value, Total Cost of Ownership, Philosophy of Guest

Unit-2: SERVICE EXCELLENCE & EXPERIENCE-Creating standards in services, Benchmarking, Principles of Customer Service, Personalized services & Quality and feedback

Unit-3: DEFINING LOYALTY-Understanding loyalty segment, Loyalty schemes, Customer retention techniques, creating service excellence

Unit-4: CUSTOMER METRICS- Uses of customer metrics, Creating Guest Centric system, Emerging trends in guest retention & Creating excellence

Unit-5: GUEST CONTACT & CURRENT HOSPITALITY PRACTICE-Guest Relations, Service culture, Handling awkward difficult situation, Guest communication, Guest preferences and guest history, Complaint Management System, Guest satisfaction tracking system & Mystery Audits

BHA108 EMPLOYABILITY SKILLS

1. Preamble

Course Title	Employability Skills
Course Code	BHA108
Credits	02
Number of Hours per group	30 class hours

2. Course Description

All aspirants of hospitality industry must know how to deal with people at the emotional level (peers, subordinates, superiors, guest etc.). By improving soft skills, students can build and sustain effective relationships that will result in successful career.

This essential employability skills course is a framework to build & develop the students with employability skills. These skills play an important role in the development of the students' overall personality, thereby enhancing their career prospects. The soft skills training provides strong practical orientation to the students and helps them in building and improving their skills in communication, the effective use of language, business correspondence, presentations, team building, leadership, time management, group discussions, interviews, and inter-personal skills. This training also helps students in career visioning and planning, effective resume writing and dealing with recruiters.

The training in soft skills has two parts. One part involves developing attitudes and attributes, and the other part involves fine-tuning communication skills to express attitudes, ideas, and thoughts well.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Explain importance of behavioral skills.
2. Describe elements of team skills.
3. List the importance of time management & leadership skills.
4. Identify elements of interview process.

Competencies

1. Practice behavioural skills
2. Practice psychological tests.
3. Do goal setting & write resume.
4. Do team-based projects.
5. Practice group discussion

Mind-set

1. Develop all-round personalities with a mature outlook to function effectively in different circumstances
2. Take part effectively in various selection procedures adopted by the recruiters.
3. Become self-confident individuals by mastering inter-personal skills, team management skills, and leadership skills.
4. Develop broad career plans, evaluate the employment market, identify the organizations to get good placement, match the job requirements and skill sets.

Unit-1: BEHAVIOURAL SKILLS: Effective listening, non-verbal communication, Social skills. Paraphrasing, SWOT analysis, Role plays of guest handling. Interpersonal relationships. Cross-cultural communications.

Unit-2: PSYCHOLOGICAL TESTS: Aptitude and personality assessment, suggestions for improvement. **Leadership Skills:** Concepts of leadership, leadership styles, insights from great leaders

Unit-3: TEAM SKILLS: Team building and leadership, evolution of groups into teams, group dynamics, emergence of leadership, intra-group dynamics, inter-group dynamics, and conflict management, inter dependency, assessment of team-based projects

Unit-4: TIME MANAGEMENT: Pareto's Principle, Parkinson's Laws, Murphy's Laws, Law of Clutter, prioritization, Goal Setting (Career Visioning and Planning), effective time management

Unit-5: SELECTION PROCESS: Overview of selection process, practice of psychological tests, effective resume writing, dealing with placement consultants and recruiters, references – how to get effective references from past and current employers. **Group Discussions:** Concepts and Practice. **Interview Techniques:** Effective interview techniques, mock interviews, stress interviews, review and feedback

BHA109-COMMUNICATION SKILLS-I

1. Preamble

Course Title	Communication Skills-I
Course Code	BHA109
Credits	02
Number of Hours per Group	30 Class hours

Course Description

In today's global world, the importance of English cannot be denied and ignored since English is the most common language spoken everywhere. With the help of developing technology, English has been playing a major role in many sectors including hospitality, medicine, engineering, and education which is the most important arena where English is needed. In addition to this, especially, high-quality jobs need good understanding ability and speaking in English. The students of Hospitality Management deal with people professionally from different parts of the world. They need to be interactive, working together as a team, as a leader and expressing ideas and views confidently in English.

2. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Comprehend the relevant & proper usage of grammar
2. Describe the basic features of conversation
3. Explain the rules of language proficiency
4. Express the importance of English language
5. Assess the writing, speaking, reading & listening abilities of self/individual

Competencies

1. Demonstrate English language proficiency with confidence
2. Analyze & evaluate the appropriate grammar and language usage
3. Integrate different communication exercises
4. Compare the various language modules

Mindset

1. Advocate the English language proficiency for professional
2. Conceptualize the training of staff for language
3. Defend the advantages of the English language.

Unit-1: FUNDAMENTALS OF COMMUNICATION-Need, Purpose, Nature, Models, Barriers to communication & overcoming the barriers

Unit-2: LISTENING ON THE JOB- Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening & Listening computerization and note taking

Unit-3: EFFECTIVE SPEAKING- Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Audience analysis & Defining the purpose of a speech, organizing the ideas and delivering the speech

Unit-4: NON-VERBAL COMMUNICATION- Definition, its importance and its inevitability, Kinesics: Body movements, facial expressions, posture, eye contact etc. A) Proxemics: The communication use of space B) Paralanguage: Vocal behaviour and its impact on verbal communication. **COMMUNICATIVE USE OF ARTIFACTS** – furniture, plants, colours, architects etc.

Unit-5: SPEECH IMPROVEMENT-Pronunciation, stress, accent, importance of speech in hotels, Common phonetic difficulties, Connective drills exercises & Introduction to frequently used foreign sounds. **USING THE TELEPHONE**- The nature of telephone activity in the hotel industry, the need for developing telephone skills & developing telephone skills

BHA110-ENVIRONMENTAL STUDIES

1. Preamble

Course Title	Environmental Studies
Course Code	BHA110
Credits	02
Number of Hours per Group	30 Class hours

2. Course Description

Rapid urbanization, industrialization & growing population have given rise to a rising environmental concern worldwide. The concern continues to grow about the impact of hospitality operations on the natural environment. Environmental issues often are limited to only the natural environment & tend to focus on issues of global climate change, pollution, habitat/ecosystem degradation & resource consumption. The hospitality industry has addressed environmental sustainability concerns in a variety of ways. Hotel environmental programs come in many shades of green but most sprout the same way. This module focuses on the various environmental issues & their solutions; it is concerned with the growth of the hotel industry keeping in mind the sustainable development & ecological balance of nature.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Illustrate the various environmental concerns for the hotel industry
2. Explain the environment management system
3. Elaborate the 3 R's (Reduce-Reuse-Recycle) principle of waste management
4. Describe the sustainable development model in order to maintain the ecological balance
5. Explain the energy conservation methods & modes
6. Identify the latest equipment & devices to keep a check on air quality control

Competencies

1. Apply the techniques of environment & waste management system into the practice
2. Demonstrate the water conservation methods & rain harvesting procedures
3. Evaluate the impacts of hotel industry on the environment sustainability

Mind set

1. Authenticate the pollution prevention & controlling methods
2. Advocate the environmental friendly practices
3. Appreciate & encourage the energy efficient & effective practices

Unit 1: MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES: Definition, scope and importance, Need for public awareness.

Unit 2: NATURAL RESOURCES: Renewable and non-renewable resources: Natural resources and associated problems. a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people. b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems. c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies. f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyles.

Unit 3: ECOSYSTEMS • Concept of an ecosystem IV • Structure and function of an ecosystem. • Producers, consumers and decomposers. • Energy flow in the ecosystem. • Ecological succession. • Food chains, food webs and ecological pyramids. • Introduction, types, characteristic features, structure and function of the following ecosystem: - a. Forest ecosystem b. Grassland ecosystem c. Desert ecosystem d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 4: BIODIVERSITY AND ITS CONSERVATION • Introduction – Definition: genetic, species and ecosystem diversity. • Biogeographical classification of India • Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values • Biodiversity at global, National and local levels. • India as a mega-diversity nation V • Hot-spots of biodiversity. • Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts. • Endangered and endemic species of India • Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.

Unit 5 : ENVIRONMENTAL POLLUTION DEFINITION • Cause, effects and control measures of :- a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution e. Noise pollution f. Thermal pollution g. Nuclear hazards • Solid waste Management : Causes, effects and control measures of urban and industrial wastes. • Role of an individual in prevention of pollution. • Pollution case studies. • Introduction to Risk Assessment, Disaster management: floods, earthquake, cyclone and landslides.

Unit 6: SOCIAL ISSUES AND THE ENVIRONMENT • From Unsustainable to Sustainable development • Urban problems related to energy • Water conservation, rain water harvesting, watershed management • Resettlement and rehabilitation of people; its problems and concerns. Case Studies • Environmental ethics: Issues and possible solutions. • Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case Studies. • Wasteland reclamation. • Consumerism and waste products. • Environment Protection Act. • Air (Prevention and Control of Pollution) Act. • Water (Prevention and control of Pollution) Act • Wildlife Protection Act • Forest Conservation Act • Issues involved in enforcement of environmental legislation. • Public awareness.

Unit 7: HUMAN POPULATION AND THE ENVIRONMENT • Population growth, variation among nations. • Population explosion – Family Welfare Programme. VII • Environment and human health. • Human Rights. • Value Education. • HIV/AIDS. • Women and Child Welfare. • Role of Information Technology in Environment and human health. • Case Studies.

Unit 8: FIELD WORK • Visit to a local area to document environmental, assets river/forest/grassland/hill/mountain • Visit to a local polluted, site-Urban/Rural/Industrial/Agricultural • Study of common plants, insects, birds. • Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5 lecture hours)

BHA111 YOGA/STRESS MANAGEMENT-I

1. Preamble

Course Title	Yoga/Stress Management-I
Course Code	BHA111
Credits	01
Number of Hours per Group	30 classes

2. Course description

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

Competencies

1. Practice general guidelines for Yogic Practice.

Mindset

1. Yogic Practices for Health and Wellness

Unit-1: Introduction: Meaning, History and Development of Yoga, The fundamentals of Yoga, Yogic Practices for Health and Wellness, General guidelines for Yogic Practice.

Unit-2: Prayer: Concept and recitation of Pranava:- akara, ukara, makara, bindhu, natham. **Cleansing Practice** (Technique, Contraindications and Benefits): Kapalabhati

Unit-3: Chalana Kriya/Loosening Practice (Technique, Contraindications and Benefits): Neck Movement (Griva Shakti Vikasaka I, II, III, IV), Shoulder Movement, Bhuja Valli Shakti Vikasaka

Unit-4: Yogasana-I: Standing Posture-To start with Padmasana/sukhasana, Tadasana, Vrikshasana, **Sitting Posture-**Bhadrasana, Vajrasana, Ardha-Ushtrasana & Ushtrasana, **Prone Posture-**Makarasana, Bhujangasana, Shalabhasana. **Supine Posture (Lying on back)-** Uttanapadasana, Ardhalasana, & Setubandhasana

Unit-5: Pranayama (Technique, Contraindications and Benefits): AnulomViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka), Bhramari (without Kumbhaka), **Dhyana** (Technique and Benefits)-Body Awareness, Breath Awareness & Yoga Nidra

SEMESTER – II

MINIMUM CONTACT HOURS & CREDITS FOR EACH SUBJECT

No.	Subject code	Subject (Credits)	Contact Hours per Semester	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	30	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	120
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	30	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	30
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	30	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	60
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	30	
8	BHA209	Communication Skills-II (02 credits)	30	
9	BHA210	Basics of Tourism (01 credits)	15	
10	BHA211	Application of Computers & IT (Pr) (01 credits)	-	30
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)		30
TOTAL:			165	270
GRAND TOTAL			435	

WEEKLY TEACHING SCHEME

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	02	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	08
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	02	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	02
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	02	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	04

7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	02	
8	BHA209	Communication Skills-II (02 credits)	02	
9	BHA210	Basics of Tourism (01 credits)	01	-
10	BHA211	Application of Computers & IT (Pr) (01 credits)	-	02
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)	-	02
TOTAL:			11	18
GRAND TOTAL			29	

EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II	100	-
2	BHA202	Foundation Course in Food Production – II (Pr)	-	100
3	BHA203	Foundation Course in Food & Beverage Service – II	100	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr)	-	100
5	BHA205	Foundation Course in Rooms Division Operations-II	100	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr)	-	100
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism	50	-
8	BHA209	Communication Skills-II	100	-
9	BHA210	Basics of Tourism	50	
10	BHA211	Application of Computers & IT (Pr)		50
11	BHA212	Yoga/Stress Management-II (Pr)	-	50
TOTAL:			500	400
GRAND TOTAL			900	

* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

BHA201- FOUNDATION COURSE IN FOOD PRODUCTION-II

1. Preamble

Course title	Foundation course in Food Production-II
Course code	BHA201
Credits	02
Number of Hours per group	30 class hours

2. Course Description:

Globalization and media have changed the mindset of many youngsters to adopt food production as a career choice. This course is designed to familiarize students to an amazing world of Indian cuisine rich in spices and flavours which have travelled from all over the world and enriched Indian Cuisine. It will enable the learner to prepare Indian dishes of varied textures and flavours depicting the cultural diversity of Indian Cuisine. The emphasis is on Indian culinary delights, skills and modern trends.

3. Learning Outcomes

By the end of the course, learner will be able to.

Knowledge

1. Understand the basics of Menu Management in arrangement and efficient use of resources
2. List about contemporary practices in selection in meat cookery
3. Explain Pie doughs & basic commodities – dairy – milk, cream, cheese, butter
4. Enlist the features, ingredients and techniques involving preparation of Indian dishes.
5. Group the variety of Millets, rice, pasta & noodles

Competencies

1. Develop Menu Building and Recipe Writing
2. Understand Food Cost, Standard recipe & Quality control principles
3. Demonstrate basic quality factors, cuts, variety meats & storage of different meats and fishes
4. Categorize dairy products Milk, Cream, Cheese, butter and extend their use.

Mindset

1. Interpret the characteristics of basic menu building, planning and designing as SOPs.
2. Develop sensory evaluation through market surveys - meats and fishes
3. Appreciate diversity of Indian Cuisine and Culture

BHA201- FOUNDATION COURSE IN FOOD PRODUCTION-II (THEORY)

Unit 1: MENU MANAGEMENT- a) Arrangement of resources b) Efficient use of resources c) Menu building d) Recipe writing e) Food cost f) Menu costing g) Quality control principles. **INVENTORY CONTROL-** a) Standard recipes b) Standard yield c) Food storage

Unit 2: MEAT COOKERY- a) Composition, structure and basic quality factors b) Cuts of Meat c) Variety meats (offals) d) Poultry. **RICE, CEREALS & PULSES-** a) Introduction b) Classification and identification c) Cooking of rice, cereals and pulses, d) Varieties of rice and other cereals

Unit 3: CONFECTIONERY –a) Flour Based b) Sugar Based c) Pie Doughs d) Basic Pastries e) Shortcrust, Laminated, Choux, Danish f) Meringue

Unit 4: DAIRY PRODUCTS: - a) Milk, Butter, Cream, Cheese b) Ghee and Cottage Cheese c) Storage. NON-DAIRY ALTERNATIVES- a) Nut milk (Almond, Cashew, etc.) b) Coconut milk c) Soya milk d) Rice milk

Unit 5: BASIC INDIAN COOKERY - CONDIMENTS & SPICES-a) Introduction to Indian spices & vegetables b) Role of spices in Indian cookery. MASALAS- a) Blending of spices b) Different masalas used in Indian cookery (Wet & Dry masalas) c) Composition of different masalas d) Varieties of masalas available in regional areas e) Special masala blends, **Introduction to Indian Cookery:** - a) Historical Background b) Culture c) Religion d) Equipment e) Staple diets

BHA-202-FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

Course title	Foundation course in Food Production-II (Practical)
Course code	BHA202
Credits	04
Number of Hours per group	120 class hours

PART A - COOKERY

Unit 1: MEAT – Identification of various cuts, Identification of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Poultry-Identification & Classification Cuts of chicken

Unit 2: IDENTIFICATION, SELECTION AND PROCESSING of Meat and poultry, Slaughtering and dressing

Unit 3: PREPARATION OF INDIAN MENU-POPULAR INDIAN GRAVIES – Makhani, Kadai, Lababdar, Rice dishes, Breads, Main course, Basic Vegetables, Paneer, Chicken Preparations, Indian Breakfast Items. Indian snacks

Unit 4: PREPARATION OF CONTINENTAL MENU. SALADS & SOUPS- Waldorf salad, Russian salad, salade niçoise, Cream (Peas, Spinach, Mushroom, Tomato, Chicken), Puree (Lentil, Peas, Carrot) & International soups

Unit 5: CHICKEN AND MUTTON PREPARATIONS-Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef. **SIMPLE POTATO PREPARATIONS-** Basic potato dishes, **VEGETABLE PREPARATIONS-** Basic vegetable dishes

PART B - BAKERY & PATISSERIE

Unit 1: INTRODUCTION TO PASTRIES: a) Demonstration of shortcrust pastry and pate sucre b) Discussion of varieties of tarts (Lemon curd, Florentine, Chocolate tart, and Apple pie, Date & Nut pie, Lemon meringue pie)

Unit 2: DEMONSTRATION OF CHOUX PASTRY. A) Preparation of chocolate éclairs, mocha éclairs, profit rolls suchard, mount blanc, Croquembouche. **Introduction to Laminated Pastries a)** Demonstration of puff pastry (different methods) b) Discussion of varieties of vol au vent, cheese straws, patties, cream horns, palmiers, turnovers

Unit 3: COLD SWEET- Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse Lemon soufflé

Unit 4: HOT SWEET-Bread & butter pudding, Caramel custard, Albert pudding Christmas pudding

Unit 5: INDIAN SWEETS-Simple ones such as chicoti, gajjar halwa, kheer

BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II

1. Preamble

Course title	Foundation course in Food & Beverage Service-II (Theory)
Course code	BHA203
Credits	02
Number of hours per group	30 class hours

2. Course description

This course imparts knowledge of alcoholic beverages of the world and develop skills and mindset for service of the same

Learning Outcomes: At the end of the program, the participants will be able to:

Knowledge

1. Recall different types of non-alcoholic beverages
2. Define different types of wines.
3. Classify different types of Mixed drinks
4. Discuss different types of alcoholic beverages
5. List popular Liqueurs of the world
6. Name shapes and sizes of cigars

Competencies

1. Draw the layout of a Bar
2. Tabulate cocktails based on base and modifiers

Mindset

1. Enthral guests in a training restaurant by preparing classical cocktails as per standard

BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (THEORY)

Unit 1: NON – ALCOHOLIC BEVERAGES-Classification (Nourishing, stimulating & refreshing beverages). **Tea-a)** Origin & manufacturer b) Types & brands. **Coffee- a)** Origin & manufacturer b) Types & brands. **Juices & soft drinks. Cocoa & malted beverages. Expansion & Growth (Local Players). Local beverages:-** Lassi, Jal jeera, Aam ka panna, Thandai, Buttermilk, Kokum, Panagam & Sherbet

Unit 2: EXECUTIVE BAR- a) Introduction, definitions & licenses b) Bar layout – Physical layout of bar c) Bar stock – Alcoholic & non- alcoholic beverages available. d) Bar equipment e) bar card. **ALCOHOLIC BEVERAGES-a)** Introduction, definition & classification b) Production of alcohol- Fermentation process & Distillation process

Unit 3: WINES- a) Definition & history b) Classification & production with examples (Table/still/natural, Sparkling, and Fortified & Aromatized) c) Vine species & grape varieties d) Old world wines (France & Italy – famous wines from these countries, wine regions, wine laws, Spain, Germany & Portugal). New world wines – Famous wines of USA, Australia & New Zealand, India, Chile & Argentina, South Africa; Storage of wines, Food & Wine Harmony-Traditional /contemporary

Unit 4: BEER- Introduction & definition-Types of beer, Storage. Other fermented beverages (Cider, Sake, Perry, Mead, Toddy, Fenny, Pulque) **SPIRITS-** Introduction, definition, classification & popular brands of: Whisky, Rum, Gin, Brandy,

Vodka, Tequila, Other spirits (Absinthe, Aquavit, Pastis, Schnapps, Arrack, Mezcal. **Different proof systems (Definitions)**-American proof, British proof (Sikes scale) & Gay Loussac (OIML Scale). **Cigars**-Cigars – Shapes, sizes, parts & colors & brand names.; Care & storage of cigar

Unit 5: APERITIF- a) Introduction & definition b) Popular types of aperitifs (Vermouth (Definition, types & brand names) & Bitters (Definition, types & brand names) **LIQUEURS-** a) Definition & history b) Broad categories of liqueurs (Herbs, Citrus, Fruit, Bean & Kernel) c) Popular liqueurs (Name, color, predominant flavor & country of origin). **COCKTAILS & MIXED DRINKS-** Definition & history, Classification. Recipe, preparation & service of popular cocktails (Pink gin, Mojito, Martini – Dry & Sweet, Manhattan – Dry & Sweet, Dubonnet, Rob-Roy, Bronx, White lady, Pink lady, Sidecar, Bacardi, Alexander, Tom Collins, Gin fizz, Flips, Noggs, Champagne cocktail, Between the sheets, Daiquiri, Bloody Mary, Screwdriver, Tequila sunrise, Gin sling, Planters punch, Singapore sling, Pina Colada, Rusty nail, B & B, Black Russian, Margarita, Gimlet – Dry & Sweet, Cuba libre, Whisky sour, Blue lagoon – Harvey wall banger)

BHA204- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (PRACTICAL)

Course title	Foundation course in Food & Beverage Service-II (Practical)
Course code	BHA204
Credits	01
Number of hours per group	30 class hours

Unit 1: Tea/ Coffee/ other non-alcoholic beverages preparation & service

Unit 2: SPECIAL FOOD SERVICE-(COVER, ACCOMPANIMENTS & SERVICE. TABLE LAY –UP & SERVICE- Classical Hors d' oeuvre (Oyster, Caviar, Smoked salmon, Pate de Foi Gras/ snail, Melon, Grapefruit, asparagus), Cheese, dessert (fresh Fruits & nuts)

Unit 3: SERVICE OF WINE, MISE EN PLACE, CCESSORIES & EQUIPMENTS-Task-01- service of red wine, service of wine/ rose wine, service of sparkling wine, service of Fortified wine, service of Aromatized wines. (care/ precautions of wines). service of cider, Perry & sake

Unit 4: SERVICE OF APERETIF, MISE-EN-PLAC, GLASSWARE & EQUIPMENTS- Task-01: Service of bitters, Task-02: Service of Vermouths. **SERVICE OF SPIRITS-** Service styles-neat or straight-up/ on the rocks/ with appropriate mixers, Task-01: service of Whiskey, Task-02: service of Vodka, Task-03: service of Rum, Task-04: service of Gin, Task-05: service of Brandy, Task-06: service of Tequila & Task-07: service of other spirits

Unit 5: SERVICE OF LIQUEURE-- Service Styles- neat/ on the rocks/ with crème/ frappe. **MATCHING WINES WITH FOOD-** Task-01: Menu Planning with accompanying wines-International cuisine, Indian regional cuisine, Task-02: Table laying and service of menu with accompanying wines. International cuisine, Indian regional cuisine

BHA205-FOUNDATION COURSE IN ROOM DIVISION OPERATIONS – II

1. Preamble

Course Title	Foundation course in Room Division Operations – II (A) (Theory)
Course Code	BHA205
Credits	01
Number of Hours per Group	15 class hours

2. Course Description

The Front Office is the nerve center of a hotel property. This course encompasses the accounting fundamentals which are critical to the operational and management processes and leads to the control mechanism in the form of night audit. This course provides inputs on the departure and post departure activities.

This course introduces the aspects of managing the front office. Guest safety and security and emergency procedures are main focus of attention. In addition, the module focuses on the key aspect of using reports and Statistics as significant tools to support decision making. It highlights the emerging trends of the rooms division driven by technology and innovation. The course will enable the student to develop competencies required to supervise the Front office department.

3. Learning Objectives

By the end of the course, learners will be able to

Knowledge

1. Explain the concept of Guest accounting, cash & credit control
2. Describe and demonstrate the procedure of guest check out
3. Discuss the Post departure and Night Audit process.
4. Determine the Emergency handling procedures pertaining to hotel safety and security.
5. Elaborate on the Statistical ratios.
6. Review the Emerging trends in Rooms division department.

Competencies

1. Create and maintain guest accounts and record and track financial transactions
2. Perform departure and post departure activities including Night Audit.
3. Implement guest safety and security procedures and handle Emergency situations as per the SOPs
4. Prepare the hotel statistics and analyze their significance
5. Prepare innovative designs of products and services with the application of latest technology

Mind set

1. Acknowledge the significance of accuracy and honesty in financial transactions.
2. Appreciate the importance of guest/ employee/hotel safety and security.

3. Evaluate the value of statistics and their continuous monitoring in hotels.

BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS-II (A) (THEORY)

Unit 1:- GUEST ACCOUNTING, FUNDAMENTALS (Folio, Voucher, Ledger, Accounts, POS).Creation & maintenance of Accounts (Charge privileges, Cash & credit monitoring, Account maintenance & Record keeping systems) **TRACKING TRANSACTIONS-** Cash payments, Charge purchase, Account corrections, Account allowance , Account transfer Cash advance

Unit 2: DEPARTURE- I -Check out& settlement, Departure procedure, DFIT, FFIT, Group, VIP, Modes of payment (Cash, Credit card, Bill to company, foreign currency & combined methods) **DEPARTURE-II** -Additional check out options , Express checkout , Self-check- out, kiosk, interactive checkout, mobile app checkout , Late checkout.

Unit 3: POST DEPARTURE- Unpaid account balances, Account collection, Account ageing & Record generation. **NIGHT AUDIT** –Importance, Role of night auditor & The night audit procedure

Unit 4: SITUATION HANDLING -EMERGENCY procedures (Medical, Fire, Robbery/ theft, Accident , Natural calamity, Bomb threat & Terrorist attack) Guest safety & security- a) Electronic locking systems b) Surveillance & access systems. **EMERGING TRENDS IN ROOM’S DIVISION-** a) Use of technology b) Product innovation

Unit 5: MIS- a) Importance b) Statistical ratios (Occupancy% , Multiple occupancy%, House count, Bed occupancy% , Domestic occupancy%, Foreign occupancy % , Occupancy multiplier, ARR/ADR, ARG/ Rev PAC, RevPAR, Yield)

BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (B) (THEORY)

1. Preamble

Course Title	Foundation course in Room division operations – II-B (Theory)
Course Code	BHA205
Credits	01
Number of Hours per Group	15 class hours

2. Course Description

High standards of cleanliness and general hotel maintenance are the responsibility of housekeeping. The control desk is the location from which all housekeeping operations are conducted. It is also accountable for maintaining an inventory of the linen used in restaurants, banquet halls, meeting spaces, health clubs, and other establishments. Entire hotel’s staff is provided with uniforms by the department and is responsible to maintain the laundry and repair work as well. It also satisfies the hotel’s requirements for linen and guest laundry in large hotels.

Additionally, it improves the hotel’s landscaped areas and showcases floral décor. This module will give the trainee the chance to branch out into housekeeping sub departments as we go from the basics to the aesthetics.

Understanding each of these sub departments can lead to new job prospects. The market is witnessing an increase in demand for consultants in these housekeeping-related ancillary services.

Learning Objectives

By the end of the course, learners will be able to

Knowledge

1. Distinguish between various front and back of the house areas
2. Account for the problems faced during public area cleaning and their solutions
3. Discuss the importance of control desk in housekeeping department
4. Describe the lost & found procedure in housekeeping department
5. Explain the handling of keys and key control
6. Describe the types of laundry & various services in laundry
7. Define various international laundry symbols
8. Define the stain removal procedure and various precautions to be followed while removing stains
9. Describe the uniform exchange procedure

Competencies

1. Design the frequency chart of cleaning front & back of the house areas
2. Plan the schedule/calendar for public area cleaning
3. List down the activities of Linen room, uniform room & sewing room
4. Illustrate various formats maintained at control desk
5. Demonstrate the wash cycle procedure used for different linen items
6. Execute the linen exchange procedure
7. Identify laundry agents & equipment's used in housekeeping department
8. Design various formats prepared during guest laundry cycle
9. Identify the various types of stains
10. List the various tools & equipment's used in sewing room
11. List the basic ingredients of flower arrangements & their uses
12. Select indoor plants as per the requirements.
13. Handling guest request and resolving issues.

Mindset

1. Appreciate the role of sub departments of housekeeping in hotel operations.
2. Build a positive attitude towards providing housekeeping services.
3. Assert optimism towards handling of guest request and other related procedures.

BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II B (THEORY)

Unit 1:- PUBLIC AREA – Upkeep and Maintenance-Introduction, a) Front of the house and back of the house b) Role in creating first impression c) Frequency of cleaning various Front of the house (-Entrance, Main gate,-Periphery,- Parking,-Landscaped areas,- Main porch ,Main door, Lobby, Public rest rooms, Executive Offices, Business Centre, Elevators, Escalators, corridors and Staircases , F & B areas, Leisure areas), d) Frequency of Cleaning back of the house areas (Employee cafeteria, Administration and Sales offices, Employee areas, Housekeeping areas).
SCHEDULE FOR PUBLIC AREA CLEANING -Problems faced during PA cleaning and their solutions

Unit 2:- CONTROL DESK- Importance, Opening the house, Reporting staff placement, Handover of each shift - Handling Keys & Key Control, Lost & found Procedure, Maintenance follow ups, Guest special request, Forms, Formats, records & registers maintained at control desk

Unit 3:- FABRIC CARE OPERATIONS- a) Linen room (Activities performed, Linen exchange procedures, Storage of linen). b) Laundry (Types of Laundry, Services offered in a laundry i.e. Washing, Finishing , Dry Cleaning & Stain Removal, Wash cycle for different Linen Items, Laundry Cycle in a hotel, Laundry equipments and machines, Laundry Agents as per industry standards (any five brands), International laundry symbols, Guest Laundry & Guest laundry cycle with formats

Unit 4:- STAIN REMOVAL- a) Identification of stain b) Classification of stain based on the origin c) General Procedures and precautions to be followed while removing stains from Fabrics. **UNIFORM ROOM-** a) Activities b) Uniform Exchange procedure c) Advantages of providing uniforms to staff. **Sewing room** (Activities, Tools & Equipment)

Unit 5:- HORTICULTURE- a) Generic Care & Selection of indoor plants b) Flower Arrangement (Basic Ingredients used, Types/ Styles of flower arrangement, Principles of flower arrangement & Conditioning of plant material). **Customization and personalization of guest rooms to enhance guest experience**

BHA206-- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (PRACTICAL)

Course Title	Foundation course in Room division operations – II (A) (Practical)
Course Code	BHA206
Credits	01
Number of Hours per Group	30 class hours

Unit 1: Accounting formats, PMS

Unit 2: Introduction to checkout procedures, PMS, Formats used at check out

Unit 3: Departure procedure –PMS, Formats used at check out

Unit 4: Post departure procedures, Night audit procedure, PMS

Unit 5: Situation handling- SOP, Formats used, Group presentation, Numerical

Course Title	Foundation course in Room division operations – II (B) (Practical)
Course Code	BHA206
Credits	01
Number of Hours per Group	30 class hours

Unit 1: TEAM CLEANING-Introduction, **PUBLIC AREA CLEANING-** Cleaning of cloak rooms, cleaning back of the house areas. Property Management system –All control desk related activities, Handling guest complaints and Special requests

Unit 2: HOTEL LINEN (F& B and Room Linen)-Types of Linen and their Sizes, Identification of Fabrics commonly used, 5 Popular Brands of Hotel linen. Laundering and Finishing of Fabrics (White cotton, Colored cotton, Wool, Silk and delicate, Blended Fabric, Bath Linen & Finishing of Uniforms)

Unit 3 STAIN REMOVAL - Stain identification & removal from fabrics (Lipstick, Ballpoint ink, Nail polish, Paint, Grease, Tea/ coffee, Wine, Curry & Blood)

Unit 4: UNIFORM SELECTION AND DESIGN- (Chef Uniform, Restaurant Associate, Housekeeping Associate, Maintenance Staff, Front office Associate)

Unit 5: FLOWER ARRANGEMENT (Minimalistic Arrangements, Mass Arrangements, Miniature Arrangements, Creative Arrangements). **Customization of rooms-** Towel Art

BHA207 - HOTEL SECURITY

1. Preamble

Course Title	Hotel Security
Course Code	BHA207
Credits	02
Number of Hours per group	30 class hours

2. Course Description

Hotel with robust security in place means a better, safer, guest experience. Even when hotels have strong security policies and procedures in place, they are still vulnerable to cyber-attacks, break-ins, theft, fraud, and other crimes. That's why it's vital to take precautionary measures and continually evaluate security programs. When department managers and other employees think more about safety and security, you can prevent a lot of theft and minimize dangers. The rising threat has made it mandatory for all organizations to hire a team of officers to maintain security in the establishment. Besides hiring security manpower hospitality organizations must provide training to all personnel so that they are capable of responding to emergencies.

This module focuses on the various security threats & enumerates the role of each employee towards creating a secure environment with reference to freedom from fear, anxiety as well as protection against terrorism, thefts, fire & accidents.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Differentiate between safety & security.
2. Explore the possible security issues for hospitality sector.
3. Illustrate the various positions in hotel security with duties & responsibilities.
4. Explain the different types of security tools & equipment.
5. Explain the use of modern technology in enhancing the security systems in hospitality establishments.
6. Describe the key control procedure.
7. Illustrate the procedures for dealing with lost & found/scanty baggage.

Competencies

1. Demonstrate the role to be played by each section employee for dealing with emergency situations like terror attack, bomb threat, fire, accident, theft & handling sickness/death of a guest.
2. Practice & train the basics of first aid to the employees.
3. Organize fire drills on regular basis in order to ensure fire safety.

Mindset

1. Authenticate the security measures present in the hotel.
2. Advocate the correct security procedures & methods to keep secured environment.
3. Appreciate & encourage the attentiveness of the employees following the security practices.

BHA207 - HOTEL SECURITY

Unit 1: SECURITY & SAFETY-Definition, Differentiation between safety & security, Potential threats to the guests, employees & property & Importance & advantages of security

Unit 2: SECURITY HIERARCHY-Hotel security hierarchy, Duties & responsibilities of different positions, Qualities of security personnel, Role of hotel security & Employees security training & reviews. Security Systems & Equipment- Security equipment & its usage. Advanced Security systems (Integrated Surveillance System, Advanced lock, Access control system), Security communication system & training.

Unit 3: SECURITY PROCEDURES & PROTOCOLS-Different security procedures & protocols (Scanty baggage, lost & found & other scenarios), Securing Hotel premises (Swimming pool, Hotel entrance & periphery, Guest areas, Back Area & entrance, Guestrooms, F & B outlets), Car Inspection, Baggage Scanning, Exit & Entrance Manning, Patrolling, VIP security procedure, Fire Safety Procedure, Mock Fire Drills, Fire Fighting Equipment & Law enforcement liaisoning

Unit 4: KEY CONTROL PROCEDURE-Various kinds of locks, Types of keys & Key control procedure

Unit 5: COMPREHENSIVE EMERGENCY SITUATION RESPONSE PLANS-Terror Attack Bomb Threat, Theft/Fraud, Natural Disaster, Accident, Murder, Handling sickness/Injuries/Death & Cyber Crime

BHA208-SUSTAINABLE TOURISM

1. Preamble

Course Title	SUSTAINABLE TOURISM
Course Code	BHA208
Credits	02
Number of Hours per group	30 class hours

1. Course Description

Sustainability is not just an academic discipline but a necessity to save our planet and to preserve it for future generations. Businesses especially need to understand that they do not exploit the environment in such an extent that in long term business and environment both are destroyed. Tourism although is a less pollutant industry but its dependence on environment is so huge that sustainability needs to be at the fulcrum of tourism policy planning. This course module gives an understanding of how to use the best practices of sustainability in Tourism and Hospitality sector.

2. LEARNING OUTCOMES

By the end of the course, learners will be able to

Knowledge

1. Define sustainable tourism
2. Discuss socio economic and environmental impacts of Tourism
3. Enumerate the role of sustainability in hospitality industry

Competencies

1. Apply the techniques of environment & waste management system into practice I hospitality industry
2. Demonstrate the benefits of environmental friendly practices in promotion of tourism
3. Evaluate the impacts of hotel industry on the environment sustainability

Mind set

1. Authenticate the pollution prevention & controlling methods
2. Advocate the sustainable tourism practices in tourism and environment
3. Appreciate & encourage the energy efficient & effective practices

BHA208-SUSTAINABLE TOURISM

Unit 1: INTRODUCTION TO SUSTAINABLE TOURISM- (Definition, Principles of sustainable tourism, Current issues and trends, Concepts and benefits of Swachh Bharat Mission, Role of technology in sustainability practices)

Unit 2: ROLE OF SUSTAINABILITY IN HOSPITALITY INDUSTRY- (Sustainability management principles for hotels, Sustainability management practices with a focus on continuous improvement, Reporting, communication and promotion, Mandatory sustainability parameters for star classification of hotels in India & Cost-benefit analysis of sustainable practices in hotels)

Unit 3: SOCIO-ECONOMIC IMPACTS- (Supporting local economic opportunities through jobs and partnerships, Minimizing negative socio-economic impacts and avoiding harm, Responsibly promoting intangible heritage and traditions)

Unit 4: ENVIRONMENTAL IMPACTS- (Conserving resources and improving efficiency, Reducing emissions and minimising various types of pollution, Minimising single plastic usage, Supporting conservation and maximising benefits for wild life and biodiversity protection)

Unit 5: DIFFERENT ENVIRONMENTAL ACCREDITATION CERTIFICATES FOR HOTELS/RESTAURANTS. (Ecotel- 5 globes, LEED, TERI, ISO14001, BIO Hotels, Eco Hotels Certified, LEAF, Other accreditations, Green building concept)

BHA209-COMMUNICATION SKILLS-II

1. Preamble

Course Title	Communication Skills-II
Course Code	BHA209
Credits	02
Number of Hours per Group	30 class hours

In hospitality industry, the customers come from various parts of the world and English is the most common spoken language across the world. This course helps students to practice spoken English in many different situations created in roleplays.

2. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Listen to texts and practice good listening.
2. Describe Phonetic Symbols consonants & Vowels with illustrations in use
3. Increase vocabulary from different texts and dictionary

Competencies

1. Use paraphrasing of English language in working conditions
2. Use basic grammar
3. Integrate different communication exercises

Mindset

1. Advocate the importance of spoken English language proficiency for professional

BHA209-COMMUNICATION SKILLS-II

Unit 1: LISTENING: Listening to texts, listening to CDs, Trials of a good listener

Unit 2: THE PRONUNCIATION: Phonetic Symbols consonants & Vowels with illustrations in use. **Listening & Comprehension:** Interpretation of texts based on the question-answer. Interaction among students

Unit 3: READING SKILLS: Techniques of reading. Reading comprehension of unseen pages, Identifying the context & the central idea. **Vocabulary & word formation:** From different texts & dictionary.

Unit 4: BASIC GRAMMAR: Prescriptive/descriptive approaches grammaticality – acceptability –appropriateness-grammar in context- grammar in spoken & written. **Practice:** Exercise on different grammatical constructions, Identification of the grammatical devices forms different texts like newspapers, poems, stories, etc.

Unit 5: WORDS & PHRASES used for conversation: Making statements, questions, order & suggestions – denying – rejecting-disagreeing-possibility-ability, permission, obligations, etc. (Dialogues, Public speech & Telephonic Conversation)

BHA210-BASICS OF TOURISM

1. Preamble

Course Title	Basics of Tourism
Course Code	BHA210
Credits	01
Number of Hours per group	15 class hours

2. Course Description

The world is shrinking today. There is an increasing desire of the population to explore beyond their boundaries. Tourism has become a popular global leisure & business activity. Today, tourism is a major source of income for many countries. Besides the economic impact of tourism, it has wide spread social and cultural implications. The tourism helps people to understand and appreciate different mind sets and cultural diversity.

This course brings the insight to the tourism and its components and explains the various travel motivators that encourages the travellers to travel. It also discusses the impact of the tourism on various aspects of our life. With the changing world the tourism is also changing its shape, so the course also discusses the emerging trends of the tourism industry. Hospitality being an integral part of tourism industry is included in the course so as to provide an insight to the learner regarding its history and present and also the employment opportunities within the industry. The learner gets to identify his place as a hospitality professional in the larger umbrella of tourism sector and he gets apprised of the attitude, aptitude, grooming and soft skills required for a hospitality professional.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Discuss tourism industry and its environment, social, cultural & economic impact
2. Explain the types and various constituents of tourism
3. Discuss the evolution of hospitality industry.
4. Describe constituents of hospitality industry
5. Explain the departmental organization of hotels
6. Differentiate among tourist organizations
7. Identify the different travel motivators
8. Identify the factors responsible for sustainable tourism
9. Categories intermediaries in Tourism industry.

Competencies

1. Demonstrate the attributes of a hospitality professional
2. Analyse the future trends in the tourism service industry

Mind-set

1. Appreciate the role of tourism industry in development of the region
2. Consider tourism and hospitality as an exciting career option

BHA210-BASICS OF TOURISM

Unit 1: INTRODUCTION TO TOURISM Overview, Definition of Tourist, Tourism, Visitor, Excursionist, Inbound and Outbound. **Constituents of Tourism**-Primary (Transportation, Accommodation, Food and Beverage, Entertainment and attractions, information and shopping) & Secondary (Banks, Hospitals, Insurance Companies, Communication and others

Unit 2: TRAVEL MOTIVATORS AND TOURISM PRODUCT-Business, Leisure, Religious, VFR, Adventure, Health, etc. Tourism product of India- Beaches, Hill stations, wild Life sanctuaries and heritage. **INTERMEDIARIES OF TOURISM**- Travel agents, Tour Operators, Escorts and guides & Online Travel Portals

Unit 3: IMPACT OF TOURISM AND MAINTAINING SUSTAINABILITY- Economic, Social, Cultural, Political & Environmental. **TOURISM ORGANISATIONS**-International & Domestic. **EMERGING TRENDS OF TOURISM (Alternative Tourism)** Special interest tourism: -Ecotourism, Senior citizen tourism, Wildlife tourism, Rural tourism, Ethnic tourism & Space tourism

Unit 4: HOSPITALITY INDUSTRY-Overview of Hospitality, Brief history, Present scenario. **Hospitality and Hotel Industry**-Hotel Industry as a part of Hospitality sector, Hotel core and support areas. **Future trends in Hospitality**

BHA211-APPLICATION OF COMPUTERS & IT (PRACTICAL)

1. Preamble

Course Title	Application of Computers & IT (Practical)
Course Code	BHA211
Credits	01
Number of Hours per Group	30 class hours

2. Course Description

This course aims to impart computer knowledge that will enable them the ability to handle and analyse data for decision making and present it to the person concerned in the form of presentations and/or reports in the fast-moving business world. It also enables students to design certificate, pamphlet and posters.

3. Learning outcomes

The Learning Outcomes of this course are as follows:

1. Describe the various concepts and terminologies used in computing, computer networks and the internet.
2. Examine document creation for report making and communication.
3. Identify and make good presentations.
4. Analyses various computations using various functions in the area of accounting and finance and represent the business data using suitable charts.
5. Manipulate and analyse the business data for a better understanding of the business environment and decision-making.
6. Identify the spreadsheet knowledge acquired through this paper in solving real-life problems that help in decision making.

BHA211-APPLICATION OF COMPUTERS & IT (PRACTICAL)

Unit 1: COMPUTING: Concept of computing, Data and information; Computing Interfaces: Graphical User Interface (GUI), Command Line Interface (CLI), Touch Interface, Natural Language Interface (NLI); data processing; applications of computers in business.

COMPUTER NETWORKS: Meaning of computer network; objectives/ needs for networking; Applications of networking; Basic Network Terminology; Types of Networks; Network Topologies; Distributed Computing: Client Server Computing, Peer-to-peer Computing; Wireless Networking; Securing Networks: firewall.

BASIC INTERNET TERMINOLOGY: I.P. Address, Modem, Bandwidth, Routers, Gateways, Internet Service Provider (ISP), World Wide Web (www), Browsers, Search Engines, Proxy Server, Intranet and Extranet; Basic Internet Services; Internet Protocols: TCP/IP, FTP, HTTP(s), Uses of the Internet to Society; Cyber Security: Cryptography, digital signature

Unit 2: WORD PROCESSING -Introduction to word Processing, Word processing concepts, Use of Templates and styles, Working with word documents: Editing text, Find and replace text, Formatting, spell check, Autocorrect, Auto-text; Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page Formatting, Header and footer, page break,

table of contents, Tables: Inserting, filling and formatting a table; Inserting Pictures and Video; Mail Merge (including linking with spreadsheet files as data source); Printing documents; Citations, references and Footnotes.

Unit 3- PREPARING PRESENTATIONS -Basics of presentations: Slides, Fonts, Drawing, Editing; Inserting: Tables, Images, texts, Symbols, hyperlinking, Media; Design; Transition; Animation; and Slideshow, exporting presentations as pdf handouts and videos.

Canva software- Using design tool, Making logo/poster/certificate and banners etc, Making Presentation

Unit 4: SPREADSHEET BASICS- Spreadsheet concepts, managing worksheets; formatting, conditional formatting, Entering data, Editing, and Printing and Protecting worksheets; Handling operators in the formula, Projects involving multiple spreadsheets, Organizing Charts and graphs; Flash-fill; Working with Multiple worksheets; controlling worksheet views, naming cells and cell ranges. Spreadsheet functions: Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Text functions and Error functions. Working with Data: Sort and filter; Consolidate; Tables; Pivot tables; What-if-analysis: Goal seek, Data tables and Scenario manager

Unit 5: SPREADSHEET PROJECTS-

Creating business spreadsheet: Loan repayment scheduling; forecasting: stock prices, costs & revenues; Payroll statements; handling annuities and unequal cash flows; Frequency distribution and its statistical parameters and break-even analysis.

New Trends- Introduction to Artificial Intelligence, Data Mining, ChatGPT, Brad AI

BHA212-Yoga/Stress Management-II

1. Preamble

Course Title	Yoga/Stress Management-II
Course Code	BHA212
Credits (Weightage)	01
Number of Hours per Group	30 class hours

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

2. **Learning Outcomes-** By the end of the course, learners will be able to

Knowledge

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

Competencies

Practice general guidelines for Yogic Practice.

Mindset

Yogic Practices for Health and Wellness

BHA212-Yoga/Stress Management-II

Unit 1: Recap of Yoga-1-General guidelines for Yogic Practice.Prayer: Concept and recitation of Pranava: - akara,ukara, makara, bindhu, nAtham. Cleansing Practice (Technique, Contraindications and Benefits): Kapalabhati

Unit 2: Chalana Kriya/Loosening Practice (Technique, Contraindications and Benefits):-PurnaBhuja Shakti Vikasaka, Trunk Movement (Kati Shakti Vikasaka I, II, III, IV, V) & Knee Movement (Janu Shakti Vikasaka)

Unit 3: Yogasana-II (Technique, Contraindications and Benefits):-**Standing Posture**-ArdhaChakrasana, Padahastasana, Trikonasana, • **Sitting Posture**-Shashankasana, Mandukasana, Uttana, Mandukasana,& Vakrasana, • **Prone Posture**-Makarasana, Bhujangasana & Shalabhasana. • **Supine Posture (Lying on back)**-Markatasana, awanamuktasana, & Shavasana.

Unit 4: Pranayama (Technique, Contraindications and Benefits):-AnulmoaViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka) & Bhramari (without Kumbhaka)

Unit 5: Dhyana (Technique and Benefits): Body Awareness, Breath Awareness & Yoga Nidra

B.Sc. DEGREE
IN
HOSPITALITY & HOTEL ADMINISTRATION

CURRICULUM
(B.Sc. HHA SEMESTER III/IV)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY
NOIDA
(NCHMCT)

AND
JAWAHARLAL NEHRU UNIVERSITY
(JNU)



SEMESTER – III/IV (18 WEEKS)

MINIMUM CONTACT HOURS FOR EACH SUBJECT

No.	Subject code	Subject	Credits	Contact Hours per Semester	
				Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	02	30	-
2	BHA302	Indian Culinary Arts (Practical)	04	-	120
3	BHA303	Banquet Operations (Theory)	02	30	-
4	BHA304	Banquet Operations (Practical)	01	-	30
5	BHA305	Rooms Division Management-I (Theory)	02	30	-
6	BHA306	Rooms Division Management-I (Practical)	01	-	30
7	BHA307 OR BHA308	Facility Management OR Retail Management	02	30	-
8	BHA309	Food Science, Nutrition & Hygiene	02	30	-
9	BHA310	Business Communication	02	30	-
10	BHA311	Hotel Accounting Skills	02	30	-
TOTAL:			20	210	180
GRAND TOTAL				390	

WEEKLY TEACHING SCHEME (18 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	02	-
2	BHA302	Indian Culinary Arts (Practical)	-	08
3	BHA303	Banquet Operations (Theory)	02	-
4	BHA304	Banquet Operations (Practical)	-	02
5	BHA305	Rooms Division Management-I (Theory)	02	-
6	BHA306	Rooms Division Management-I (Practical)	-	02
7	BHA307 OR BHA308	Facility Management OR Retail Management	02	-
8	BHA309	Food Science, Nutrition & Hygiene	02	-
9	BHA310	Business Communication	02	-
10	BHA311	Hotel Accounting Skills	02	-
TOTAL:			14	12
GRAND TOTAL				26



EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	100	-
2	BHA302	Indian Culinary Arts (Practical)	-	100
3	BHA303	Banquet Operations (Theory)	100	-
4	BHA304	Banquet Operations (Practical)	-	100
5	BHA305	Rooms Division Management-I (Theory)	100	-
6	BHA306	Rooms Division Management-I (Practical)	-	100
7	BHA307 OR BHA308	Facility Management OR Retail Management	50	-
8	BHA309	Food Science, Nutrition & Hygiene	100	-
9	BHA310	Business Communication	100	-
10	BHA311	Hotel Accounting Skills	100	-
TOTAL:			650	300
GRAND TOTAL			950	

* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

3RD/4TH SEMESTER TEACHING & EXAMINATION SCHEME

No.	Subject code	Subject	Credits	Marks
1	BHA401	Industrial Training Feedback Appraisal	12	200
2	BHA402	Industrial Training Project Report	08	100
TOTAL:			20	300



BHA301- INDIAN CULINARY ARTS (THEORY)

1. Preamble

Course title	Indian Culinary Arts (Theory)
Course code	BHA301
Credits	02
Number of hours per group	30 class hours

2. Course Description

This course is designed to fine-tune the student to graduate from small-batch cooking to bulk cooking of a large size of group. Introduction to recipe calculations and alterations for bulk production, reshuffling and use of convenience food are emphasized. The care and precautions to be taken in handling large equipment are addressed. Food is to be prepared in a time-bound environment that upgrades the learner's skills to enable speed in cooking. An aesthetic sense of cleanliness and maintaining hygiene standards are introduced through kitchen stewarding.

3. Learning Outcomes

By the end of the course, the learner will be able to

Knowledge

1. Recognize the various equipment used in bulk kitchen/ volume feeding - Regional Indian Cuisine – Local cuisine, Tribal cuisine, Forgotten recipes, Indian breads, Indian snacks, Indian sweets.
2. Write menus for Indian Regional Indian Cuisine, Tribal cuisine, Forgotten recipes, Indian Breads, Indian Snacks, and Indian sweets for volume feeding.
3. State the applicable food laws and regulations for bulk cooking.
4. Discover menu planning principles in Institutional catering, Industrial catering, Hospital catering, ODC, Mobile catering, Retail stores, Corporate catering, and food bank/ cafeteria.
5. Enumerate the Emerging pathogens, GMF, Food labeling and Newer trends like Plant-based culinary arts, Ready-to-Eat foods, Organic food.

Competencies

1. Choose equipment essential in bulk cookery.
2. Demonstrate principles of cooking in the bulk kitchen.
3. Develop expertise in indenting and menu planning for volume cooking.
4. Plan and prepare menus for Indian Regional Indian Cuisine, Tribal cuisine, forgotten recipes, Indian Breads, Indian Snacks, and Indian sweets for volume feeding.
5. Prepare, plan and illustrate menus related to Institutional catering, Industrial, Hospital, ODC, Mobile catering, Retail store, Corporate catering, Food bank/ cafeteria.
6. Design special menus for different festivals of India.
7. Identify various Indian spices and vegetables.
8. Classify and prepare varieties of Indian Breads, Indian Snacks, Indian sweets

Mindset

1. Appreciate the cultural diversity of India to promote the various regional cuisines of India.
2. Promote special Tribal and Community Cuisines of India.



3. Explore forgotten culinary styles of India.
4. Collaborate with various stakeholders to develop and cater regional cuisine menus for volume feeding.

BHA301- INDIAN CULINARY ARTS (THEORY)

Unit 1: CATERING TO LARGE NUMBERS- a) Equipment required for mass/ volume feeding- i. Selection criteria of heavy-duty commercial kitchen equipment ii. Uses of equipment iii. Care and maintenance of volume cooking equipment b) Plan of work & Mise-en-place of bulk cookery- i. Arrangement and efficient use of resources ii. Menu Planning iii. Principles for indenting in bulk cooking ii. Purchase system iii. Storage for bulk (raw & cooked) iv. Inventory control

Unit 2: VOLUME CATERING- a) Application of Quantity Food Production in various Catering establishments, Quantity Menu planning- i. Institutional Catering ii. Industrial Catering iii. Army Mess iv. Hospital Catering v. Off-premises Catering vi. Theme Banquets/ parties vii. Central processing unit viii Airline Catering ix. Railway Catering x. Marine Catering b) Portion Size for Volume Feeding (type of establishment, type of menu, quality of commodity) c) Modifying recipes for volume catering d) Challenges associated with various volume catering establishments e) Scope for growth of volume catering establishment

Unit 3: EMERGING CATERING TRENDS- a) Adaptation of New Catering Concepts- i) Cloud Kitchen ii) Foodbank/ Electronic Cafeteria iii) Nutrition, Wellness and Diet Menus iv) Plant-based diet menu/ farm to table b) Convenience foods in bulk production c) Organic foods d) Indian Superfoods/ Millets e) Food additives f) Pilgrim Catering g) Essentials of proprietary foods- i. Food labeling ii. Food packaging technology.

Unit 4: REGIONAL INDIAN CUISINE- Introduction to Cuisines of India- History of various regional cuisines, Geographical Location, Factors affecting food habits, Special equipment, Staple diets, Popular regional dishes, Specialty cuisine for festivals, fairs and special occasions of: **Cuisine of North India:** Kashmir, Punjab, Himachal, Rajasthan, Awadhi; **Cuisine of West India:** Gujrat, Maharashtra, Goa, Madhya Pradesh, Chhattisgarh **Cuisine of South India:** Andhra Pradesh, Kerala, Karnataka, Tamil Nadu **Cuisine of East India:** Bengal, Bihar, Jharkhand, Orissa, North East.

Unit 5: INDIAN FESTIVALS & BEYOND- a) Special dishes prepared in festivals of India (Diwali, Holi, Dusshera, Janmashtami, Eid, Ganesh Chaturthi, Pongal, Onam, Christmas, Makar Sankranti) b) Community Cuisines of India: Parsi, Jain, Sindhi, Chettinad b) Tribal Cuisine- Orissa, Assam, Kerala, Manipur & Meghalaya c) Indian Sweets d) Indian snacks e) Indian bread f) Forgotten Recipes.



BHA302- INDIAN CULINARY ARTS (PRACTICAL)

Course title	Indian Culinary Arts (Practical)
Course code	BHA302
Credits	04
Number of hours per group	120 class hours

Each institute is to formulate 36 sets of menus from the following cuisines. Arrange dedicated workshops on Tribal cuisines, Special menus for Festivals and Forgotten recipes. The suggested menus are:

Unit 1: CUISINE OF NORTH INDIA			
MENU-1 Sarson da saag Makki ki roti Kadhi pakora Jeera Rice Sooji Halwa	MENU-2 Amritsari Macchi Rajma Aloo Gobhi Boiled Rice Boondi ka raita Gulab Jamun	MENU-3 Tandoori Chicken Dal Makhani Matar Paneer Vegetable Pulao Sewaiyan	MENU-4 Choley Bhaturey Paneer butter masala Matar Pulao Roh di Kheer
MENU-5 Lal Maas Gatte ki sabzi Ker Sangri Boiled Rice Missi Roti Moong Daal Halwa	MENU-6 Safed Maas Dal Bati Churma Gawar ki phalli dry Ghewar	MENU-7 Shammi kebab Mutton Rizala Paneer Pasanda Pulao Muzzafar	MENU-8 Galouti Kabab Ghost Do Piyaza Navarattan Korma Pulao Warqi Paratha Zarda
MENU-9 Main Meals: Tabak Maaz, Dhaniwal Korma, Gushtaba, Rista, Al Yakhni, Haaq Breads: Bakarkhani, Roth, Sheermaal Desserts: Phirni, Shufta, Halwa Chutney: Mujj Chatin		MENU-10 Appetizers: Siddu, Patrode, Gulgule Main Meals: Khatta Meat, Chicken Anardana, Channa Madra, Dham Sepu Vadi, Arbi Kadhi Breads: Makki ki roti, Missi Roti, Babru Desserts: Kaddu ka halwa, Meetha Bhaat, Seera Accompaniments: Chhuare ka raita, Chachha	

Unit 2: CUISINE OF WEST INDIA

MENU-1 Sarki Brown Rice Salli Murg Gujarati Dal Methi Thepla Shrikhand	MENU-2 Gujarati Khichadi Oondhivu Batata nu Tomato Osaman Mohan Thaal	MENU-3 Masala Bhat Kolhapuri Mutton Batata Bhaji Poori Koshimbir Pooranpoli	MENU-4 Moong dal Khichidi Malvani Fish Curry Tomato Saar Tilgul Chapati Amti Basundi
MENU-5 Prawn Pulao Mutton Vindaloo Beans Foogath Dodol	MENU-6 Arroz Galina Xacutti Toor Dal Sorak Alle Belle		

Unit 3: CUISINE OF SOUTH INDIA

MENU-1 Hyderabadi Gosht Biryani Mirch ka Salan Baghara Baigan Burani Raita Double ka Meetha	MENU-2 Pathar ke kebab Haleem Tamatar ka Kut Roomali Roti Khubani ka Meetha	MENU-3 Kozhi Curry Mor Kuzhambu Steamed Rice Malabari Parathaan Payasam	MENU-4 Meen Moilee Olan Appam Unni appam
MENU-5 Chicken Chettinad Avial Coconut Rice Parupu Payasam	MENU-6 Sambhar Dosa Iddli Vadai Athirasam		

Unit 4: CUISINE OF EAST INDIA

MENU-1 Macher Jhol Aloo Posto Bhaaja Mooger daal Ghee Bhaat Mishti Doi Rasogulla	MENU-2 Doi Mach Channa daal Lucchi Baigun Bhaja Bhaat Tomator Chatni Sondesh
MENU-3 Champaran Mutton Litti Chokha Sattu ka paranthan Balushai	MENU-4 Dahibada Aloodum Oriya Mangso Tarkari/ Mangso Jholo Dalma Pitha Chenna Jhili

Unit 5: TRIBAL FOOD, FESTIVE FOOD & FORGOTTEN RECIPES OF INDIA

Suggestive list of Tribal Cuisines of India. The institute must organize workshops and community visits to engage learners to explore the tribal, festive and forgotten recipes of India.

The facilitator must narrate tribal folklore, unique ingredients and methods of preparation of these unconventional cuisines of India.

1. Tribal Cuisine of Odisha

- Mandia Jau
- Pakhala
- Jil Utu
- Thapdi roti
- Andi alu
- Bodi Chura and Macho bhaja
- Kai Chutney

2. Tribal Cuisine of Assam

- Masor tenga (Sour fish curry)
- Bhedailota
- Manimuni and Norosinxho Jool
- Matikaduri
- Duck eggs with tora flower
- Pitika
- Amitar Khar
- Khorisa Bhaaji



3. Tribal Cuisine of Chhattisgarh

- Muthia
- Farra
- Bafauri
- Mahua juice

4. Tribal Cuisine of Manipur

- Chamthong or Kangshoi
- Eromba
- Morok Metpa
- Singju
- Chak-hao Kheer

5. Tribal Cuisine of Meghalaya

- Jadoh
- Dohkhlieh
- Tungrymbai
- Sakin Gata
- Minil Songa

Indian culinary artisans master the skills of authentic ways of food preparation. The forgotten recipes reconnect the age-old practices of cooking unique indigenous dishes. The institute must organize Master Classes to deliver the Forgotten Recipes of India.

Forgotten recipes – Suggestive

- Chitol Macher Muitha
- Harive Soppu Bendi Recipe
- Dadpe Pohe — Coconut Infused Rice Flakes Snack
- Anarsa
- Khira Gaintha/ Kheer Puli (Milky Rice Dumplings)
- Chicken Kori Rotti
- Boti Ni Akuri
- Kollu Podi
- Pakki Keri Nu Shaak
- Singhare Ki Kachri
- Chana Dal Fara /Gojha / Peetha
- Pindi Miriyam
- Goan Clams Coconut Suke
- Pappada Vada
- Kobbari Kova Kajjikayalu
- Mor Kuzhu
- Gobi Danthal
- Ande ka Meetha/ Ande ka Halwa
- Uppu Kozhakkattai
- Thalagam
- Goan Colocasia Leaves Masala | Terren Tonak
- Milagu Kuzhambu
- Sukku Pal
- Menthe Hittu
- Jackfruit seeds and Raw mango curry



- Chena Poda
- Karuvadagam
- Mutter ka Nimona
- Kuthiraivali Kuzhi Paniyaram
- Baked Koorka Mezhukuperatti
- Maandhia
- Raoh Ki kheer
- Arak Rassi
- Leto
- Path Poda Chicken
- Maad Jhor Putkal Saag
- Haaku Laak
- Jonra Dakaa
- Demta Chutney
- Phulkari Pulao
- Tooni Roti
- Kunna Ghosht
- Paani ki roti
- Sannata Raita
- Parinde Mein Parinda
- Padoli Wali Daal



BHA303- BANQUET OPERATIONS (THEORY)

1. Preamble

Course title	Banquet Operations (Theory)
Course code	BHA303
Credits	02
Number of hours per group	30 class hours

2. Course Description

To equip learners to plan and supervise various food and beverage service outlets. This course focuses on inculcating supervisory skills among the learners. It will also enable learners to manage staff for various events. This course will also impart skills to supervise F&B Operations related to banquets, in-room dining and other specialized service.

3. Learning Outcomes

By the end of the course, the learner will be able to

Knowledge

1. Explain various types of banquets.
2. Narrate the factors to be considered while planning a banquet event.
3. Name different seating plans used in banquets.
4. Describe various types of buffets.
5. List various types of Guéridon trolleys.
6. Explain the functionalities of different areas of a Quick Service Restaurant.
7. Illustrate the significance of kitchen stewarding.
8. Write the methods of silver cleaning.
9. Draw function prospectus.
10. Design banquet duty roster.
11. List 10 dishes served from a Flambé trolley.

Competencies

1. Calculate the area required for a banquet plan as per standard sizes.
2. Draw the format of a Function Prospectus.
3. Assess the advantages and disadvantages of Guéridon Service.
4. Organize formal banquets.
5. Arrange informal events or functions such as meetings, seminars, theme parties etc at the institutional level.
6. Prepare duty roster for institutional events.
7. Conduct briefing and debriefing for institutional functions.
8. Prepare basic salads and present fresh fruits from the live counter.
9. Setup room service trays for breakfast, luncheon, and evening tea as per the standard menu.

Mindset

1. Review the layout plan of F&B setup of various functions or events based on standard parameters.
2. Plan staff requirements for various F&B outlets end events.
3. Organize the special requirements for live counters.



BHA303- BANQUET OPERATIONS (THEORY)

Unit 1: PLANNING & OPERATING VARIOUS F&B OUTLETS: a) Physical layout of functional & ancillary areas b) Objective of a good layout c) Steps in planning d) Factors to be considered while planning e) Calculating space requirements f) Various set-ups for sitting g) Planning staff requirements/ developing duty roster h) Menu planning i) Constraints of menu planning j) Selecting heavy duty and light equipment k) Calculating quantities of equipment required- crockery/ glass wares/ hollow wares/ flatware/ cutlery/ special equipment/ Steel or silver equipment l) Approximate cost m) Planning décor, furnishing fixtures.

Unit 2: BUFFET/ PARTY CATERING- a) History b) Types of buffet for various occasions: i) Display buffet/ restaurant buffet ii) Sit-down iii) Fork buffet v) Finger buffet vi) Cold buffet vii) Breakfast buffet c) Special Menus d) Supplies and equipment required for buffet setup e) Area requirement for buffet f) Sequence of food g) Party checklist

Unit 3: BANQUET- a) Concept b) Types c) Table plan/ arrangement d) Formal Banquet - Calculating Space area requirement e) Informal Banquet/ MICE- i) Reception ii) Cocktail parties iii) Conventions iv) Seminars v) Exhibitions vi) Fashion Shows vii) Trade fare viii) Weddings ix) Out-door catering f) Toast procedure

Unit 4: ROOM SERVICE- a) Types of room service and tray setup b) Designing In-Room Dining Menu c) Procedure of room service/ delivery of food: i) Room service order taking/ telephone etiquettes ii) Providing in-room wine service iii) Catering special requirements d) Kitchen stewarding-i) Importance ii) Opportunities in Kitchen Stewarding iii) Maintaining Records iv) Machine Used for cleaning & polishing v) Inventory

Unit 5: GUÉRIDON SERVICE & SPECIALIZED SERVICE- a) History b) Concept c) Mise-en-place d) Procedure of Guéridon service e) Service consideration for different food f) Advantages and disadvantages g) Types of trollies h) Classic Flambé Dishes i) Care and maintenance of Guéridon service j) Live-counter Service – Essential Skills & Factors to create impulse buying k) QSR- Area FOH, MOH, BOH l) Home delivery m) Take-away n) Food aggregators o) IT Application in F&B Service post COVID



BHA304- BANQUET OPERATIONS (PRACTICAL)

Course title	Banquet Operations (Practical)
Course code	BHA304
Credits	01
Number of hours per group	30 class hours

Unit 1: PLANNING AND ORGANIZING SMALL EVENTS

Organizing formal High-Tea / Case study-based small informal event planning (Catering for 40 pax)
 Identifying area requirement
 Designing menu
 Arranging supplies and equipment
 Allotment of staff duties
 Preparing for service of hot stimulating beverages and assorted snacks and sandwiches
 Staff briefing
 Service of high tea

Unit 2: RESTAURANT/ BANQUET SETUP - Case study-based event planning/ Organizing State Banquet/

Organizing Meetings/ Seminars/ Conferences/ Workshops/ Organizing theme lunch (Catering for 40 pax)
 Planning State Banquet/ Formal Banquet
 Calculating sprigs/ area requirements for a formal banquet
 Table arrangement
 Designing special menu
 Arranging supplies and equipment
 State banquet service
 Planning informal banquet
 Booking a party/ Banquet function prospectus
 Designing terms and conditions for banquet
 Developing staffing requirement
 Assigning various service duties
 Preparing job description and specification
 Conducting banquet meeting
 Informal banquet service

Unit 3: BUFFET ARRANGEMENT - Organizing buffet for lunch service/ Small Parties / Reunion Meetings

Identifying area requirement
 Finalizing the number of service points
 Recognizing the type, size and shape of the table for service
 Arranging buffet equipment
 Performing different table spreads
 Arrangement and placement of items
 Finalizing the sequence of dishes on the buffet table
 Organizing different types of buffets for different occasions
 Buffet service

Unit 4: ROOM SERVICE

Shift-wise room service order-taking
 Arranging supplies & equipment
 Laying different types of breakfast tray
 Clearance from room
 Practicing in-room dining



Unit 5: GUÉRIDON SERVICE / LIVE COUNTER SETUP

Mise-en-place for Guéridon Service

Presentation of trolley

Guéridon Service: Soups, Grilled Sole, Roast Chicken

Flambé Work: Banana Flambé, Pineapple Flambé, Crepe Suzette

Service of Fresh Fruits like Pineapple, Banana, Orange

Making and presenting Salads and dressings: Caesar Salad, Waldorf Salad



BHA305- ROOMS DIVISION MANAGEMENT-I (THEORY)

1. Preamble

Course title	Rooms Division Management-I (Theory)
Course code	BHA305
Credits	02
Number of hours per group	30 class hours

2. Course Description

The success of any organization depends upon the effective control exercised. The different management functions- planning, forecasting, budgeting and evaluating aid the smooth functioning of the rooms division department. This module focuses on the development of managerial skills in the learner. Stimulus is provided for building analytical and evaluatory skills. The concept of building and retaining customer loyalty will also be introduced. To make the learner, become an effective manager at par with the contemporary times, the role of artificial intelligence and its scope and implementation in the hotel industry will also be highlighted.

3. Learning Outcomes

By the end of the course, the learner will be able to

Knowledge

1. Explain the need for management functions.
2. Describe the method of calculating, and establishing room rates and room forecasts.
3. Explain the concept of Budgeting for operations.
4. Discuss the supervisory inspection process in Housekeeping.
5. Elaborate the process of addressing case studies.

Competencies

1. Establish room rates.
2. Predict room availability with the statistical data (short and long-term forecasting).
3. Prepare the Rooms Division Budget (revenue & expenditure).
4. Identify the variances and set targets for the next fiscal period.
5. Evaluate front office operations based on the identified parameters.
6. Inspect the Guest rooms and other public area.
7. Create customer loyalty by practicing strategies.
8. Execute a project in the industry with a focus on the use of AI in the hospitality sector.

Mindset

1. Appreciate the importance of management functions.
2. Appraise the role of statistical data in the contribution to profits.
3. Acknowledge the importance of Housekeeping supervisory procedures.
4. Recognize the value of Customer Loyalty to an organization.

BHA305- ROOMS DIVISION MANAGEMENT-I (THEORY)

Unit 1: MANAGEMENT FUNCTIONS- a) Cycle b) Planning c) Establishing Rule of thumb d) Hubbarts formula e) Market condition approach f) Forecasting- i. Importance ii. Factors iii. Forecast formulae (% of walk-ins, stayover, overstay/ extended stay, understay/ early departure, no-shows) iv. Forecast forms

Unit 2: BUDGETING- a) Budget process (Factors affecting budget planning) b) Types of budget c) Budgeting cycle d) Advantages & disadvantages of budgets e) Preparing the rooms division budget (Forecasting revenue, Estimating housekeeping expenses, Relining budgets & budgetary control)

Unit 3: EVALUATING FRONT OFFICE OPERATIONS- a) Daily operations report b) Occupancy ratios c) Rooms revenue analysis d) Hotel income statement e) Rooms division income statement f) Rooms division budget report g) Rations and ratio standards

Unit 4: SUPERVISION IN HOUSEKEEPING- a) Duties of a supervisor b) Guest room inspection c) Inspection checklist d) Inspection of VIP guest rooms e) Inspection modules of commonly neglected areas f) Public area inspection g) Guest room health management

Unit 5: MANAGING RELATIONSHIP AND BUILDING LOYALTY-a) Importance b) Concept of customer-loyalty c) Understanding guest-hotel relationship d) The wheel of Loyalty e) Foundation for Loyalty f) Strategies for developing Loyalty g) Strategies for reducing customer Defection. Artificial intelligence in the hospitality- a) Guest cycle b) Room design c) Public areas



BHA306- ROOMS DIVISION MANAGEMENT-I (PRACTICAL)

Course title	Rooms Division Management-I (Practical)
Course code	BHA306
Credits	01
Number of hours per group	30 class hours

Unit 1: MANAGEMENT FUNCTIONS- Numerical & Case study on management

Unit 2: BUDGETING- Numerical & case study on Rooms division budget

Unit 3: EVALUATING FRONT OFFICE OPERATIONS- Numerical & case study on evaluating various rooms division activities

Unit 4: SUPERVISION IN HOUSEKEEPING- Case study on Standard inspection procedures.
Team cleaning
Developing inspection checklist and snag list
Guest room and public area inspection

Unit 5: MANAGING RELATIONSHIP AND BUILDING LOYALTY
Case study, research on Guest Loyalty Programs
Presentation based on scope of AI in hotels with respect to rooms division, Latest trends

BHA307- FACILITY MANAGEMENT

1. Preamble

Course title	Facility Management
Course code	BHA307
Credits	02
Number of hours per group	30 class hours

2. Course Description

The facility management is a new avenue where hotel management learners are finding job opportunities. 'Facility' is a building such as a sports center, office or institution building that is built or maintained to permit individuals to take an interest in work, games, amusement activities, exercises, pool activities, recreation center, offices, gym etc. The term Facility Management includes all services required for the management of buildings and real estate to maintain and increase their value. This includes integration of multi-disciplinary activities within the built environment to provide maintenance support, project management and user management during the building life cycle. Facility Management has an impact both upon people and property/workplace.

3. Learning Outcomes

By the end of the course, the learner will be able to

Knowledge

1. Explain the role and importance of facility management.
2. List the duties and responsibilities of the facility manager.
3. Write the building codes and regulations.
4. Elaborate the importance of control over operational expenses.
5. Explain the significance of automation in building maintenance.
6. Enlist the equipment essential for real-time monitoring of building space.
7. List ways for the care and maintenance of all equipment in the building.
8. Design Safety inspection checklist.
9. Design an emergency response plan.
10. Elaborate the services offered to people at a workplace.
11. Write vendor management techniques.
12. Explain the importance of on-site waste management and waste reduction techniques.
13. Illustrate the importance of brand management.

Competencies

1. Perform regular inspections of the building.
2. Monitor the safety and security of a building.
3. Timely access and initiate maintenance of all automated, semi-automated and non-automated devices and equipment in a building.
4. Integrate building management software for real-time monitoring of all the activities in a building.
5. Arrange primary and support services for the people at the workplace.



6. Manage office moves and relocations.
7. Complete the green building certification.
8. Response to any security threat or emergency.

Mindset

1. Appreciate the importance of managing the facility.
2. Develop interest in green building practices.
3. Update the latest building safety and security equipment and technologies at the workplace.

BHA307- FACILITY MANAGEMENT

<p>Unit 1: INTRODUCTION TO FACILITY MANAGEMENT- a) Role and importance of Facility Management b) Duties & responsibilities of facility manager: i. Staying updated on building codes & regulations ii. Ensuring compliance with local and national standards iii. Maintaining documentation & records for a facility audit c) Financial planning for facility operations d) Analyzing & optimizing operational expenses</p>
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<p>Unit 2: FACILITY MAINTENANCE- a) Developing & implementing different maintenance programs b) Managing & maintaining equipment, machinery & facilities c) Extending the life of assets through proper care & upkeep</p>
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<p>Unit 3: ENERGY MANAGEMENT- a) Monitoring & reducing energy consumption b) Implementing energy efficient technologies & practices c) Integrating sustainable and green building initiatives d) Managing waste & promoting recycling programs e) Obtaining green certifications for building</p>
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<p>Unit 4: TECHNOLOGY INTEGRATION, SECURITY & ACCESS CONTROL- a) Implementing facility management software/ Building Management Software b) Utilizing IoT (Internet of Things) for real-time monitoring c) Adopting smart building technologies for automation d) Controlling access to facility through electronic systems e) Conducting regular safety inspection f) Responding to security incidents & managing security protocol g) Implementing emergency response plan.</p>
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<p>Unit 5: MANAGING SERVICES- a) Providing housekeeping and catering services b) Arranging support services (Conveyance/ Special requirements booking) c) Managing office moves & relocation d) Selecting & managing service providers & suppliers e) Negotiating & maintaining contracts for facility services f) Evaluating vendor performance & ensuring service quality g) Brand management h) Creating a positive & comfortable work environments.</p>
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BHA308- RETAIL MANAGEMENT

1. Preamble

Course title	Retail Management
Course code	BHA308
Credits	02
Number of hours per group	30 class hours

2. Course Description

Retail Management is an elective course in the marketing field. This course intends to provide the learner with an overview of the retail industry, concepts and processes. It will enable the learner to understand the areas of accountability for a Retail Manager. This course will emphasize on the various elements related to retail mix, types of retailers, multichannel retailing, consumer buying behaviour, retail marketing strategies, selecting retail site locations, supply chain management, merchandising, pricing, store management, store layout & design and customer service. This course will also emphasize the concepts of franchising, the legal and regulatory framework of franchising. The course will focus on developing business ethics and prudence in making investment decisions among the learners. Further, this course will also go through basics of retail analytics. The learners will also be able to determine a level of interest in pursuing a career in retail and franchise management.

3. Learning Outcomes

By the end of the course, the learner will be able to

Knowledge

1. Define retail management.
2. List the career opportunities in the retail sector.
3. List various types of retail sectors.
4. Explain the principles of retail management.
5. Devise the hierarchy of retail outlets.
6. List the duties and responsibilities of retail staff.
7. Write about different retail formats.
8. Explain the concept of brand evaluation.
9. Write the characteristics of general merchandise.
10. Illustrate the significance of retail location evaluation.
11. Explain different types of store layouts.
12. List various retail strategies.
13. Illustrate the importance of pricing strategies.
14. Write out Supply Chain Management.
15. Explain the Customer Relation Management.
16. Explain the significance of Inventory Management.

Competencies

1. Apply working principles of retail management.
2. Efficiently allocate staff duties.
3. Evaluate brand value.



4. Generate computerized retail reports.
5. Identify various factors in store layout.
6. Prepare store layout based on customer perception.
7. Organize promotions and events.
8. Efficiently manage retailer-vendor collaboration.
9. Resolve customer complaints.
10. Devise growth strategies.
11. Understand the cash management systems of retail management.

Mindset

1. Appreciate the importance of marketing and promotion in retail management.
2. Advocate the role & importance of information systems in retail management.
3. Aspire for global retail recognition.

BHA308- RETAIL MANAGEMENT

<p>Unit 1: INTRODUCTION TO RETAIL MANAGEMENT- a) Definition and career opportunities in retail b) Evolution of the retail industry c) Principles of retail management d) Types of retail: Organized & Unorganized Sector e) Emerging trends f) Present retail environment g) Hierarchy of large and small retail outlets h) Daily operations in a retail store i) Duties & responsibilities of retail Staff</p>
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<p>Unit 2: FORMATS OF RETAIL- a) Introduction b) Retailer Characteristics c) Retail formats: i. Store-based ii. Non-store based ii. Web-based d) Major Brands and their business evaluation e) General Merchandise f) Computerized report generation: Various formats within store retailing</p>

<p>Unit 3: STORE LAYOUT- a) Type of Location b) Evaluation of location c) Store Layout d) Type of store Layout: i. Grid ii. Free flow iii. Boutique iv. Loop v. herringbone vi. angular e) Store Image f) Importance of Planogram g) Visual merchandising h) Elements of visual merchandising i) Type of Products j) Back of House Management</p>
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<p>Unit 4: PRICING STRATEGY- a) Retail planning & strategy b) Retail pricing strategies c) Vendor Management. d) Marketing & Promotion: i. Nature and Scope ii. Understand the Retail Market/Target Market iii. Consumer buying behaviour iv. Promotions & Events e) Growth Strategies: Market penetration and market expansion f) Global retail strategies</p>
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<p>Unit 5: CASH MANAGEMENT- a) Billing Process b) Banking Activities c) Imprest management d) Retail Information System e) Supply Change Management (SCM): Collaboration between retailer & vendor f) Customer Relationship Management (CRM) g) Customer Data Management h) Customer Complaints Management i) Inventory management j) Life Cycle of Product k) Bar Coding l) Type of Audits</p>
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BHA309- FOOD SCIENCE, NUTRITION & HYGIENE

1. Preamble

Course title	Food Science, Nutrition & Hygiene
Course code	BHA309
Credits	02
Number of hours per group	30 class hours

2. Course Description

Food is a necessity of life and deserves to be safe in today's scenario. Food safety is an important public health issue as more than 200 diseases are spread through food and nearly 2.2 million people are estimated to die every year globally due to food-borne and water-borne illnesses. Fortunately, most of the diseases are preventable, provided adequate measures are followed from farm to fork. The present-day food supply worldwide has become highly complex and consumers are demanding a wide variety of quality food that are not only convenient and affordable, but are safe and wholesome too. Therefore food handlers and catering professionals should be equipped with adequate knowledge of food safety and hygiene. This subject will be apt to gain knowledge of nutrients that can help choose healthy options. After knowing this, a hospitality learner can plan meals for the holistic development of our aging society. Thus all walks of life worldwide can be addressed for their healthy meals with this subject.

3. Learning Outcomes

By the end of the course, the learner will be able to

Knowledge

1. Definition and scope of food science in relation to food chemistry.
2. Explain food microbiology and constituents of food.
3. Describe the importance of food safety in the context of public health and food trade.
4. Explain the food safety measures in the hospitality industry.
5. Describe storage conditions for food.
6. Elaborate on the hygiene aspects.

Competencies

1. Practices hygiene by applying its principles.
2. Explain the concepts of nutrition.
3. Apply concepts of nutrition in menu planning.
4. To distinguish between safe & unsafe food.
5. Elaborate the importance of nutrition in the hospitality sector.
6. Describe different nutrients, their sources & daily intake.
7. Explain the essentials of a balanced meal.

Mindset

1. Appreciate the need to provide safe food.
2. Advocate good hygiene practices to avoid the risks associated with unsafe food.



3. Promote the necessity of applied nutrition to succeed in the lucrative & modern world, health-centric food services sector.

BHA309- FOOD SCIENCE, NUTRITION & HYGIENE

Unit 1: DEFINITION AND SCOPE OF FOOD SCIENCE- **a)** Inter-relationship with food chemistry **b)** food microbiology & food processing **c)** Constituents of food: i. True Solution ii. Suspension iii. Colloids **d)** Types of Colloidal systems in food: i. Sol ii. Gel iii. Emulsion iv. Foam v. Solid Foam or Suspension vi. Aerosol **e)** Carbohydrates: i. Classification ii. Effects of cooking on starch iii. Types of starches iv. Uses of carbohydrates **f)** Proteins: i. Classification based on characterization & function ii. Functional properties of protein-rich food (Gelatin, milk, egg, meat) iii. Commercial uses of proteins **g)** Fat & oils: i. Classification based on Origin & Saturation ii. Rancidity iii. Reversion iv. Effect of heat on fats & oil v. Shortening vi. Uses of popular fats & oils **h)** Flavour: i. Definition ii. Types iii. Uses of flavors in food preparation

Unit 2: FOOD AND NUTRITION- **a)** Introduction & Classification of Nutrients **b)** Micro Nutrients: Vitamins & Minerals (Types, Food sources, Functions & Significance, Deficiency diseases) **c)** Balanced Diet: i. Definition and its importance ii. Factors affecting a balanced diet (Age, Gender & Physiological state) **d)** Function of water in maintaining health

Unit 3: FOOD HYGIENE, QUALITY ASSURANCE & FSSAI- **a)** Personal, equipment & workstation hygiene **b)** CCPs (Critical Control Points) **c)** Hygiene in different catering establishments (Railways, airlines, restaurants, QSR, Home delivery service) **d)** Quality Assurance: i. Characteristics of quality ii. Good manufacturing practices iii. Total Quality Management iv. Risk assessment **e)** FSSAI- Role, functions & initiatives

Unit 4: FOOD MICROBIOLOGY- **a)** Microorganisms & their types (Viruses, bacteria, fungi, algae, parasites) **b)** Factors affecting the growth of microbes **c)** Benefits of microbes **d)** Food spoilage & preservation – techniques & methods

Unit 5: CONSERVING NUTRIENTS FOR FOOD SERVICE OPERATIONS- **a)** Conserving nutrients during Purchase, Storage (Perishable, semi perishable & non – perishable) & Food preparation (Pre-cooking & during cooking) **b)** Pest control (Types, infestation, control & treatment) **c)** Recent concerns of nutrition: i. Organic foods ii. Genetically Modified food iii. Novel foods iv. Functional foods v. Nutrition labels and health claims vi. Dietary supplements and their health claims vii. Evaluation of nutritive-based products viii. New trends in food packaging

BHA310- BUSINESS COMMUNICATION

1. Preamble

Course title	Business Communication
Course code	BHA310
Credits	02
Number of hours per group	30 class hours

2. Course description

Besides personality, written and verbal communication are essential prerequisites for a hotelier. This subject trains future professionals to understand and deliver services as per guest expectations. This course also guides and counsels learners toward achieving their career goals. The learner will develop skills to attend a job interview and prepare a résumé with a cover letter upon completion of this course. The course will also enable the learner to effectively use technology at the workplace for effective communication.

3. Learning Outcomes

By the end of the course, learners will be able to

Knowledge

1. Write the functions of communication.
2. Explain the importance of formal communication networking in an organization.
3. Illustrate grapevine.
4. Write different types of official letters.
5. Design résumé along with the cover letter.
6. Explain the importance of various office memorandums.
7. Transcribe office meeting reports.
8. Illustrate the significance of technology-based communication tools for better communication at the workplace.
9. Enlist the selection criteria for technology-based communication tools.

Competencies

1. Interact effectively in a variety of situations at the workplace.
2. Write official letters, reports & memorandums.
3. Develop written communication skills.
4. Design office brochures, advertisements & notices.
5. Write a résumé and cover letter.
6. Prepare and present a formal business report.

Mindset

1. Promote effective use of oral and written communication at the workplace.
2. Improve grammatical & communicative competence by practicing writing.
3. Develop interest in creative writing skills.



BHA310- BUSINESS COMMUNICATION

Unit 1: ORGANIZATIONAL COMMUNICATION- a) Definition b) Functions of business communication c) Principles of effective communication d) Types of communication: i. Formal Communication (Upward, Downward, Horizontal and Diagonal) ii. Informal communication/ Grapevine

Unit 2: EFFECTIVE WRITING- a) Importance of written communication b) Types of business message: i. Positive ii. Negative iii. Neutral iv. Persuasive c) Stages of writing business message: i. Prewriting ii. Drafting iii. Revising iii. Formatting v. Proofreading d) Types of writing: i. Expository Writing (Writing articles, newsletters, instruction manuals, recipes) ii. Persuasive Writing (Writing company brochure, advertisement, notice, recommendation letter) iii. Descriptive Writing (Writing diaries, personal journal, passage writing) iv. Narrative Writing (Short stories, poems, memoirs, novels)

Unit 3: BUSINESS CORRESPONDENCE- a) Principles of effective business correspondence: i. Reader-centric approach ii. Note main points iii. Maintain appropriate tone iv. Write effective opening v. Write effective conclusion b) Types and formats of business letters: i. Cover letter ii. Letter of recommendation iii. Letter of acceptance iv. Job offer letter v. Apology letter c) Writing effective memo d) Types of office memorandum

Unit 4: BUSINESS REPORTS & RÉSUMÉ WRITING- a) Types of reports: i. Formal ii. In formal b) Steps in writing routine business report c) Parts of a report: i. Introductory, discussions ii. Summary/ Conclusion d) Writing office meeting report e) Plagiarism f) Importance of résumé g) Format of résumé h) Guidelines for resume writing i) Write résumé

Unit 5: TECHNOLOGY-ENABLED BUSINESS COMMUNICATION- a) Use of technology-based communication tools: i. Telephone/ Voicemail ii. Internet-enabled desktop/ laptop (Email etiquette, Netiquette: Ethical Web Browsing, Social Networking, Online product marketing) iii. Conferencing (Audio conferencing, Video conferencing, Web conferencing) b) Criteria for selection of appropriate communication technology c) Positive & negative impact of communication technology at the workplace

BHA311- HOTEL ACCOUNTING SKILLS

1. Preamble

Course title	Hotel Accounting Skills
Course code	BHA311
Credits	02
Number of hours per group	30 class hours

2. Course Description

Introduction to Accounting explores the field of accounting, covering the process of recording, analyzing, classifying, summarizing, and communicating accounting information. Learner will have the opportunity to learn how to interpret and formulate financial information for use in management decision-making.

3. Learning Outcomes

By the end of the course, the learner will be able to

Knowledge

1. Define and classify Accounting.
2. Explain the Double entry system.
3. Differentiate between journal and ledger.
4. Explain trial balance and write the advantages and disadvantages of trial balance.
5. Read financial statement of a company.
6. Explain uniform system of accounts for hotels.

Competencies

1. Write ledger and prepare trial & balance.
2. Prepare a financial statement.
3. Prepare Departmental schedules under a uniform system of accounts for hotels.

Mindset

1. Appreciate the importance of the uniform system of accounts for hotels.
2. Advocate the importance of good accounting practices.



BHA311- HOTEL ACCOUNTING SKILLS

Unit 1: INTRODUCTION TO ACCOUNTING- a) Meaning and Definition of Accounting b) Objectives of Accounting c) Double Entry System d) Accounting Terminology e) Classification of Accounts f) Rules of Debit and Credit g) Accounting concepts and Convention

Unit 2: JOURNAL & LEDGER-

Journal: a) Meaning b) Format of Journal c) Advantages d) Practicals

Ledger: a) Meaning b) Format c) Posting d) Practicals

Unit 3: TRIAL BALANCE- a) Meaning b) Objectives c) Advantages & Limitations

Practicals a) Capital and revenue expenditure b) Meaning and examples c) Distinctions

Unit 4: FINANCIAL STATEMENTS- a) Meaning b) Types c) Objective d) Preparation of Financial Statements (Without Adjustments) e) Practicals f) Software used for handling hotel accounts and financial statements

Unit 5: UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS (USOA)- a) Meaning b) Advantages c) Preparation of Income statement under USOA d) Preparation of Departmental Schedule under USOA e) Practicals

Departmental Accounting- a) Meaning b) Objectives c) Advantages d) Cost Allocation and Cost Apportionment e) Preparation of Departmental Income Statement f) Practicals

BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

1. Preamble

Course title	Industrial Training Feedback Appraisal
Course code	BHA401
Credits	12
Total Industrial Training	102 Days

2. Course Description

This course is designed to assess the trade knowledge and skills, a learner/trainee acquires by undergoing 17 weeks of Industrial Training from a Star Classified hotel. The learner/trainee will get on-the-job training in Food Production, Food & Beverage Service, and Rooms Division Department of the hotel. This course opens the window to explore the latest trends in hotels and hospitality business. It also offers an opportunity for the learners to acquire specialized skills from the experts in the industry. Also, this course envisions to facilitate the learner to choose the department of their choice in which they would pursue their career in the future.

3. Learning Outcomes

By the end of the course, the learner/trainee will be able to relate to the various job activities performed in different core and ancillary departments of the hotel. They will efficiently perform trade practicals at the institute and will develop confidence to manage various events, seminars and workshops arranged at the institute. This course will help the learner to explore new job opportunities offered by hotels and the tourism sector.

Guidelines for Industrial Training Feedback Appraisal

1. The objective of Industrial Training is to allow learners to work and learn from the actual working environment of a hotel. The institute must motivate, develop and build confidence amongst the learners to seek industrial training in Star Classified Hotels. The learner must fulfill the attendance criteria prescribed in the Examination Rules and also get trained in Food Production, Food & Beverage Service, Housekeeping & Front Office Department of the hotel.
2. The learner/trainee must maintain discipline at the workplace and industriously complete the training in all core departments. They must obtain duly filled Performance Appraisal Forms from the respective department head/ supervisor.
3. On completion of the course, the institute must mark the learner/trainee in the Performa provided for Industrial Training Feedback Appraisal. The learner has to submit the Performance Appraisal Form of all departments.
4. The institute must divide the B.Sc. HHA Second year batch into two groups; Odd Semester and Even Semester. There will be no interchange of the learner/trainee from one batch to another and vice versa.



Responsibilities of Learner/Trainee

The learner/ trainee must display the following competencies at the workplace

1. Maintain punctuality at the workplace.
2. Keep the training logbook up-to-date.
3. Attentively take part in the duties assigned.
4. Maintain high standards/quality of work.
5. Interact positively with the hotel staff & guests.
6. Exhibit honesty and loyalty towards the training.
7. Perform skill-oriented tasks diligently.
8. Regularly attend the training review sessions/classes.
9. Take the initiative to do a variety of work.
10. Adhere to the prescribed departmental training schedule.
11. Timely get the Performance Appraisals Forms signed by the Head of Department/ Supervisor or Training Manager.
12. On completion of Industrial Training, hand over the Performance Appraisal Forms to the training coordinator of the Institute for evaluation of this course.

Responsibilities of the Institute

The institute must

1. Facilitate learners to undergo Industrial training at Star Classified Hotel.
2. Inform that change of IT hotel is not permitted if the learner has been interviewed, selected and has accepted the offer.
3. Conduct proper briefing to learners before the industrial training.
4. Sensitize learners towards the industry environment and expectations.
5. Notify the details of the training schedule to the learner.
6. Coordinate regularly with the hotel/ training manager.
7. Visit the hotel, wherever possible, to check the performance of trainees.
8. Amicably handle any problem/differences between the trainees and the hotel.
9. Regularly collect feedback from the students during and after the training.
10. Brief the significance of appraisals and the marking mechanism of the course.
11. Ensure learners/trainees must procure a Training Completion Certificate from the hotel before joining the institute.

Responsibilities of the Hotel

The hotel must provide the learner/ trainee with

1. Organize formal induction and orientation programs for the learners/ trainees.
2. Provide a standardized training module.
3. Assign a structured training schedule.
4. Provide cordial working conditions for the learners/trainees.
5. Allow the learners/trainees to interact with the guest.
6. Inform the institute about truant trainees.
7. Address any work-related discomfort or complaints reported by the learners/trainees.
8. Update the institute about the performance of the learners/trainees during and after training.
9. Maintain attendance of the learners/trainees during training.
10. Encourage the learners/trainees to complete their log book, training report and departmental performance appraisals.
11. Issue the Completion Certificate to trainees on the last day of training.

BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

PERFORMANCE APPRAISAL FORM

Department: F&BS / FP / HK / FO

Name of Student: _____	NCHM&CT Roll No: _____
Academic Chapter: _____	Duration: _____
Name of the Hotel: _____	
From: _____	To: _____

GRADING CRITERIA

The department head or supervisor must grade the learner/trainee on the given criteria. Please mark with (✓) on the 5-point rating scale: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Satisfactory), 1 (Poor).

Assessment Criteria	Grade Obtained				
	5	4	3	2	1
1. Personal Grooming Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
2. Punctuality & Attendance Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
3. Oral Communication Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
4. Non-verbal Communication Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
5. Written Communication Make notes of instructions given by superior at the workplace, Note guest orders, messages for guests and staff, Write log book and department report	5	4	3	2	1
6. Cross-Cultural Communication	5	4	3	2	1



Respectfully deals with guests and staff from different cultural backgrounds, Tolerant towards different economic, educational, linguistic, gender, religious & social variables, Quick to learn & adapt to new regional or foreign languages, cuisines & cultures					
7. Accountability Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
8. Etiquettes & Manners Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
9. Technology Acumen Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
10. Department Oriented Skills Participate actively in tasks assigned, Demonstrate willingness to learn new tasks or concepts, Positively seek knowledge on a topic or area of work, Work driven and committed	5	4	3	2	1

Total Grade = _____ / 50

Name of Appraiser: _____	Signature: _____
Designation of Appraiser: _____	Date of Issue: _____
Signature of the Trainee: _____	Date of Submission: _____



BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

PERFORMA

Name of the Trainee: _____	NCHM&CT Roll No: _____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

EVALUATION OF INDUSTRIAL TRAINING (200 Marks)					
Evaluation factors	F&BS Maximum Grade (5)	FP Maximum Grade (5)	HK Maximum Grade (5)	FO Maximum Grade (5)	Grade obtained/ Total Marks <small>(5 X 4= 20 Marks)</small>
1. Personal Grooming					
2. Punctuality & Attendance					
3. Oral Communication					
4. Non- Verbal Communication					
5. Written Communication					
6. Cross-Cultural Communication					
7. Accountability					
8. Etiquettes & Manners					
9. Technology Acumen					
10. Department Oriented Skills					
Total Marks obtained out of 200 Marks					

Assessed By: _____	Designation: _____
Signature: _____	Date: _____

BHA402- INDUSTRIAL TRAINING PROJECT REPORT

1. Preamble

Course title	Industrial Training Project Report
Course code	BHA402
Credits	08
Total Industrial Training	102 days

2. Course Description

In this course, all the tasks related to the various core and ancillary departments of a hotel are recorded in the log book which later the learner may refer to frame the final Industrial Training Report for submission. The purpose of this course is to inculcate the habit of observing various departmental activities and noting them down for future reference.

This course will help the learners /trainees to draw conclusions related to the techniques learned, the skills acquired and the contribution made to the hotel environment through the on-the-job industrial training experience.

3. Learning Outcomes

On completion of this course, the learner will be confident to design the Industrial Training Project Report and present it to the bench of experts at the Institute. They will be able to complete their industrial training log book by the end of the industrial training, collect their departmental appraisals and industrial training completion certificate from the hotel and duly submit it to the institute for evaluation.

This course will enable the learner to have work-oriented discussions with the panel of experts during its evaluation.

Guidelines for Industrial Training Project Report

1. The learner has to submit the industrial training report, logbook, departmental appreciation letter (if any), participation certificate in special event (if any) and attendance record.
2. The report should be coherent, clear and concise.
3. The report should illustrate appropriately labeled tables, diagrams and pictures from the industry (if any).
4. The report should be within 20 to 40 pages.
5. Report writing content:
 - a. Title page
 - b. Acknowledgment
 - c. Table of contents
 - d. Table of abbreviation
 - e. Introduction: Brief about hotel, training objectives and work assigned
 - f. Technical Section: Various departments, key functions and proficiency acquired
 - g. Conclusion
 - h. References
 - i. Page Number



6. The report should be an original work.
7. The PowerPoint presentation must be submitted along with the report for assessment.
8. The PowerPoint presentation should not exceed more than 20 slides.



BHA402- INDUSTRIAL TRAINING PROJECT REPORT

EVALUATION OF INDUSTRIAL TRAINING REPORT (100 Marks)

Name of the Trainee: _____	NCHM&CT Roll No: _____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

Evaluation of Written IT Report (A)		(60 Marks)	
Marks Division/ evaluation factors	Explanation	Maximum marks	Marks obtained
Report Format	Sequencing of departments into chapters, Clarity in understanding the departmental functions, Detailing of subtopics, Use of tables, charts and references	15	
Description of workplace	Understanding of industry, Functioning of core and ancillary departments, Major activities carried out by various departments	15	
Analysis of job	Legible log book, Critical analysis of jobs performed within the departments	10	
Conclusion	Key lesson learned/ skills acquired	10	
Participation	Attendance record, Appreciation certificate (if any), Participation certification in special events (if any)	10	



Evaluation of Presentation (B)		(40 Marks)	
Presentation skills	Personal grooming, Mannerisms & body language, Articulation of voice, Audience interaction.	15	
Organizing presentation	Sequencing of content in Slides, Quality of content, Effective use of allotted time.	15	
Overall impression	Confident in presenting IT report, Clarity about the functioning of the hotel business.	10	
Grand Total (A+B)		100	

Assessed By: _____	Designation: _____
Signature: _____	Date: _____
