

ಮಂಗಳೂರು
MANGALORE



ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
UNIVERSITY

ಕ್ರಮಾಂಕ/ No. : MU/ACC/CR.24/2021-22/A8

ಕುಲಸಚಿವರ ಕಛೇರಿ

ಮಂಗಳಗಂಗೋತ್ರಿ - 574 199

Office of the Registrar

Mangalagangothri - 574 199

ದಿನಾಂಕ/Date: 30/01/2025

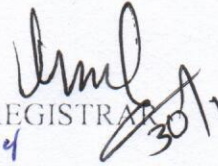
NOTIFICATION

Sub: Syllabus of VIII Semester B.H.M Degree Programme under NEP 2020
reg.

Ref: Decision of the Academic Council meeting held on Dtd: 08.01.2025 .

Pursuant to the above, the syllabus of VIII Semester B.H.M Degree Programme under NEP 2020 which was approved by the Academic Council meeting held on 08.01.2025 is hereby notified for implementation with effect from the academic year 2024-25.

Copy of the Syllabus shall be downloaded from the Mangalore University website
www.mangaloreuniversity.ac.in .


REGISTRAR

To:

- 1) The Registrar (Evaluation), Mangalore University, Mangalagangothri, Mangalagangothri.
- 2) The Principals of the colleges concerned.
- 3) Sri Prasanna Shetty, Chairman, UG BOS in Hotel management & Principal, Laxmi Memorial College of Hotel Management, Kodialbail, Mangalore-3.
- 4) The Assistant Registrar/The Superintendent, Academic Section, O/o the Registrar, Mangalore University, Mangalagangothri.
- 5) The Director, DUIMS, Mangalore University -- with a request to publish in the Website.
- 6) Guard File.

8th Semester BHM-NEP-Course Details

[illegible]

Name of the Programme: Hotel Management 8 th Semester B.H.M Course Category: Vocational-2 Name of the Course: Business Communication and Soft Skills						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03 Credits	03 Hours	40	02	40	60	100

Course Objectives:

- The objective of the course is to provide students with the skills and knowledge of communication in business environment
- To understand and appreciate the process of communication as an important constituent of the professional effectiveness.
- To understand oneself and improve interpersonal skills. Exposure to communication concepts.
- To familiarize the students with different styles of communication.

Course Outcomes: Upon completion of the course, students are expected to be able to:

- communicate effectively in a corporate setting and otherwise
- overcome the varied obstructions to communication and be an adept listener
- display effective interpersonal communication, maintaining the decorum of the setting
- have hands-on writing business letters and expertise in drafting technical documents

Unit-1

Nature & scope of Communication

Introduction-Functions of communication-Roles of a Manager-Types of communication-Informal communication-Non-verbal communication-effective listening-barriers of communication, Types of listening-strategies for effective listening-barriers to effective listening-Active & Passive listening-Leadership and the role of listening in leadership styles-elements of effective English-e-mail etiquette-effective paragraphs-referencing styles-Ethics in business communication-Ethical communication-values, ethics, and communication-computer ethics-ethics in advertising-soft skills-critical thinking.

Unit-2

Business Presentations and Public speaking

Introduction-Business presentations and speeches- characteristics of a good speech— planning a speech-Introduction to a presentation-Main body-conclusion-controlling nervousness and stage fright-effective sales presentations-conversations-essentials of business conversation-Instructions-written instruction-oral instructions-interviews-principles of interviewing- general presentation for an interview-types of interviewing questions-types of interviews-styles of interviewing-planning a meeting-meeting process-agenda-minutes-planning a conference-Team briefing-briefing-

Unit-3

Business Writing

Introduction-written business communication-business correspondence- the seven C's of business letter writing-basic principles of effective business correspondence-components of a business letter-circular letters-kinds of business letters-writing effective memos-strategies for writing the body of a letter- business report -parts of a report-press releases-application letters-Corporate communication-Introduction-corporate communication-cross-cultural communication-corporate communication strategy.

References:

1. Business Communication, Meenakshi Raman, Prakash Singh
2. BUSINESS COMMUNICATION & SOFT SKILLS, Paperback, Tammineni Shyam Swaroop, Dr. Madhulika Agrawal, Dr. Zareena Sultana.
3. Soft Skills for the Workplace, a Soft Skills Manual, Dekker Fraser
4. Communication Skills for Business Professionals, Celestle Lawson, Robert Gill, Angela Feekery, Mieke Witsel, Michael Lewis

Any other latest edition of references/text books can be included

Name of the Programme: Hotel Management 8 th Semester BHM Course Category: DSC Elective-2 Name of the Course: Cruise ship, Airline & Airport Hospitality Management						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03 Credits	03 Hours	45	02	40	60	100

Unit-1

Introduction to Cruise Hospitality - Introduction to Cruise line Departments-- History of Cruising- Cruise Destinations -The Role and Responsibilities on a Cruise Ship-The Management of Cruise Ship Service- Hospitality, Food & Beverage positions on Cruise Ships- Food & Beverage-Hotel Administration-Purser-Housekeeping positions -Duties and responsibilities of hospitality personnel in cruise lines- Kitchen brigade in cruise ship- cruise ship steward-duties and responsibilities- Restaurant job positions- Uniforms at Sea-The Elements of Cruising -The - The Cruise Brands.

Unit-II

The Shipboard Culture: Managing a Multicultural Crew-Introduction To Housekeeping In Cruise Line -Hygiene Maintenance of Guestrooms And Public Areas-CHARACTERISTICS OF THE GASTRONOMY SERVICE ON CRUISE SHIPS-Galley- -storage equipments-production equipments-cooking equipments-Food service operation in cruise industry-cruise ship food options-dining options-type of food served in cruise ship-types of dining facilities-casual dining-specialty dining-bars & lounges--satellite restaurants-Dine In-cruise ship buffet-Cruise menu-dress code-assigned seating/set seating and open seating-room service-making reservations-any TEN cuisines find on cruise line- measures to take to reduce food waste in cruise ship- -MARITIME ISSUES AND LEGISLATION - Safety of Life at Sea- Dry Dock- Fire Prevention And Fire Fighting -Personal Safety And Social Responsibilities-Elementary First Aid-Personal Survival Techniques- Noro Virus and how it affects the cruise liner.

Unit-III

Introduction to Airline Catering and Food Service- Need for Cabin Crew on Board Cabin crew- Senior cabin crew, line check cabin crew-Minimum requirement and Qualification of cabin crew- Cabin crew skills -Roles and Responsibilities of cabin crew- Pre-flight Preparations- Flight Preparation-Boarding process-Pre Take-off Preparations- Passenger Safety Brief- Crew team - Cabin Crew training -Hygiene for Cabin crew: Personal Hygiene, Washing-Hands, Food Handling Hygiene- GROOMING-Importance of grooming-Skin Care - Types of Skin- Hair care tips- Hair Styles-Importance of make up for men and women - Make up requirements- Makeup removal -Manicure and Pedicure for Men and Women- Wardrobe Essentials for Men and Women -How to dress for a Cabin Crew Interview for Men and women- Difference between formal, semi-formal and informal dress-Food and Foreign object SOP-IATA Meal codes used in Airlines(Special meals).

Unit-IV

Airline catering/flight catering definition-introduction- The Flight Catering System- Introduction-pioneering caterers- production schedule-workflow-abbreviations of special meals-tray set-up intricacies- breakfast/snacks/lunch/dinner-tray & cart details-food handling on aircraft-hygiene control in flight catering-flight type and class-food related behavior-Kitchen organization and management-Organization of Production Unit- flow chart of flight kitchen- Principles of Flight Food Production Unit Design- Batch Cooking Process- Cook Chill System- Cook Freeze System-Sous Vide-Equipment Required for Kitchen-Hot Kitchen Equipment-Cold Kitchen Equipment-Bakery and Confectionary-Dishwashing-Fruit and Vegetable Preparation Area- Other Equipments.

References:

- Cabin Crew Airhostess by FlySky Aviation. Edition 2020.
- Crew Resource Management 2nd Edition: Barbara Kanki, Robert Helmreich & Jose Anca; Academic Press, 2010.
- Global Aviation And Hospitality Management Hardcover - 1 January 2008 by Gagandeep Singh
- Aviation and Hospitality Management by FlySky Aviation. Edition 2020.
- Kent Gourdin, —Global Logistics Management, Wiley Blackwell
- Lambert, — Strategic Logistic Management, Academic Int Publisher
- Alan Rushton & John Oxley, — Hand Book of Logistic and Distributionl, Kogan Page
- Cruise operations management; By Philip Gibson
- Cruise operations management: hospitality perspectives; By Philip Gibson
- Selling the sea: an inside look at the cruise industry; By Bob Dickinson
- Cruising : a guide to the cruise line industry; By Marc Mancini
- Introduction to Hospitality Book by John R. Walker

Name of the Programme: Hotel Management 8 th Semester B.H.M Course Category: DSC Theory Name of the Course: Hospitality Marketing and Human Resource Management						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
04 Credits	03 Hours	45	02	40	60	100

Course Objectives:

The main objectives of this course are to make student to be able to understand

1. The functions, systems, policies and applications of Human Resource Management in organizations.
2. To understand the role of marketing within Hospitality Industry.
3. To learn the vital role of marketing within a firm and the necessary relationships between marketing and the other functional areas of business.

Course Outcomes:

After completion of this course, the student will be able to develop

1. Integrated perspective on role of HRM in modern business.
2. Ability to plan human resources and implement techniques of job design
3. To plan a effective marketing and sales strategy for the organisation

Unit-1

Nature and functions of Human resource management-functions-responsibilities of HRM- HRM strategies-Human resource planning-recruitment and selection-orientation and socialization- mobility of personnel and retirement- transfer-types of transfer-promotion- demotion-separation-voluntary retirement scheme-training and development-types of training- job rotation-process of career planning-career stages.

Unit-II

Job analysis and design-concepts-job descriptions-job specifications-approaches to job design-job enlargement-human engineering-compensation-factors affecting compensation-wage and salary policies-job evaluation-methods of job evaluation-performance appraisal-methods of performance appraisal-types of employee welfare services-total quality management and Kaizen-just in time production-benchmarking-industrial unrest-motivation-theories of motivation-Maslow and Herzberg models-job satisfaction-alienation and stress-causes of stress-employees fringe benefits.

Unit-III

Introduction to Hospitality Marketing and Sales-Management's role in marketing and sales-the importance of marketing and sales-the marketing mix-the marketing plan-steps of a marketing plan-Partnership marketing-niche marketing and Branding-Relationship marketing-marketing team-sales techniques-hiring effective salespeople-evaluating salespeople-personal sales-telephone sales-basics of telephone communication- telephone etiquettes-telephone communication skills-internal marketing-internal sales-internal merchandising-special services and in-house promotions-advertising and public relations-types of advertising-developing advertising plan-public relations and publicity.

Unit-IV

Marketing & meeting the needs of business travelers/leisure travelers/travel agents/meeting planners/special segments-marketing restaurants and lounges-positioning restaurants and lounges-merchandising food and beverages-promoting restaurants and lounges-building repeat business-marketing catered events and meeting rooms-marketing room sales-types of meeting rooms-meeting room set-ups-booking meeting rooms-managing meetings.

Reference Books:

1. Hospitality Sales and Marketing, James R Abbey
2. Managing Hospitality Human Resources, Robert H Woods
3. Human Resource Management, T N CHHABRA
4. Human Resource Management in Hospitality, Malay Biswas
5. Marketing for Hospitality and Tourism, Philip T Kotler.

Name of the Programme: Hotel Management 8 th Semester B.H.M Course Category: DSC Theory Name of the Course: Research Methodology						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
04 Credits	04 Hours	45	02	40	60	100

Unit-1

INTRODUCTION TO RESEARCH METHODOLOGY (10 Hours)

1. Meaning and objectives of Research
2. Types of Research
3. Research Approaches
4. Research methods vs Methodology
5. Research Process
6. Criteria of Good Research
7. Problem faced by Researches

Unit-II

RESEARCH DESIGN (10 Hours)

1. Meaning and Need for Research Design
2. Features and important concepts relating to research design
3. Different Research design
4. Important Experimental Designs

Unit-III

SAMPLE DESIGN (10 Hours)

1. Census And sample Survey
2. Implication of Sample design
3. Steps in sampling design
4. Criteria for selecting a sampling procedure
5. Characteristics of a good sample design
6. Different types of Sample design
7. Measurement Scales
8. Important scaling Techniques

Unit-IV

METHODS OF DATA COLLECTION & DATA ANALYSIS (10 Hours)

1. Collection of primary data
2. Questionnaire and Schedule.
3. Difference between questionnaire and schedule.
4. Collection of secondary data - different methods.
5. Classification and tabulation.
6. Analysis of data.
7. Techniques for data analysis.

Unit-V

REPORT WRITING & PRESENTATION (05 Hours)

1. Report writing.
2. Types of report.
3. Qualities of a good research report.
4. Research report format.
5. Footnotes and bibliography.

Reference Books:

1. Research Methodology (Pearson Publication) by Ranjit Kumar
2. Management Research Methodology (Pearson Publication) by Krishnaswamy, Sivakumar & Mathirajan
3. Business Research Methods (Tata McGraw Hill Publication) by Cooper & Schindler
4. Research Methodology (New Age Publishers) by C.R. Kothari
5. Methods in Social Research (Surjeet Publications) by William J. Goode & Paul K. Hatt

Name of the Programme: Hotel Management 8 th Semester B.H.M Course Category: DSC Name of the Course: Research Project/Product Development(Practical)						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
06 Credits	04 Hours	45	04	50	100	150

Project (Student Choice of any one topic in the area of specialization:- The project should be based on a field study and independent research leading to the area of specialization chosen by the student in the fourth year. The student in consultation of the faculty guide should select an appropriate topic which is acceptable to the panel of examiners.

The student is expected to prepare a Project Report on any of the areas of Hospitality/Tourism Operations mentioned below:-

Topics		
- Hotel Operations - Food & Beverage Service - Food Production - Front Office - Housekeeping - Bakery & Patisserie - Hotel H R Operations - Hospitality Sales & Marketing - Hospitality Information Technology - Waste Management in hospitality industry - Market Feasibility of a Proposed Hotel: (The project should be based on a field study leading to the identification of a site or a proposed new hotel / resort project (3,4,5 Star category) The student should then establish the market feasibility of this proposed hotel based on type of clientele , Tourism infrastructure etc;)	Cruise Line	Food/Beverage/Hospitality Operations
	Airline & Airport Catering/Hospitality	
	Railway Catering	
	Other Catering Establishments	
	Event Management	
	MICE	
	Restaurant Operations	
	Hospital Catering	
	School Catering.	
	Food Processing & Packaging.	
	Alcoholic & Non-alcoholic beverages.	
	Hotel Facility Management.	
	Food Safety Standards/Food Sanitation.	
	Travel & Tourism.	
	Entrepreneurship/MSME in Hospitality & Tourism.	

Research Project Proposal (Synopsis):

The Project topic has to be approved by the Faculty Guide to proceed with the project work. Synopsis of the project should be prepared in consultation with the guide. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe, sampling, research instruments used, limitations and future directions for further research. The student needs to use primary and secondary data to compile the Project. Secondary data is the data that has already been collected through primary sources and made readily available for researchers to use for their own research/data available online/other sources mentioning the source in the Appendix. Students can collect the data through the questionnaire method also. The questionnaires developed need to be based on a five-item scale. Responses need to be given to each statement using a five-point scale, for which 1 = "strongly disagree" to 5 = "strongly agree."

The project will be a written report, which should be of 18,000 to 20,000 words or the equivalent if plans, designs, computer software etc., is included(excluding appendices)

The project topic should be:

- Deemed appropriate within the context of the programme level.
- Related to one or more of the other areas of study being pursued by the student on the programme.
- Restricted in scope to make an in-depth treatment possible, subject to the availability of adequate sources of information.

STRUCTURE OF THE PROJECT

Project Structure

Chapter	Topics
	Cover Page
	Certificate For University (External-Internal Examiner) By the Guide/ Principal
	Declaration
	Acknowledgement
	Index
	List of Tables, Graphs & Figures
	List of Abbreviations used
	Synopsis
	Objectives
Chapter 1	Introduction to Hospitality Industry Introduction to Research Topic Organization Hierarchy/Layout(If required)
Chapter 2	Literature Review with reference list
Chapter 3	Methodology 3.1 Research Design 3.2 Analysis & Interpretation
Chapter 4	Observations Findings Suggestions Recommendations Conclusion
	Bibliography Appendix(Questionnaire, Samples Populations etc;)

TITLE PAGE

This should give the following information:

- The full title and sub-title, if any
- The name of the author
- "Submitted in fulfillment of the requirement for the Bachelors in Hotel Management (BHM) of the Mangalore University"
- Name of the college
- The month and year of submission

DECLARATION

This indicates that the student has adhered to the university, college and Course regulations regarding cheating and plagiarism

"I declare that this project is the result of my own efforts and that it confirms to University, College and Course regulations regarding cheating and plagiarism. No material contained within this project has been used in any other submission, by the authors for an academic award."

Student's Name: Date:

ACKNOWLEDGEMENTS

These should be in the form of:

I would like to thank -----, Name of the college and elsewhere for their help and assistance in the compilation of this work. Only genuine assistance must be acknowledged.

LIST OF CONTENTS

This should list in sequence, with page numbers, all sections of the project including acknowledgements, summary, headings, appendices, bibliography and list of abbreviations.

LIST OF TABLE, GRAPHS, FIGURES

This indicates various tables, graphs and figures in the project. If these are high in number they may be separated into three different tables. However, if the number of such illustrations is less, these should include in just one table.

LIST OF APPENDIXS

This will provide for a quick reference to the various Appendixes in the project

LIST OF ABBREVIATIONS USED

This must mention a list of abbreviations that have been used extensively in the project.

SYNOPSIS

A summary of the Project should be given at the beginning, covering the study. Its function is to provide a quick guide to the project.

OBJECTIVES

This should set out clearly and precisely what the student is seeking to achieve. The objectives should be stated in such a way that the student is able to measure to what extent the objectives have been achieved.

CHAPTER 1 Introduction

This chapter introduces the topic of the project. To give an introduction to

Industry Introduction to Topic, Organization Hierarchy, Layout etc;

CHAPTER 2 Literature Review

A summary of relevant literature on the study being investigated or done. The literature review will vary in depth and intensity dependent upon the topic. All sources of information must be acknowledged. An index system to keep a record of material consulted, noting appropriate information should be maintained.

Chapter 3: Methodology

3.1 Research Design

3.2 Analysis & Interpretation

CHAPTER- 4, Observations/Findings/Suggestions/Recommendations/Conclusion

This is the main body of the project report. All the findings and observations made should be summarized using tables, graphs or statistics, pictures etc.; as possible.

CONCLUSION

This chapter details a summary and recommendation stating briefly what has been done.

BIBLIOGRAPHY

This section lists all references in alphabetical order of Authors surnames. The following elements should be used:

Book References:

AUTHORS SURNAME, INITIALS, (Year of publication), Title in bold, Place of publication, Publishers name, Pages.

Journal References:

AUTHORS SURNAME, INITIALS, (Year of publication), Name of the article, Journal title in bold, Volume number, Issue number, Page number Sourcing within the text etc;

APPENDIX

Separate appendices are to be used for sets of detailed information that are not appropriate to be the main text e.g. questionnaires, sample populations, list of organizations or gross data.

PRESENTATION AND FORMAT

All students are required to submit two hard copies of their project to the college by the date stipulated. The original copy is to be submitted to the university through the college and the second copy is to be retained by the college.

1. Paper: A4 sized paper must be used and should be white and of good quality.
2. Type: Project report must be printed neatly using an acceptable word processing format.
3. Layout: The margins at the left hand edge should be no less than 40mm and other margins no less than 20mm type should be at least 1 ½ spaced except for indented quotations or footnotes, which should be single line spaced. Typing should be on one side of the paper only.
4. Binding: The book should be bound in black Rexene only. There should be no illustrations on the cover page.
5. Cover Title: this must bear the surname and the initials of the author and the year of submission in the same lettering as the front cover. The lettering must read from left to right when reading the spine vertically.
6. Spine Title: This must bear the surname and initials of author and the year of submission in the same lettering as front cover. The lettering must read from left to right when reading the spine reading the spine vertically.

SCHEME OF EVALUATION

Research Project/Product Development Practical

Total Marks: 150

Credits: 06

Internal Assessment: 50 Marks

University Examination: 100 Marks

	Marks	Credits
Internal Assessment	50	02
University Practical Examination/ Viva-voce/PPT	50	02
University Examination/ Report Evaluation	50	02
Total	150	06

Note:

- Twenty questions to be asked by the examiners from the project report
- Valuation by both the Internal Examiner and External Examiner

Name of the Programme: Hotel Management 8th Semester B. H. M Course Category: DSC Practical Name of the Course: Specialization in Bakery and Confectionery, Practical						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	25	25	50

	Content	Hours Allotted
Week 1	Sponge Cake and Tea Cakes	04
Week 2	International Bread and Cakes 1. Foccacia, Grissini, Zuccoto, sponge cake	04
Week 3	International Bread and Cakes Panettone, Lavash, Mousse Cake	04
Week 4	International Bread and Cakes Brioche, Ciabatta, Zebra Torte	04
Week 5	International Bread and Cakes Cottage Loaf, Monkey Bread, Truffle cake	04
Week 6	International Bread and Cakes Zopf, Fougasse, Opera cake	04
Week 7	Pastries and Cookies Crumble - Ginger bread	04
Week 8	Pastries and Cookies Key lime pie- Rolled	04
Week 9	Pastries and Cookies Strudel - Florentine	04
Week 10	Pastries and Cookies Brandy snap- Biscotti	04
Week 11	Wedding Cake (royal icing)	04
Week 12	Wedding Cake (Fondant, pastillage)	04
Week 13	Plate Presentation & Artistry- 1. Fudge sauce 2. Caramel sauce 3. Crème anglaise 4. Glaze 5. Compotes	04
Week 14	Plate Presentation & Artistry- Garnishes 1. Carved fruits & fruit basket 2. Tuille 3. Snaps 4. Caramel	04

Assignments:

- Bakery Layout and Mise-en-place
- Equipments used in Bakery.
- Types of Ovens.
- Basic Dough-Basic Pasta Dough/Pizza Dough/Pie Dough/Puff Pastry/Vol-au-vent/Salt Dough/Short Dough/Bread Basket
- Breads and Rolls/preparation
- Breakfast Breads and Pastries
- Quick Breads.
- Tarts
- Sponge Cakes and Tea Cakes
- Meringues, Ice creams and Desserts
- Sugar Work
- Sauces and Fillings
- Chocolate Decorations.
- Light Desserts and Country Desserts
- International Breads
- Spun & Pulled Sugar, Blown Sugar & Rock Sugar.
- Moulded Chocolate and Carving
- Preparation of bakery Desserts- warm, cold
- Bread Display for buffet
- Pastry, Different pastry preparations
- Organizing Bakery Theme Events
- Decorated Cakes
- Frostings and Toppings
- Sorbets, Ice creams and Frozen Desserts.
- Fillings.
- Charlottes and Bavarois
- Custards, Mousses and Souffles.
- Basic Cake sponges & variations of cake preparation
- Cookies
- Indian Regional Sweets : Peda, Halwa,, Sweets in syrup, Milk based sweets, etc
- Various Icings
- Gateaux Black forest Gateaux, gateaux religious
- Puddings and Desserts
- Toffees
- Any topic which is relevant to the subject.

Scheme of Valuation

Uniform & Grooming	02
Journal	05
Viva	05
Attendance	02
Indent & Plan of Work	01
One International Bread	02
One Pastry Item	02
One Small Cake with Icing	03
Presentation	03
Total	25

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment: 25 Marks
- University Examination: 25 Marks
- Total Marks: 50

Note:

1. Each student to prepare three items as per syllabus.
2. Students to be informed about the prescribed menu for examination 'ONE' day in advance.
3. Students need to submit the journal/class records as per the academic schedule/notification of the institution.
4. The menu for the practical examination needs to be approved by the External Examiner.
5. Students are not permitted to attend the practical examination;
 - If the student don't report on time.
 - If the journal is not brought at the time of examination.
 - If the journal is not completed and not obtained the Principal/HOD/Faculty signature. & college seal.
 - If practical uniform prescribed by the institution is not worn by the student.
 - If proper grooming standards are not followed.
6. Attendance details need to be made available to the external examiner on the day of examination.
7. Parameters of assessment of each item need to be based on Appearance & Colour/Texture/ Aroma & Flavour/Consistency/Taste/correct recipe & Equipment.
8. Journal is not allowed during indenting or practical. The journal must be handed over to the examiner before commencement of examination.
9. Assessment will be done by both internal and External Examiner.
10. Extra ingredients may be made available in case of failure but of limited types and quantity. Only one extra attempt may be permitted.
11. Uniform and grooming must be checked by the examiners before commencement of examination.
12. Students are not allowed to take help from books, notes, journal or person.
13. The Examiners will ensure that examinee adheres to Good Hygiene and Food safety practices during the examination.
 - Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
14. Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
15. Examiners should complete the assessment within the time allotted.

Reference Books:

- The Professional Pastry Chef, Bo Friberg
- "The Professional Chef" by Culinary Institute of America
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- Practical Baking, 5th Edition by William J. Sultan Wiley Publications.
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- Nicollelo, L. G. Dinsdale, J., (1991), Basic Pastry Technique, Hodder & Stoughton, London
- Russell, Joan, (1964), Creative Cake Decoration, Leonard Hill, London
- Clements, Carole, (1994), Beautiful Baking, Richard Blady Pub., London
- Gisslen, Wayne, (1997), Professional Baking, 2nd Ed., John Wiley & Sons, New York
- Day, Martha, (1999), The Practical Encyclopedia of Baking, Lorenz Books, London
- Berry, Mary, , Favourite Cakes, Weidenfeld & Nicolson, London
- Nilsen Angela, (1994), Complete Cake Decorating, Lorenz Books, New York
- Laver, Norma, (1996), The Art of Sugar craft Piping, Chancellor Press, London
- Nilsen Angela & Maxwell, Sarah, (1998), Cakes & Cake Decorating, Hermes House, London
- Lodge, Nicholas, (1996), The Art of Sugar Craft Lace and Filigree, Chancellor Press, Singapore
- Smith, Anne, (1996), The Art of Sugar Craft Sugar Paste, Chancellor Press, London
- Purton, Brenda, (1996), The Art of Sugar Craft Royal Icing, Chancellor Press, London
- Day, Martha, The Complete Book of Desserts, Konemann, Purton, Brenda & Lodge, Nicholas, (1996), The Art of Sugar Craft Royal Icing Lace & Filigree, London

Name of the Programme: Hotel Management Course Category: DSC Practical 8 th Semester B. H. M Name of the Course: Specialization in Food & Beverage Service Management, Practical						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	25	25	50

	Content	Hours Allotted
Week 1	Banquet event set up (Pre-events/ Post events duties)	04
Week 2	Menu planning and layout- 6 course TDH French menu with choice of Veg. and Non-Veg. dishes with sequence of service.	04
Week 3	Menu planning and layout - 6 course TDH continental menu with choice of Veg. and Non-Veg. dishes with sequence of service.	04
Week 4	Menu planning and layout: 6 course TDH American menu with choice of Veg. and Non-Veg. dishes with sequence of service.	04
Week 5	Gueridon service- Any Poultry Dish	04
Week 6	Gueridon service- Any Poisson Dish	04
Week 7	Basic Technical Skill- Room service tray setup Breakfast/lunch/ dinner and restaurant table setup.	04
Week 8	Basic Technical Skill- Preparation and service of any cocktail.	04
Week 9	Basic Technical Skill- Role play- Order taking and service.	04
Week 10	Basic Technical Skill- Role play - Briefing process, Mise-en-place, Mise- en-scene	04
Week 11	Opening/ Closing procedure - Restaurant, Banquet, Bar etc.	04
Week 12	Technical skill: - Preparing a weekly duty Rota. (Restaurant, Coffee shop, BAR etc.	04
Week 13	Technical skill:- Bar (Opening and closing procedure)	04
Week 14	Case Study/Situation handling.	04

Assignments:

1. Setting up a Restaurant/Facility design, Layout and Equipment.
2. Preopening concerns and activities
3. The role of technology
4. Food and Beverage Marketing/Food Promotions/In-house selling
5. French Classical Menu with examples/wine pairing etc
6. French Wines
7. Liqueurs.
8. Types of service
9. Hygiene, Sanitation & HACCP
10. Basic Tasks of a Restaurant Manager.
11. Food and Beverage Controls
12. Any 100 Technical Key Terms related to F & B Service.
13. 25 Cocktails with recipes.
14. F&B Staff Organization Class room Exercise
15. Developing Organization Structure of various Food & Beverage Outlets
16. Determination of Staff requirements in all categories
17. Making Duty Roster, Preparing Job Description & Specification
18. Supervisory Skills Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events
19. Drafting Standard Operating Systems (SOPs) for various F & B Outlets Supervising Food & Beverage operations Preparing Restaurant Log
20. Bar Operations Designing & Setting the bar Preparation & Service of Cocktail & Mixed Drinks

Reference Books:

1. Bobby George, Sandeep Chartergee, Food and Beverage Service and Management.
2. Food and beverage service training manual by Sudhir Andrews.
3. Food and Beverage Service by R Singaravelan.
4. Food and Beverage Service by Anil Sagar.
5. Food and Beverage by Dennis Lillicrap.

Note: Any other latest edition of reference/ text books can be included.

Name of the Programme: Hotel Management 8 th Semester B. H. M Course Category: DSC Practical Name of the Course: Specialization in Food Production, Practical						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	25	25	50

	Content	Hours Allotted
Week 1	Oriental Cuisine	04
Week 2	Oriental Cuisine	04
Week 3	Indian Cuisine	04
Week 4	Italian Cuisine	04
Week 5	Italian Cuisine	04
Week 6	Italian Cuisine	04
Week 7	Mexican Cuisine	04
Week 8	Mexican Cuisine	04
Week 9	Continental Cuisine	04
Week 10	Continental Cuisine	04
Week 11	Continental Cuisine	04
Week 12	Middle Eastern Cuisine	04
Week 13	Mystery Basket	04
Week 14	Food Presentation and Plating Techniques	04

Scheme of Valuation

Journal	05
Viva	05
Attendance	02
Preparation of 5 Course Menu of any one International Cuisine as per the syllabus	10
Presentation	02
Scullery, equipment cleaning and Hygiene	01
Total	25

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04 Hours
- Credits: 02
- Internal Assessment: 25 Marks
- University Examination: 25 Marks
- Total Marks: 50

Note:

- "Five Course" menu to be followed. The 5 course menu would include Appetizer, Soup, Main Course, Legume and Sweet. Practical Examination should be based on any Five Course International Menu.
- Students should be briefed to write the indent and plan of work in the University answer script as the first stage of examination.
- Students to be informed about the prescribed menu for examination 'ONE' day in advance.
- Students need to submit the journal/class records as per the academic schedule /notification of the institution.
- The menu for the practical examination needs to be approved by the External Examiner.
- Students should not be permitted to attend the practical examination;
 - ❖ If the student don't report on time.
 - ❖ If the journal is not brought at the time of examination.
 - ❖ If the journal is not completed and not obtained the signature of Principal/HOD/Faculty & college seal.
 - ❖ If the student is not in proper uniform prescribed by the institution.
 - ❖ If proper grooming standards are not followed.
- Attendance details need to be made available to the external examiner on the day of examination.
- Parameters of assessment of each item need to be based on Appearance & Colour/Texture/Aroma & Flavour/Consistency/Taste/correct recipe & Equipment.
- Journal is not allowed during indenting or practical. The journal must be handed over to the examiner before commencement of examination.
- Assessment will be done by both internal and External Examiner.
- Uniform and grooming must be checked by the internal examiner before commencement of examination.
- Students are not allowed to take help from books, notes, journal or person.
- The Examiners will ensure that examinee adheres to good hygiene and food safety practices during the examination.
- Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
- Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
- Examiners should complete the assessment within the time allotted.

Assignments:

- Equipments used in Kitchen
- Kitchen Layout
- Soups
- Stocks
- Cuts of Vegetables
- Cuts of Meat
- Cuts of Fish
- Culinary Innovation Management
- Food Costing/Standard Recipe
- Yield Management in Food Production
- Sanitary procedure followed during food handling
- Classical Garnishes
- Indian Cuisine
- Thai Cuisine
- French Cuisine
- Japanese Cuisine
- Italian Cuisine
- Mexican Cuisine
- Chinese Cuisine
- Continental Cuisine
- Middle Eastern Cuisine
- Turkish Cuisine
- Sauces and derivatives
- Indian Gravies and preparation
- French Classical Menu with 5 examples of each course.
- Charcuterie
- 100 Culinary Terms
- Food Presentation
- Breakfast Cookery
- Students should learn making of pates galantine, terrine, classical salads, savouries, etc;
- Food trials to be encouraged.
- Students should be encouraged to developing new recipes.
- Students should be familiar with the various software applications in Food Production. (e.g. Purchasing, stores, standardization recipes, Food Cost Reports, etc)
- Non edible displays of i)Ice carving ii) Tallow sculpture iii) Fruits & vegetable displays iv) Salt dough v) Pastillage

Reference Books:

- Fruit and Vegetable Carving - By Meera John Jacob
- The Art of Grade Manager - By Frederic H. Sonneschmidt & John Nicolas
- The Professional Chef - (The Culinary Institute of America) - Published by Wiley & Sons Inc.
- The Professional Grade Manager - By David Paul Larousse
- The Art of Sugar Craft - Sugar Paste - By Brenda Purton
- The Art of Sugar Craft - Royal Icing - By Brenda Purton
- Professional charcuterie - By John Kinsella and David T, Harvey
- The Professional Garde Manager - By David Paul Larousse
- The Art of Garde Manager - By Frederic H. Sonneschmidt, John F. Nicolas.
- Professional Baking - Wayne Gisslen
- The Professional Chefs Knife Kit - (Culinary Institute of America)
- The Professional Chef - (Culinary Institute of America)
- The Art of Sugar Craft - Sugar paste - By Brenda Purton
- The Art of Sugar Craft - Royal Icing - By Brenda Purton
- The Art of Sugar Craft - Piping - By Brenda Purton
- The Professional Chefs' - Guide to Kitchen Management - By John Fuller, John Knight, Charles A. Salter
- Kitchen Planning & Management - By John Fuller & David Kirk
- Hamlyn, Paul, (1984), Larousse Gastronomique, Hamlyn, London

Name of the Programme: Hotel Management Course Category: DSC Practical 8 th Semester B. H. M Name of the Course: Specialization in Front Office Management, Practical						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	25	25	50

Practical-I

Role Play Activities: Guest Arrival/Guest Departure Procedures

Practical-II

Role Play Activities: Guest Check-in and check-out procedures for FIT's / GIT's / Crews etc. (The student should be able to handle the entire procedure independently)

Practical-III

Preparing Guest Folio/Luggage handling procedures on guest arrival /departure/

Wake-up call procedures

Practical-IV

Bell Boy-Bell Captain-Safety Locker Management

Practical-V

Identification of various vouchers --- The students will have to draw one or two of the following vouchers
• Registration Card • Reservation Form • Amendment Slip • Cancellation Slip •

Practical-VI

Identification of various vouchers - The students will have to draw one or two of the following vouchers
Arrival/departure notification slip • VIP amenities voucher • Miscellaneous charge voucher •
Allowance voucher • Paid out voucher • Message slip

Practical-VII

Calculating staff requirement for Front Office departments/Preparing Duty Rota

Practical-VIII

Role of Telephone Exchange /Telephone etiquettes and manners

Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality.

Practical-IX

Handling complaints/ Scanty Baggage procedures/Left Luggage procedures

Practical-X

Comprehensive case study/Situation handling – handling guests & internal situations requiring management tactics/strategies

Practical-XI

Hands on practice of computer application (Hotel Management System) related to front office procedures such as Accounts/Yield Management

Practical-XII

Hands on practice of computer application (Hotel Management System) related to front office procedures such as -Night audit,/ Income audit/Calculation of various occupancies & revenue

Practical-XIII

Comprehensive case study/Case studies and situations on accommodation handling (students should be able to analyze case studies and situations and arrive at solutions

Practical-XIV

Comprehensive case studies - Claims in travellers' cheques- Extra occupant in the room at odd hours - Fire on floors /'bomb scare Overbooking

Students need to be knowledgeable about the following;

- How to put message
- How to put a locator
- How to check in a first time guest
- How to check in an existing reservation
- How to check in a day use
- How to issue a new key
- How to verify key
- How to cancel a key
- How to issue a duplicate key
- How to extend a key
- How to print and prepare registration cards for arrivals
- How to programme keys continuously

- How to programme one key for two rooms
- How to re-programme a key
- How to make a reservation
- How to create and update guest profiles
- How to update guest folio
- How to print guest folio
- How to make sharer reservation
- How to feed remarks in guest history
- How to add a sharer
- How to make add on reservation
- How to amend a reservation
- How to cancel a reservation
- How to make group reservation
- How to make a room change on the system
- How to log on cashier code
- How to close a bank at the end of each shift
- How to put a routing instruction
- How to process charges
- How to process a guest check out
- How to check out a folio
- How to process deposit for in house guest
- How to check room rate variance report
- How to process part settlements
- How to tally allowance for the day at night
- How to tally paid outs for the day at night
- How to tally forex for the day at night
- How to pre-register a guest
- How to handle extension of guest stay
- Handle deposit and check ins with voucher
- How to post payment
- How to print checked out guest folio
- Check out using foreign currency
- Handle settlement of city ledger balance
- Handle payment for room only to Travel Agents
- Handle of banquet event deposits
- How to prepare for sudden system shutdown
- How to checkout standing batch totals
- How to process late charges to credit card
- How to check out during system shut down
- Handling part settlements for long staying guest
- How to handle paymaster folios
- How to handle bills on hold
- Providing & making itenary to guest regarding tourists interests
- Front Office inventory & stationeries used
- A week as a Front Office Manager – mock session.

Assignments

1. Organization Hierarchy of Front Office. Duties and Responsibilities of Front Office Staff.
2. Front Office Parlance-Any 100 Terms
3. Capital & Currencies of any 25 nations, exchange rate, international & National Airlines etc;
4. Workout a model-marketing plan for a Five Star Hotel.. Designing a Broucher for

a. A heritage Hotel

b. Business Hotel

c. Resort

5. Collect five different examples of Hotel Advertisement.
6. Comparative study of any two MICE destinations
7. Assignment – Compare any two hotels from the standpoint of their attitude to yield management.
8. Assignment – Study of eco-friendly measures adopted in Hotels.
9. Students should have knowledge of use of software for Hotel Operations
10. Designing Concepts -Interior designing – using various elements of art, principles of design. Designing of a. Lobby b. Guest Rooms c. Restaurants d. Ethnic restaurants, etc.
11. Visit to various hotels / establishments to study interiors should be encouraged by the faculty) Students should design any one prepare a report.
12. Preparing operating budget for Front Office departments
13. Role of Travel Agents in the Tourism Industry.
14. Role of International Airlines in the Tourism Industry.
15. A study of any one tourist destination of world. This would include the geographic location of the place.
16. Itinerary Planning (Indian / International)

Reference Books:

1. Front Office Management & Operations – Linsley Deveau, Marcel Escoffer
2. Check in – Check out – Gary Vallen, Jereme, Vallen
3. Managing Front Office Operations – Micheal Kasavana, Richard M Brooks
4. Front Office Management & Operations – Linsley Deveau, Marcel Escoffer
5. Sudhir Andrews- — Hotel Front Office a Training Mannual|| – Tata Mc Graw Hill Companies.
6. S.K. Bhatnagar- — Front Office Management|| – Frank Bros & Co.
7. James A. bardi- — Hotel Front Office Management||- Van Nostrand Reinhold, New York
8. Jatashankar R. Tewari— Hotel Front Office Operations and Management|| - Oxford University Press.
9. Introduction to the revenue management for Hospitality Industry, Principles and Practices for the Real World, An Kimberly Tranter, Trevor Stuart-Hill, Juston Parker, Pearson Publications
10. Dennis L . Foster Front Office Operation & Admn

Scheme of Valuation

Grooming	2
Attendance	2
Journal	5
Viva	5
Task-1	2
Task-2	2
Task-3	2
Task-4(Forms & Formats, any three)	3
Task-5(Situation Handling-any one)	2
Total	25

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04
- Credits: 02
- Internal Assessment: 25 Marks
- University Examination: 25 Marks
- Total Marks: 50

Note:

1. Task '1 to 3' can be decided by the examiners based on syllabus.
2. Students need to submit the journal/class records as per the academic schedule/notification of the institution.
3. Students should not ^{be} permitted to attend the practical examination;
 - If the student don't report on time.
 - If the journal is not brought at the time of examination.
 - If the journal is not completed and not obtained the Principal/HOD/Faculty signature. & college seal.
 - If practical uniform prescribed by the institution is not worn by the student.
 - If proper grooming standards are not followed.
4. Attendance details need to be made available to the external examiner on the day of examination.
5. Assessment will be done by both Internal and External Examiner.
6. Uniform and grooming must be checked by the internal examiner before commencement of examination.
7. Students are not allowed to take help from books, notes, journal or person.
 - Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
 - Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
 - Examiners should complete the assessment within the time allotted.

Name of the Programme: Hotel Management Course Category: DSC Practical 8 th Semester B. H. M Name of the Course: Specialization in Housekeeping Management, Practical						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
02 Credits	04 Hours	56	04	25	25	50

Practical-1

Identification of Cleaning Agents -Cleaning Agents-Diverse chemicals used in hotels (R Series)-

Glass Cleaning Procedures- Setting of Chambermaid's Trolley

Practical-II

Polishing of Brass Articles in a hotel -Cleaning of Guest Rooms-Mini-bar Management-Parts of a minibar-
Minibar handling procedures

Practical-III

Public area cleaning procedure -Fist Aid

Practical-IV

Bed Making Procedures- Turndown Service-Procedures of turndown service in a 5 star hotel

Practical-V

Flower Arrangement -Identification of colour schemes -Special Amenities provided for VIP's

Practical-VI

Laundry process -Valet service or laundry service process -Laundering & Dry Cleaning of Fabrics
Laundry equipment handling

Practical-VII

Classification of stains and general procedure of stain removal

Practical-VIII

Preparation of various Performa / formats and checklists to be maintained by evening shift employees
and their supervisor's - Guest Room Inspection and checklist

Practical-IX

Develop an understanding about activities in linen and uniform room and different records maintained.

Planning layout of guest rooms- Understanding hotel accommodation budget- Preparing guestroom and public area checklist

Practical-X

Special Decoration- Care of Plants- Pest Control

Practical-XI

Par stock Management

Practical-XII

Preparing Duty Rotas- Records -understanding staff matrix-Housekeeping control desk handling and telephone etiquette.

Practical-XIII

Case studies and situations on accommodation handling (students should be able to analyze case studies and situations and arrive at solutions.

Practical-XIV

Case studies with emergencies & situations

Assignments:

1. Housekeeping Parlance-any 100 terms
2. Study the layout and model preparation for – a. Single b. Double c. Handicap room, etc
3. Planning and designing of a Lobby
4. Floor furnishing, wall coverings, curtains(Samples to be collected)
5. Essentials required for undertaking turndown service in guest rooms-Standard phrases to be used for turndown service in guest rooms
6. Turndown Desserts & Importance of giving turndown service
7. Preparing operating budget for Housekeeping departments
8. Calculating staff requirement for Housekeeping departments
9. Room Inspection Procedures.
10. Par Stock management (Student should visit at least 5 hotels and conduct a study on par stock management and prepare a brief report on the same)
11. Laundry Management: Laundry & Flow process, Laundry collection systems. (A study on in house and contract laundry has to be done & prepare a project report)
12. Prepare duty rosters / work schedules • Planning & staffing for various situations •
13. Energy conservation & eco-friendly concepts
14. concepts and trends in housekeeping
15. Budgets : Basic knowledge on preparation of budgets based on a mock data of housekeeping department
16. Application of ideas related to Training & Selection methods , Employee separation / employee counseling
17. Practice with computer & PMS handling related to Housekeeping
18. Designing Concepts • Interior designing – using various elements of art, principles of design. • Designing of a. Lobby b. Guest Rooms c. Restaurants d. Ethnic restaurants, etc. (Visit to various hotels / establishments to study interiors should be encouraged by the faculty)
19. Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

Reference Books:

1. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
2. Professional Management of H.K. operations- Matt. A. Casado (Wiley)
6. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak
7. Professional Management of H.K. operations- Matt. A. Casado (Wiley)
8. Raghubalan,G. (2017).Hotel Housekeeping Operations & Management. New Delhi: Oxford University Press
9. Professional Management of Housekeeping Operations (II Edn.) by Robert
10. Branson, Joan& Lennox, Margaret (2013).Hotel, Hostel & Hospital Housekeeping. Britain: The Bath Press
11. Hotel, Hostel & Hospital Housekeeping by John C. Branson & Margaret Lennox
12. Hotel Hostel and Hospital Housekeeping-Joan C Branson & Margaret Lennox (ELBS).
13. Hotel House Keeping-Sudhir Andrews Publisher: Tata♣ Mc Graw Hill.
14. Hotel Housekeeping Operations♣ & Management- Raghubalan, Oxford University Press.
15. The Professional Housekeeper-Tucker Schneider;♣ Wiley Publication
16. Security Operations By Robert Mc Crie, Publishe: Butterworth- Heinemann The Professional Housekeeper-Tucker Schneider; Wiley♣ Publications
17. Accommodation & Cleaning Services, Vol I & II, David . Allen, Hutchinson
18. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke 8. First Aid, St. John Ambulance Association, New Delhi

Students need to be knowledgeable of the following;

- Fiber and Fabrics
- Housekeeping Supplies and Amenities
- Register & files in Hotel
- Color for Hotel Industry
- Flower Arrangement
- Stain & Stain removal
- Laundry Operation in Hotel
- Pest control for hotel
- Work Schedule | Duty Roaster
- Light and Lighting in Hotel
- Soft Furnishing in Hotels
- Safety awareness | Accident prevention
- Budget for House keeping
- Job Analysis | Human Resource
- Cleaning equipments
- Outsourcing Contracts
- Housekeeping in Hotel
- VIP Amenities in Hotel
- Housekeeping Duties and responsibilities
- Hotel Linen and uniform
- Hotel Housekeeping
- Cleaning Agents for Hotels | Tips
- Hotel Public area cleaning
- Housekeeping Glossary
- Types of Housekeeping Service
- Housekeeping Co-Ordination with Other Department
- Housekeeping Desk control
- Hotel Guest Room Cleaning
- Hotel Lost and found
- Daily weekly Spring Cleaning

Scheme of Valuation

Grooming	2
Journal	5
Viva	5
Attendance	2
Task-1	2
Task-2	2
Task-3	2
Task-4	2
Task -5(Forms & Formats, any three)	3
Total	25

- Number of sessions per day: 01
- Number of Students per day: 15
- Hours of Examination: 04
- Credits: 02
- Internal Assessment: 25 Marks
- University Examination: 25 Marks
- Total Marks: 50

Note:

1. Task '1 to 4' can be decided by the examiners based on syllabus.
1. Students need to submit the journal/class records as per the academic schedule/notification of the institution.
2. Students should not ^{be} permitted to attend the practical examination;
 - If the student don't report on time.
 - If the journal is not brought at the time of examination.
 - If the journal is not completed and not obtained the Principal/HOD/Faculty signature. & college seal.
 - If practical uniform prescribed by the institution is not worn by the student.
 - If proper grooming standards are not followed.
3. Attendance details need to be made available to the external examiner on the day of examination.
4. Assessment will be done by both Internal and External Examiner.
5. Uniform and grooming must be checked by the internal examiner before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or person.
 - Viva: Any five questions based on the syllabus to be asked. Examiners are not expected to spend more time for conducting the Viva-voce.
 - Internal Assessment need to be based on Model/Internal Practical examination, Attendance and Assignments.
 - Examiners should complete the assessment within the time allotted.

8th Semester Bachelors of Hotel Management

Subject Specialization

General Instructions

1. Students are permitted to choose any one of the following departments/core subjects as per their area of interest.
 - a. Food Production
 - b. Bakery & Confectionery
 - c. Food and Beverage Service
 - d. Front Office
 - e. Housekeeping
2. Students, once the department is finalized, the same should not be changed.
3. Practical Classes need to be conducted as per the syllabus/ time table.
4. Students need to appear only for one department practical examination as per their specialization. Practical Examination in the 8th semester will be conducted only for the department/subject chosen by the student.
5. Two sessions (08 Hours) of each practical subject need to be handled by external experts from the industry.
6. Students to be encouraged to do the maximum number of assignments as per the topics mentioned in the syllabus.
7. Additional classes (Theory/Practical) to be conducted by the subject faculty to equip the students to do well in interviews.
8. It is recommended to provide practical training to students as per the area of specialization in the nearby star hotels without affecting the normal class hours.

Name of the Programme: Hotel Management 8 th Semester B.H.M Course Category: DSC Elective-2 Name of the Course: Tourism Concepts & Practices						
Course Credits	Number of Hours per week	Total Number of Teaching Hours	Scheme of Examination			
			Hours	IA	Exam	Total
03 Credits	03 Hours	45	02	40	60	100

Course Objectives:

- To learn the concepts of tourism, travel, tourists and travelers.
- To gain an understanding on the influencing factors of tourism.
- To know the types of tourism and tourists
- To know about Tourism services & regulations
- To learn digital tourism
- To study about International tourism

Course Outcomes: On successful completion of the course, student will be thorough with;

- Tourism Concepts
- Geography of Tourism
- Elements of weather and climate
- Tourism organizations
- Digital Tourism

Unit I:

Tourism Concept, need, objective, institutional framework and the principal lines of public tourism policy; the role of govt. public and private sector in formulation of tourism policy-Roles of international, national, state and local tourism organizations in carrying out tourism policies-Importance of Geography in Tourism; Latitude, Longitude, International Date Line-Time Zone & calculation of Time. Time Differences, GMT variations.

Unit-II:

Major landforms as tourist resources-Elements of weather and climate-Climatic regions of the world in brief-Impact of weather and climate on tourist destinations-Factors affecting global and regional tourist movements, demand and origin factors, destinations and resource factors. Contemporary trends in international tourists movements-Major outbound tourism countries.

Unit-III:

Digital Tourism- Digital Tourist: Online Consumer Behavior: Consumer decision journey and Marketing funnel - Value of online communities, user-generated content (UGC) - Online reviews and reputation management - Unique features of online market research - Sentiment analysis for decision-making -Digital Tourism Enterprise: Electronic Market - Physical Economy vs. Digital Economy -Drivers of Digital Tourism Business - Digital Tourism Business Models - Opportunities & challenges of Digital Business.

Unit-IV:

International Tourism & Tourism Organizations-International Tourism-Meaning-Types of International Tourism- Nature of International Tourism- Benefits of International Tourism- Barriers of International Tourism- Strategies to Boost International Tourism-India as a favored International Tourism Destination - International Tourism trends in India; Factors influencing for the development of International Tourism in India-UNWTO, IATA, ICAO, WTTC, IHA, TAAI, FHRAI, ITDC, ICPB, IATO, IRCTC, State Tourism Development Corporations, Airport Authority of India, Archaeological Survey of India, Ministries of Tourism and Culture, Director General of Civil Aviation, Government of India-Tourism Planning, Objectives of Tourism Planning, Types of Tourism Planning-Itinerary Preparation-Costing, Package and Promotion.

References:

- Daramranjan and Rabindra seth: Tourism in India, New Delhi 1994
- Ratandeepsingh : Tourism today, U.I. New Delhi 1994
- Suhita Chopra : Tourism Development in India, New Delhi, 1992
- Rob Davidson: Tourism London, 1993
- A.K.Bhatia: International Tourism Management
- Tourism Development- A.K.Bhatia, Sterling Publishers, New Delhi
- Tourism, Principles, Practices, Philosophies - Goeldner, C., & Ritchie, J.R New Jersey: John Wiley.
- Tourism Principles and Practices- Swain, S.K. & Mishra, J.M. New Delhi: OUP.
- International Tourism Management- Bhatia A.K., New Delhi; Sterling Publishers
- Buhalis, D. (2003). Etourism: Information Technology for Strategic Tourism Management. London: Pearson (Financial Times/Prentice Hall).