

Syllabus

5th & 6th

Semester

BHM

5th Semester

BHM

C6-a. Model Programme Structure for Bachelor of Hotel Management with Practical

Sem.	Discipline Core (DSC) (Credits)	Discipline Elective (DSE) / Open Elective (OE) (Credits)	Ability Enhancement Compulsory Courses (AECC), Languages (Credits) (L+T+P)	Skill Enhancement Courses (SEC)		Total Credits
				Skill based (Credits) (L+T+P)	Value based (Credits) (L+T+P)	
I	HM DSC C1(3) C2(2)C3(3) C4(2)C5(3) C6(2)		L1-1(3), L2-1(3) (4 hrs. each)	Env. Studies (3) (3+0+0)	Yoga / Sports/Health & Wellness/ NCC/NSS/R&R(S&G)/ Cultural/any other (2) (0+0+4)	25/26
II	HM DSC C7(3) C8(2) C9(3)C10(2) C11(3),C12(2)		L1-2(3), L2-2(3) (4 hrs. each)	SEC-1: Digital Fluency (2) (2+0+0) Env. Studies (3) (3+0+0)		26/25
Students exiting the programme after securing 46 credits will be awarded UG Certificate in Disciplines provided they secure 4 credits in work based vocational courses during summer term or Internship/Apprenticeship in addition to 6 credits from skill-based courses earned during first year.						
III	HM DSC C13(3) C14(2) C15(3) C16(2) C17(3)	Indian Constitution (3) (3+0+0)	L1-3(3), L2-3(3) (4 hrs each)	SEC-2: AI/Financial Edu.& Inv.Aw. (2) (2+0+0)	Yoga/ Health & Wellness/ Sports/NCC/NSS/R&R(S&G)/Cultu ral/any Others (2) (0+0+4)	27
IV	HM DSC C18(3) C19(2) C20(3) C21(2) C22 (3)	OE-1(3) (3) (3+0+0)	L1-4(3), L2-4(3) (4 hrs each)	SEC-3: Financial Edu.& Inv. Aw./AI (2) (1+0+2)		25
Students exiting the programme after securing 92 credits will be awarded UG Diploma in Disciplines or Inter-disciplines provided they secure additional 4 credits in skill based vocational courses offered during the first –or second –year summer term.						
V	HM DSC C23(3) C24(2) C25(3) C26(2)C27 (3) C28(2)	DSE-E1(3) Vocational -1(3)		SEC-4: Cyber Security(2) (2+0+0)/General Aptitude (3) (2+0+2)		23/24
VI		4-6 Months Industrial Training (Logbook +Viva) (6+4 credits), Industrial Training Report (12 credits)				22
Students exiting the programme after 3-years will be awarded Bachelor of Hotel Management, upon securing 136 credits and satisfying the minimum credit requirements under each category of courses prescribed						
BHM (with Research)			BHM			
VII	HM DSC C28(4), C29(2), C30(4), C31(2); Res. Methodology (4)	DSE E1(3), Vocational -1(3) Res. Proposal formulation (2*)		HM DSC C28(4), C29(2), C30(4), C31(2); Res. Methodology (4)	DSE E1(3), Vocational -1(3)	22
VIII	HM DSC C32 (4)	DSE E2 (3), Vocational -2(3)		HM DSC C32 (4), C33(2), C34(4); Internship/Entrepreneurship (6)	DSE E2(3), Vocational -2(3)	22
Bachelor of Hotel Management Degree, with or without research, BHM (with Research) or BHM will be awarded upon securing 176 credits and satisfying the minimum credit requirements under each category of courses prescribed.						

Note: Only those students who secure 75% marks or CGPA of 7.5 and above in the first six semesters may choose to undertake research in the fourth year. Honours students not undertaking research have to do 3 to 4 Additional Courses/ Entrepreneurship Courses and Internship/Apprenticeship for 12 credits.

Model Curricular Framework for Bachelor of Hotel Management with Practical (2021-2022 Batch)

Semester	Discipline Core(DSC) (Credits)	Discipline Elective DSE/Open Elective(OE)(Credits (L+T+P)	Ability Enhancement Compulsory Courses(AECC), Languages(Credits) (L+T+P)	Skill Enhancement Courses(SEC)		Total Credits
				Skill Based(Credits) (L+T+P)	Value Based(Credits) (L+T+P)	
V	HM DSC Food Production Management, Theory (4+0+0) 3 credits HMDSC Food Production Practical (0+0+4) 2 Credits HMDSC F & B Service Theory (4+0+0) 3 credits HMDSC F & B Service Practical (0+0+4) 2 credits HMC DSC Revenue Management in Hospitality Industry, Theory (4+0+0) (3 Credits) HMC DSC Room Division Management, Practical(0+0+4) 2 Credits	DSE, E-1 Facility Management OR Aviation Management (3+0+0), (3 Credits) Vocational-1 Hotel Accounts & Costing (3+0+0), (3 Credits)		SEC: Employability Skills (2+0+0) 3 Credits		24
VI	DSC		18 weeks Industrial Exposure Training 126 Days including weekly off) (Log Book & Performance appraisal form signed by the HOD of the hotel : 6 Credits Viva with PPT: 04 Credits (by the University) Industrial Training Report: 12Credits(by the University)			22

Course Details

Semester	Course Code	Category of Course	Theory/ Practical	Paper Title	Instruction Hours/ Week	Duration of Exam(Hrs)	Scheme of Examination			Credits
							IA	Exam	Total	
V	HMC	DSC	Theory	Food Production Management, Theory	04	02	40	60	100	03
	HMC	DSC	Practical	Food Production Practical	04	04	25	25	50	02
	HMC	DSC	Theory	F & B Service Theory	04	02	40	60	100	03
	HMC	DSC	Practical	F & B Service Practical	04	04	25	25	50	02
	HMC	DSE	Theory	Revenue Management in Hospitality Industry	04	02	40	60	100	03
	HMC	DSC	Practical	Room Division Management Practical	04	04	25	25	50	02
	DSE-E1	DSE	Theory	Facility Management	03	02	40	60	100	03
	Vocational 1	Vocational 1	Theory	Hotel Accounts & Costing	03	02	40	60	100	03
	SEC	SEC	Theory	Employability Skills	02	02	40	60	100	03

Course Details

Semester	Course Code	Category of Course	Theory/ Practical	Paper Title	Instruction Hours/ Week	Duration of Exam(Hrs)	Scheme of Examination			Credits
VI	HMC	DSC	Industrial Exposure Training in any of the star hotels (4 star category or above)	18 weeks Industrial Exposure Training			IA	Exam	Total	
				126 Days including weekly off)			150	--	150	6
				(Log Book & Performance appraisal assessed by the HOD of the hotel			-----	200 (Viva)	200	2
				Viva & PPT (by the University)			-----	100 (PPT)	100	2
				Industrial Training Report Evaluation (by the University)				300	300	12
	Total						150	600	750	22

Name of the Program: Hotel Management Course Category: Discipline Core(DSC) Name of the Course: Food Production Management		
Course credits	Number of Hours per week	Total number of Teaching Hours
3 Credits	4 Hours	48 Hours
Course Objectives: This course aims to make students understand both the theoretical knowledge and practical skills of food production management. This course also imparts the knowledge of overall planning of kitchen and food production system practiced in food industry.		
Course Description: This course includes the knowledge of kitchen planning, design and layout, food production system, food preservation, portion control, standard recipe and food costing, quality assurance in food production, and training & development in kitchen department.		

Unit 1:

10 Hours

Kitchen Planning, Design and Layout Introduction: Types of Kitchen, Kitchen Planning Considerations, Work Flow of Various Types of Kitchen, General Kitchen Layout (Commissary kitchen, Butchery, Main kitchen, Bakery and Pastry) Banquet/Bulk Kitchen, Show Kitchen, Layout of Combine Preparation and Finish Kitchen, Kitchen Planning mechanism, Setting up of Work Stations, Plans for Temporary Kitchens, Outdoor Catering Kitchen Requirements.

Unit 2:

10 Hours

Food Production System-Introduction: Methods of Centralized Food Production System, Cook Chill and Cook Freeze Process, Sous Vide Process, Call order Process, Assembly Process and Conventional Food Production System-Purchasing, Receiving and Storing of goods-Introduction of purchasing, receiving and storing: Consideration for Purchasing of Goods, Purchase System and Specifications, Guidelines for Receiving and Issuing of Goods, Principles of Indenting for Volume, Storing System of Goods, Storage Accommodations of Goods Perishable and Non-perishable, Inventory Control in Stores.

Unit 3:

08 Hours

Kitchen Cost Control-Introduction: Meaning, Definition of Portion Control and its Considerations, Necessity for Portion Control, Standard Recipe, Objectives and Components of Standard Recipe, Portion Sizes of Various Dishes, Costing and Pricing Food items-**Menu Engineering**-Menu redesigning, Menu evaluation and engineering, Menu engineering grid, Computing the cost of menu, Yield management.

Unit-4:

05 Hours

Icings and Cake decoration-Introduction: Different types of icings & frosting and their uses, Advance cake decoration elements and practices-**Food Presentation-Introduction:** Guidelines of Food Presentation: Integration of Flavors Shapes and Textures on the Plates.

Unit 5:

05 Hours

In-flight catering-Introduction, Design of in-flight food production kitchen, Work flow process, Production planning, Production control.

Unit 6:

10 Hours

Production Management- Introduction, Kitchen organization, Allocation work & duty rosters, Production planning & scheduling, Production quality and quantity control, Forecasting and budgeting-Quality Assurance in Food Industry-**Introduction**, Aspects of health and safety in food industry, application of hazard analysis and critical control points (HACCP), ISO 22000, and Signage in the kitchen environment-**Kitchen Communication** -Introduction, Communication with internal customers (inter departments), external customers such as suppliers, medias, guests, local food inspections authority-Training and Development of Kitchen Staffs -Introduction, Induction training, Professional skill based training, On the Job training, Internship, Deskilling, and Multi-skilling.

Reference Books:

- a. International Cuisine & Food Production Management by Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. International Cuisine by Jeremy MacVeigh
- d. Hygiene and Sanitation by S. Roday
- e. Global Cuisine by Dr Chef Vinoth Kumar
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources:

- a. Culinary Dictionary Index Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

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

Name of the Program: Hotel Management Course Category: Discipline Core(DSC) Name of the Course: Food Production Practical		
Course credits	Number of Hours per week	Total number of Teaching Hours
2 Credits	4 Hours	56 Hours
Pedagogy: Practical Demonstration		

Practical Content

Description	Sessions/menus	Hours/session
Cake Decorations/ Carvings (Vegetable/Ice)	2 Sessions	4
Italian Cuisine	3 Menus	4
Mexican Cuisine	3 Menus	4
Middle Eastern Cuisine	3 Menus	4
French Cuisine	3 Menus	4

Scheme of Valuation

Paper: Food Production Practical-111

Semester-V

Total Marks: 50

Hours: 4 Hours

Internal Assessment: 25

University Examination: 25 Marks

Personal Grooming	03 Marks
Journal/Record Book	05 Marks
Preparation & Presentation of Five Course Menu	12 Marks
Viva	05 Marks

Program Name	BHM	Semester	V
Course Title	Food & Beverage Service V Theory(Discipline Core(DSC)		
Course Code:	HMDSC	No. of Credits	3
Contact hours	48 Hours	Duration of Exam	2 Hours
Formative Assessment Marks	40	Summative Assessment Marks	60
Course Outcomes (COs): After the successful completion of the course, the student will be able to: - Describe the specialized service technique procedures - Elaborate on the relevance of F&B in events Elucidate on the basics of F&B Supervision - Explain the financial aspects of F&B Business.			
Contents			Hrs.
UNIT- 1: ENHANCED SERVICE TECHNIQUES - Introduction to Carving, Jointing, and filleting. - Flambé Lamps, Suzette pans and hot plates. - Hors d'oeuvres and other starters. - Salads and Dressings. - Hot fish Dishes. - Steaks and Meat dishes. - Poultry & Game. - Desserts and Fresh Fruits.			12
UNIT 2: BUFFET MANAGEMENT - Introduction- Buffet and its types - Table layout / Buffet table setup - Buffet table display, dressing and decorations. - Buffet Management - Reducing risk and increasing efficiencies - Planning and organizing buffet. - Buffet Service - Bars & Pubs, QSR, Breweries. - Food & Beverage control in buffet management.			12
UNIT 3: BANQUET MANAGEMENT AND FUNCTION CATERING - Banquets- Types of banquets and banquet markets - Hotel policies regarding banquets - Types of customers, types of event (Exhibitions, trade fairs, wedding etc.) - Types of functions, seating plans. - Supervision and key factors in personnel management and planning - Organizational structure of banquet department - duties of a banquet manager, duties of banquet sales manager and interdepartmental functions - Toastmaster or master of ceremonies - Booking a function and Booking a banquet.			12
UNIT 4: OUTDOOR CATERING/ OFF PREMISES CATERING MANAGEMENT - Introduction - Catering: An integral element of event management			12

- | | |
|---|--|
| <ul style="list-style-type: none"> • Catering Operations, Food Service Requirements. • Menu Selection, Menu Planning Considerations. • Hygiene, sanitation and safety • Service Planning (Food Service Style), Menu Selection and Menu Planning Considerations. | |
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References

- Food & Beverage Service Training Manual by Sudhir Andrews
 - Food & Beverage Service by R Singaravelan
 - The Steward by Peter Diaz
 - Food & Beverage Service by Anil Sagar
 - The World Atlas of Coffee by James Hoffman
 - Finance and accounting in F&B by Rob Van Ginneken
- 7 Steps for Quick and Easy Menu Planning
Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>
 - The role of a Butler
Link: <https://hoteltalk.app/the-role-of-a-butler/>
 - Sustainability is Critical in Food and Beverage Manufacturing
Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

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

Course Title	Food & Beverage Service Practical(Discipline Core(DSC)	Practical Credits	2
Course Code	HMDSC	Contact Hours	60 Hours
Formative Assessment	25 Marks	Summative Assessment	25 Marks

Practical Content

WEEK 1: Design restaurant layout/ Banquet layout

WEEK 2: Planning and operations of food and beverage outlet.

WEEK 3: Kitchen Stewarding: The operation machines used.

WEEK 4: Kitchen Stewarding: Records maintained.

WEEK 5: Service of cheese

WEEK 6: Service of cigar and cigarettes.

WEEK 7: Designing of menu cards (based on any theme)

WEEK 8: Function catering -Buffet- Planning and organization of various types of buffets.

WEEK 9: Planning of Indian banquet menu including Appetizers, Soup, Seafood, Pasta/Bread/Rice, Maincourse, Vegetables, Salads, Dessert etc.

WEEK 10: Frilling of banquet table.

WEEK 11: Banquet contract forms, Function prospectus, function diary.

WEEK 12: Setting of gueridon table and SOP.

WEEK 13: Gueridon service- Any two dishes (Steak/ Poultry/ Seafood)

WEEK 14: Gueridon service- Any two dishes (Steak/ Poultry/ Seafood)

WEEK 15: Gueridon Service –Sweet Dishes and Fresh Fruits

Pedagogy: Practical Demonstration

References

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service By R Singaravelan
- c. The Steward By Peter Diaz
- d. Food & Beverage Service By Anil Sagar
- e. The World Atlas of Coffee – James Hoffman
- f. Finance and accounting in F&B by Rob Van Ginneken

Online Resources

- a. 7 Steps for Quick and Easy Menu Planning
Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>
- b. The role of a Butler
Link: <https://hoteltalk.app/the-role-of-a-butler/>
- c. Sustainability is Critical in Food and Beverage Manufacturing
Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

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

Name of the Program: Hotel Management Course Category: Discipline Core(DSC) Name of the Course: Revenue Management in Hospitality Industry		
Course credits	Number of Hours per week	Total number of Teaching Hours
3 Credits	4 Hours	48 Hours
Course Objectives & Outcomes: ➤ Introduces students to the principles and practices of Revenue Management in the Hospitality industry. ➤ Demonstrate knowledge of the principles and practices of Revenue and Yield Management. ➤ Identify and critically analyze the key elements of revenue and yield management and how they impact both guest satisfaction and profitability. ➤ To understand the measuring yield, elements of revenue management, revenue management computer software, and industry wise comparison of yield management application in various sectors.		

Unit-1 (06 Hours)

The Concept of Revenue Management-Hotel Industry Applications-Benefits of the techniques/Areas where this concept is applied/How the concept is applied.

Unit-2 (12 Hours)

Measuring Yield-Yield Statistic/Determination of Potential Revenue/Potential Average Single Rate/Potential Average Double Rate/ Multiple Occupancy Percentage/Rate Spread/Potential Average Rate/ Room Rate Achievement Factor/Identical Yields/Equivalent Occupancy/Required Non-Room Revenue per Guest.

Unit-3 (09 Hours)

Elements of Revenue Management-Group Room Sales/Transient Room Sales/Food & Beverage Activity/Local and Area-Wide Activities/Special Events-Using Revenue Management-Potential High and Low Demand Tactics-Implementing Revenue Strategies/ Availability Strategies

Unit-4 (15 Hours)

Revenue Management Computer Software-Works performed by Revenue Management Software-Working on the software/system-Advantages of computerized revenue management-Reports generated-Revenue Management Team-Composition of Revenue Management Team-Role of Revenue Management Team.

Unit-5 (06 Hours)

Industry-wise Comparison of Yield Management Application-Airline/Hotels/Car Rentals/Cruise lines/Package Tours

Case Studies:

Case Studies on Yield Management on any two comparable properties:

Bars, Restaurants, Resort Properties, Heritage Properties, Amusement Parks, Hotels, Airline Catering.

Textbook Materials

David K. Hayes & Allisha A. Miller, Revenue Management for the Hospitality Industry, John Wiley

Revenue Management Made Easy, Ira Vouk

Revenue Superstar: The Simple Rules of Hotel Revenue Management by Johan Hammer

Hospitality Revenue Management: Concepts and Practices, Peter Szende

Revenue Management: Maximizing Revenue in Hospitality Operations, Gabor Forgacs

Name of the Program: Bachelor Hotel Management
Course category: Discipline Core Course
Name of the Course: Room division Management (P)
Semester : 5th
Examination: 3 Hours

Course Credits	No. of Hours per Week	Total No. of Teaching hours
2 Credits	4Hrs	52

Course Learning Objectives:+

- To describe main functions of the rooms division departments.
- Develop skills required in any hotel and to handle Room Division Operations and situation handling.
- To acquire basic practical knowledge necessary for efficiently working in Room division Management
- To analyze data that allows you to predict demand, Room rate determination and calculate and determine maximum revenue
- To understand the various types of laundries & the various operations.

Course Outcomes:

On successful completion of the course, the Students will be able to perform the day to day Room division and efficiently handle guest requirements and complaints. Students will learn forecasting, availability controls, pricing and distribution channel management, overbooking, group management, and non-traditional revenue management applications

Unit 1

Arrival/ departure register; Departure intimation; Arrival/ Departure list; No show/ cancellation report; VIP List; Fruits & Flowers requisition; Left luggage register; Bell boy movement control sheet; Scanty Baggage Register; Arrival Departure errand card; Expected arrival/departure list; Registration Card; Reservation Form; Amendment Slip; Cancellation Slip; Arrival/departure notification slip; VIP amenities voucher; Miscellaneous charge voucher; Allowance voucher; Paid out voucher; Message slip

Forecasting and budgeting with property management system, Forms and format used in Revenue Management.

Telephone etiquettes Manners; Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality; Receiving reservation calls, Handling in-house guest calls, interdepartmental communications, handling telephone messages, Handling guest complaints on phone.

Front office and accommodation operations terminology

Unit 2

Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge

Unit 3

Emergency situation handling in Housekeeping

Unit 4

Basic flower arrangement technique; selection flower arrangement equipment; Styles and shapes ; storage techniques and conditioning of plants

Unit 5

Identifications of stains and stain removal process; Identification and usage of laundry equipment and agents. Laundering & Dry Cleaning of Fabrics; Contract Cleaning

Suggestive readings:

1. Hotel Housekeeping Operations and Management – G. Raghubalan & Smritee Raghubalan – Oxford University Press.
2. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George – Jaico Publications.
3. Housekeeping Management – Margaret Kappa, Aleta Nitschken, Patricia B. Schappert – A.H. & L.A.
4. Hotel Hostel and Hospital Housekeeping – Joan Branson & Margaret Lennox
5. Hotel Housekeeping Management & Operations – Sudhir Andrew – McGraw Hill Companies.

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

University Examination: 25 Marks

Internal Assessment: 25 Marks

1.	Journal	05
2.	Forecasting and budgeting with Property Management System / Formulas used in Revenue Management	05
3.	Draw any one of the forms and format prescribed in the Practical syllabus	05
4.	Case study / Situation handling	05
5.	Viva	05

Name of the Program: Hotel Management Course Category: <u>Vocational - I</u> Name of the Course: Hotel Accounts and Costing		
Course credits	Number of Hours per week	Total number of Teaching Hours
3 Credits	3 Hours	40 Hours
Course Objectives: To provide an insight into the practical accounting systems adopted in hotels		
Course Outcomes: Students are expected to be thorough in hotel accounts, financial statements, cost accounting, Ledgers, etc; applicable in the hospitality industry.		

Unit-1 (08 Hours)

Introduction to accounting, Basic Terminology-book keeping verses accounting, branches of accounting, Accounting functions in the hospitality industry, Purpose of Accounting Records, principles of Accounting, Accounting cycle, rules of debit and credit, journalizing of transaction, Ledger accounts, trial balance concepts and importance, Conceptual foundation of hotel industry-Introduction, Concept / Meaning, Nature of hotel industry, Revenue and non-revenue generating departments of hotel, Night auditor: Role and Functions, Working procedure.

Unit: 2 (12 Hours)

Overview of Financial statements- Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts.

Practical Problems: Preparation of Journal, Preparation of ledger account and trial balance, preparation of final accounts with basic adjustments, Subsidiary Books -Purchase book, sales book, purchase return/sales return

Unit: 3 (08 Hours)

Costing-objectives of cost accounting, cost accounting and management accounting, cost concepts and classifications, cost-expenses-loss, classification of costs, techniques of costing, cost units, cost control, cost reduction, cost management, cost statement or cost sheet, Budgeting-budgeting process, budgets and standard cost, factors affecting pricing decisions, different methods of pricing-Taxes, dividends.

Unit-4 (12 Hours)

Accounting for Guest ledger, Introduction, concept preparation and accounting treatment of guest ledger and city ledger, Financial Statement Analysis of Hotel, importance and limitation of ratio analysis, types of ratios, operating ratio : (food sales ratio, beverages cost ratio food cost ratio, average food spent cover, average beverage spent cover, room occupancy ratio, double occupancy ratio, Revenue per available room(annual), cost available per room(annual) cost per occupied room, seat turnover ratio)

Practical Problems: liquidity ratio, activity turnover ratio, profitability ratio (gross profit ratio, net profit ratio, ROI, EPS, PE Ratio, Book value per share)

Books

1. Schmidgall, R. S. &Damitio, J. W. Hospitality Industry Financial Accounting. 2nd ed. USA: USA: Educational Institute of American Hotel and Lodging Association.
2. Cote, R. Understanding Hospitality Accounting-I, 4th ed. USA: Educational Institute of American Hotel and Lodging Association.
3. Gupta, R.L. &Radhaswamy, M. Advance Accountancy. New Delhi: Sultan Chand & Sons.
4. J.P.Prasanna K., Daniel L.N &PagadMruthyunjaya V.Financial Accounting for Hotels. New Delhi: Tata McGraw Hill Education Private Limited.
5. Parajuli, Dilip. Hotel Accounting and Inventory Management. Kathmandu, Bhundipuram.
6. Jawahar Lal-Cost Accounting

Name of the Program: Hotel Management Course Category: <u>DSE - Elective - 1</u> Name of the Course: <u>Facility Management</u>		
Course credits	Number of Hours per week	Total number of Teaching Hours
3 Credits	3 Hours	40 Hours
Course Objectives & Outcomes: ➤ To enable the student to understand the facilities that exists in a hotel building and its functions. ➤ To describe the nature of hospitality facilities and issues involved in managing maintenance needs. ➤ To analyze the changing responsibilities involved in facilities management in the light of emerging issues in waste management, environmental sustainability/management and environmental related legislation. ➤ Demonstrate an appreciation for the design characteristics of hotels and foodservice establishments by applying the basic principles of lodging and food service design, maintenance, safety and renovation. ➤ Have an understanding and awareness for costs related to hospitality properties of different sizes.		

Unit-1

BUILDING CONSTRUCTION (05 Hours)

Types of construction - frame type, load bearing type - merits and demerits Anti - termite treatments - types, identification of the presence of termite, pre - construction treatments, post - construction treatments. Damp / Water proof Course - Reasons for dampness / leakage, effects of dampness/leakage, remedies.

Unit-2

WATER & WASTE WATER/ WASTE MANAGEMENT (05 Hours)

Water usage in the hotel industry-Water quality standards-Water treatment for hotel use-Hot, cold, drinking water - requirements and standards-Waste water Disposal - systems and traps-Plumbing fixtures-Swimming Pool water systems-Waste Management options - source reduction, re-use, waste-transformation recycling-Water conservation-Environmental concerns.

Unit-3

HEAT, VENTILATION & AIR - CONDITIONING ((05 Hours)

Definition, condition for human comfort-Building design to control heat load-Air - conditioning systems - working of central, split, package and window type (basics)-Ventilation - need and types-Refrigeration- need, refrigerators, walk - in coolers and freezers - CFCs, HCCs and the environment-Difference between refrigeration and air conditioning.

Unit-4

ELECTRICAL SYSTEM, VERTICAL TRANSPORT SYSTEM & ENERGY MANAGEMENT (09 Hours)

Electrical terms - Volts, amps, ohms, watt, kilowatt/hour, DC system, AC system, Single Phase, Three phase, Voltage Drop Fuse & circuit breakers-Reading Electricity meters-Energy pricing, checking the electricity bill for errors-Elevators - types, basic working, car decoration and safety requirements-Escalators - safety requirements, use and basic working-Energy conservation opportunities-Energy Cost control, energy management considerations.

Unit-5

MAINTENANCE MANAGEMENT (08 Hours)

Administration-Budget Control, inventories & loss control, R & M projects, property damage control, work under contract, monthly reports-Programmes-Routine Maintenance (of building, systems & equipment)-Preventive Maintenance (of building, systems & equipment)-Scheduled Maintenance (of building, systems & equipment)-Emergency & Break – down Maintenance (of building, systems & equipment)-Guest Room Maintenance -Repair Log -Building documents – licenses, NOC required from various agencies to run hotel engineering department.

Unit-6

HOTEL DESIGN & RENOVATION (08 Hours)

Planning – functional entities and its flow, feasibility study, space allocation-Programme-Design-Blue prints, definition, plan, elevation, section & perspective – basic understanding, use of blue print and flow of blue prints-Bye – laws-Guest Rooms and Suites (including toilets) – type, size, layout, safety requirements and lighting-Lobby – type, size, operational systems-F & B Outlets – type, size, layout, location, lighting, safety requirements-Function area – type, size, layout, location, operational needs and safety-Recreational facilities – operational and safety requirements of Health club – (gym, steam and sauna, jacuzi, massage room, chilled water shower) – swimming pool and spa-Food Production Areas – layouts, size, types, safety operational and requirements-Hotel Renovation – hotel life cycle, reasons to renovate, types of renovation

REFERENCE BOOKS:

1. Hotel Planning & Design – Rutes & Penner
2. Facilities Management – David M. Stipanuk & Harold Roffmann
3. Principles of Hotel Engineering – Borsenic
4. Principles of Hotel Maintenance – Gladwell
5. Facility Management in Hotel Industry-Prof. V. Jayaram

**SIXTH
SEMESTER
BHM**

Industrial Exposure Training (IET) (18 Weeks/126 Days)

Industrial Exposure Training (IET)

Industrial Exposure Training is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial exposure training is also expected to provide the students the basis to identify their key operational area of interest.

1. RESPONSIBILITIES OF THE TRAINEE

- Should be punctual.
- Should maintain the training logbook up-to-date.
- Should be attentive and careful while doing work.
- Should be keen to learn and maintain high standards and quality of work.
- Should interact positively with the hotel staff.
- Should be honest and loyal to the hotel and towards their training.
- Should get their Log Book signed regularly from the HOD's or Training Manager.
- Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- Should attend the training review sessions / classes regularly.
- Should be prepared for the arduous working condition and should face them positively.
- Should adhere to the prescribed training schedule.
- Should take the initiative to do the work as training is the only time where you can get maximum exposure.
- Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

2. RESPONSIBILITIES OF THE INSTITUTE

- Should give proper briefing to students prior to the industrial training
- Should make the students aware of the industry environment and expectations.
- Should notify the details of training schedule to all the students.
- Should coordinate regularly with the hotel especially with the training manager.
- Should contact the hotel, whenever possible, to check on the performance of trainees.
- Should sort out any problem between the trainees and the hotel.
- Should take proper feedback from the students after the training.
- Should brief the students about the appraisals, attendance, marks, logbook and training report.
- Should ensure that change of hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- Should ensure that change of I.E.T. batch is not permitted.
- Should ensure trainees procure training completion certificate from the hotel before joining institute.
- The institute need to collect a notary attested affidavit duly signed by the parent and student assuring the rules and regulations pertaining to the IET set by the University/Institute/Hotel. The format of the same to be provided by the institute.

3. RESPONSIBILITIES OF THE HOTEL

First Exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and - in all probability - their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

HOTELS:

- Should give proper briefing session/orientation/induction prior to commencement of training.
- Should make a standardized training module for all trainees.
- Should strictly follow the structured training schedule.
- Should ensure cordial working conditions for the trainee.
- Should co-ordinate with the institute regarding training programme.
- Should be strict with the trainees regarding attendance during training.
- Should check with trainees regarding appraisals, training report, log book etc.
- Should inform the institute about truant trainees.
- Should allow the students to interact with the guest.
- Should specify industrial training's "Dos and Don'ts" for the trainee.
- Should ensure issue of completion certificate to trainees on the last day of training.

Important Points:

1. The duration of the IET will be **18 continuous weeks including weekly offs**. The student needs to maintain 100% attendance during the training period. A student can avail leave to a maximum of 8 days only with prior written permission of the Hotel Authorities (a copy of the same authorized by the hotel should be sent to the college).
2. Students to do the training in any of the hotels of **FOUR star categories** or above preferably in internationally branded **FIVE star hotel groups**.
3. Focus of the training will be on the understanding of industry operations, supervision and management function.
4. The placement of the training will have to be approved by the College in advance.
5. The student will have to prepare a detailed report of the training he/she has undergone. The report will have to be made from the data collected/ Log Book maintained by the student during the training period.
6. Students will be awarded 150 marks (Internal Marks) of the IET on the basis of the appraisal form filled up by the immediate supervisor in the department (s) that the student is training in at the Hotel. It is the responsibility of the student to get the 'IET' Performance Appraisal Form (PAF) filled up from the hotel and submit the same to the College at the end of the training.
7. The student has to submit a certificate to the college, from the hotel or organization where he/she has undergone his/her training stating the duration of the training and the department(s) he/has has undertaken the training in.
8. The students must report to the college immediately after the 18 weeks of training and to attend the classes as designed by the institute.
9. No students will be permitted to continue the training after the stipulated period (18 continuous weeks) of training.
10. The date of commencement of training to be informed to the students by the institute one month in advance as per the notification of the affiliating university. Students need to complete the training within the stipulated time.

TRAINING LOG BOOK

The college approved Log Book to be obtained by the students. Student must maintain log book entries on a daily basis.

These must be mentioned in the log book:

- The date and reporting to the HR manager for commencement of training.
- The training schedule and orientation scheme
- Department of reporting
- Shift timings
- Shift supervisor to whom the student reported
- Points/ Issues discussed in the shift briefing
- Activities done on the shift
- Interdepartmental co-ordination done/ observed
- Observations and remarks
- Closing of the shift
- Handover formalities and shift log register updating.

INDUSTRIAL EXPOSURE TRAINING PRESENTATION

Students are expected to make a presentation (PPT) for the training pursued. You would need to save this on a computer storage device and handover the same to the college.

For understanding the broad guidelines for this presentation have been listed below:

- The destination i.e. the state and the city where the hotel is located.
- The importance of the destination from the point of view of Tourism,
- Business and Commerce etc. and the places of interest.
- The connectivity of the destination from major cities of India and the world
- Favorable time to visit the destination.
- Name of the Hotel establishment and its operations
- Star categorization of hotel.
- The leadership and management of the hotel.
- A brief about the hotel inception, inauguration and commissioning.
- Departmental hierarchy and designation.
- Job specifications at each level.
- Number of rooms in the hotel.
- Various classifications of rooms (room categories).
- Room tariff for each category for both single and double occupancy basis.
- Packages and their tariff.
- PMS (property management system, its version and features).

- Unique selling proposition (USP) of the hotel and the rooms.
- All food and beverage outlets in the hotel; The coffee shop, the specialty restaurants, lounge, bar etc.
- Cover capacity of each of them.
- Their menu on offer.
- Theme and ambience of the outlet, how the guest feels about them.
- The make and the brand of cutlery and crockery, all glassware.
- Banquets, in room dining, minibar, etc.
- Rooms theme and décor.
- Housekeeping amenities in the room.
- Amenity and service differentiation in different room categories
- Layout of rooms, sizes and specifications.
- Flooring types used i.e wooden, carpeted, tiles, marbles etc.
- Bath amenities in toilets, their brand, sizes of packing, costing etc.
- Housekeeping control desk and its operations.
- Linen room
- Uniform room
- Housekeeping stores and storage, principle and procedure.
- Laundry operations
- USP of kitchens
- HACCP.
- Other safety procedures and certifications.

Along with the day to day operations and procedures of each core department, the Standard Operating Procedures (SOP) of major activities done/observed, the student must also make a recording of the following ancillary aspects:

- Safety and security of the hotel.
- Fire safety system
- Water supply system and water treatment system (if any)
- Poolside facility and amenities
- Spa and wellness center
- Brand outlets and exclusive showrooms if any
- Sales and marketing operations, major clients, travel agencies and websites etc.
- Guest Feedback system.
- Healthy HR practices, employee training and motivating initiatives.
- A brief note on the indenting, requisition, purchase process of the core departments.

STRUCTURE OF THE REPORT

1.1 TITLE PAGE

This should give the following information;

- (i) The full title INDUSTRIAL EXPOSURE TRAINING REPORT"
- (ii) The name of the STUDENT
- (iii) "Submitted in fulfilment of the requirement for the Bachelors in Hotel Management (BHM) of the Mangalore University"
- (iv) Name of the College
- (v) The month and year of submission

1.2 PHOTOCOPY OF CERTIFICATE OF TRAINING & PAF:

A photocopy of the Certificate and PAF received from the Hotel where the IET was undertaken should be affixed.

1.3 ACKNOWLEDGEMENTS:

These should be in the form of; I would like to thank the Principal/Training coordinator/staff of college/hotel/ Name of the college and Name of the hotel for their help and assistance accorded to me during my IET.
Only genuine assistance must be acknowledged.

1.4 LIST OF CONTENTS:

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

1.5 LIST OF FIGURES, FORMS, FORMATS, PICTURES:

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

1.6 LIST OF APPENDIXS:

This will provide for a quiet reference to the various Appendixes in the report.

1.7 LIST OF ABBREVIATIONS USED:

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

1.8 CHAPTER I: PROFILE OF THE HOTEL:

This chapter will have the profile of the hotel where the student has undergone his training. The student may provide a brief profile (in 1 or 2 pages) to the place where the hotel is located.

1.9 CHAPTER 2: PROFILE OF THE DEPARTMENT(S) TRAINED IN:

This chapter will have a profile of the department in which the student has undergone training. Here the student will describe the sections under the department, services provided for guests with their prices, its outlets, profile of the guest using the services if the department is a revenue center, organization charts and job descriptions, staff scheduling, shift timings etc.

1.10 CHAPTER 3: LAYOUT OF THE DEPARTMENT AND EQUIPMENT USED:

This chapter will have layout of the department if the department is an operational department, with drawings or pictures and descriptions of the equipment used for operating the department.

1.11 CHAPTER 4: OPERATIONS & other points as detailed above (Industrial Exposure Training Presentation):

This chapter will describe in detail the operational aspects of the department - the jobs carried out, work schedules, form, formats used & other points as detailed under 'Industrial Exposure Training Presentation'.

1.12 CHAPTER 5-SWOT ANALYSIS:

This chapter will provide an analysis of the Strengths, Weaknesses, Opportunities and Threats of the Hotel and the Department trained in.

1.13 CONCLUSION:

This chapter will detail a summary and recommendations for improvement. Suggestions recommended will have to be practical and enforceable.

Design/Format

All students are required to submit TWO hard copies of the report by the date stipulated.

1. **Paper:** A4 sized paper must be used and should be white and of good quality
2. **Type:** The 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 intended 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 Navy Blue(with silver fonts) only. There should be no illustrations on the cover page.
5. **Cover Title:** The outside front cover must bear the title of the work in Block capitals (28 point) with the name of the student and name of the college.
6. **Spine Title:** This must bear the surname and the initials of the student 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.

SCHEME OF EVALUATION

Total Marks: 750

Internals: 150 marks

1. Training Evaluation:

- Form 'P.A' filled by the immediate Supervisor/ Manager in the department trained in '150 marks' to be marked by the supervisor or manager of the department the student trained in (Performance Appraisal Form enclosed).
- For students who train in more than one department, average score of all departments will be taken for internal assessment marks.
- The PAF of each student has to be filed by the college and produced when requested by the University.

University Examination: 600 marks.

2. **IET Report Evaluation:-300 marks.**
3. **Power Point Presentation on IET-100 marks** (each student will present a 10 minute power point presentation of the IET. The presentation to include a brief of the property, the department's worked in and Operation Aspects of the department worked in)
4. **Viva Voce: 200 marks** (10 questions to be asked from the IET Report presented)

Time: 30 minutes per student

No. of Students per day: 10

FORM I A
PERFORMANCE APPRAISAL FORM (IET-PAF)

Name of Student: Registration Number: Name of the College: Name of the Hotel: Name of Department: From: _____ To: _____
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GROOMING	
Immaculate Appearance, Clean uniform. Well groomed hair, clean nails & hands	15
Smart appearance, Crisp uniform, acceptable hair, clean nails and hands	12
Well presented, clean uniform, acceptable hair, clear nails and hand	9
Untidy hair, creased ill kept uniform hands not clear at all times	6
Dirty disheveled, long unkempt hand, dirty hands and long hair	3
ATTENDANCE/PUNCTUALITY (_____ days present out of _____ days)	
On time, well prepared, ready to commence task, attendance 100%	15
On time, Lacks some preparation but copes well, attendance between 99.90%	12
On time, some disorganized aspects just copes, attendance between 89-80%	9
Occasionally late, disorganized approach, attendance between 79-69%	6
Frequently late, not prepared, frequently absent without excuse	3
COMMUNICATION SKILLS	
Very confident, demonstrates outstanding confidence & ability both spoken/written	15
Confident, delivers information	12
Communicates adequately, but lacks depth and confidence	9
Hesitant lacks confidence in spoken written communication	6
Very inanimate, unable to express in spoken or written word	3

ATTITUDE TO GUESTS/COLLEAGUES	
Outstanding rapport with Guests and colleagues	15
Polite, considerate and firm, well liked	12
Gets on well with most colleagues, handles guests well	9
Slow to mix, weak manners, is distant, is insensitive to guest needs	6
Does not mix and relate well with guests and colleagues	3
ATTITUDE TO SUPERVISION	
Very co-operative, acts on constructive criticism	15
Readily accepts criticism and is noticeably willing to assist others	12
Accepts criticism, but does not necessarily act on it	9
Takes criticism very personally, broods on it	6
Persistently disregards criticism and does own way	3
INITIATIVE & MOTIVATION	
Very effective in analyzing situations and resourceful in solving problems Demonstrates ambition to achieve progressively	15
Shows ready appreciation and willingness to tackle problems Positively seeks to improve knowledge and performance	12
Usually grasps points correctly Shows interest in all work undertaken	9
Slow on the uptake is interested only in areas of work preferred	6
Rarely grasps points correctly Lacks drive and commitment	3
RELIABILITY & COMPREHENSION	
Is totally trust worthy in any working situation Understands in detail, why and how the job is done	15
Can be depended upon to identify work requirements and willing to complete them Readily appreciates, bow and why the job is done	12
Gets on with the job in land Comprehends, but doesn't fully understand work in hand	9
Cannot be relied upon to work without supervision Comprehends only after constant explanation	6
Requires constant supervision Lacks any comprehension.	3

RESPONSIBILITY	
Actively seeks responsibility at all times	15
Very willing to accept responsibility	12
Accepts responsibility as it comes	9
Inclined to refer matters upwards rather than make own decision	6
Avoids taking responsibility	3
QUALITY OF WORK	
Exceptionally good, accurate in work, very through-usually unaided	15
Maintains a high standard of quality	12
Generally good quality with some assistance	9
Performance is uneven	6
Inaccurate and slow at work	3
QUANTITY OF WORK	
Outstanding in output of work	15
Gets through a great deal	12
Output satisfactory	9
Does rather less than expected	6
Output regularly insufficient	3
TOTAL	

Stipend paid: Rs _____ per month	
Name of Appraiser _____	Signature: _____
Designation of Appraiser: _____	Date: _____
Signature of Student: _____	Date: _____

NOTE:

- In case a student works in more than one department, the average scores of all the departments worked in shall be considered for Internal Assessment Marks.
- Performance Appraisal Form needs to be verified by the Training/Placement Officer of the college and Principal.

FORM IIA-IET- REPORT EVALUATION SHEET

NAME OF STUDENT REGISTRATION NO			
Sl. No	Particulars	Internal Examiner Marks	External Examiner Marks
1	Presentation: Please consider if the student has followed the format prescribed and presented the report well- there should be no grammatical errors and misrepresentation of facts.	/30	/30
2	Profile of the Establishment/Department (s): Please consider if the student has given the entire profile of both the establishment and department(s) trained in.	/30	/30
3	Layout and equipment used: Please consider if the layout is to approximate scale and the equipment is described in sufficient detail with photographs or pictures attached.	/45	/45
4	Operations: Please consider if the student has done an in depth study of the operational aspects of the department/hotel. Consider if the student has understood the functions of the forms and formats used, statistics calculated and described them in detail.	/100	/100
5	SWOT Analysis: Please consider if the student has been able to make a detailed study of the strengths, weaknesses. Opportunities and threats of the department/ establishment trained in.	/35	/35
6	Conclusion: Please consider if the student has provided suggestions for improvement which are practical and enforceable.	/60	/60
TOTAL		/300	/300
Average		/300	

Signature of Internal Examiner

Signature of External Examiner