

# ORDINANCE AND COURSE CURRICULUM

FOR

## BACHELOR OF BUSINESS ADMINISTRATION IN HOSPITALITY MANAGEMENT—(BBA-HM)

(A Three Years Bachelor Degree Programme)



**Dr Bhim Rao Ambedkar University, Agra (UP)**  
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# ORDINANCES

## THREE YEARS COURSE (BBA-HM)

### (BACHELOR OF BUSINESS ADMINISTRATION IN HOSPITALITY MANAGEMENT)

#### A. ADMISSION AND ELIGIBILITY

The duration of the **BBA-HM (BACHELOR OF BUSINESS ADMINISTRATION IN HOSPITALITY MANAGEMENT)** shall be three academic years. Each year shall be divided into two semesters. Thus, the BBA-HM Programme shall comprise of six semesters spread over three years. On the completion of all the six semesters, the students will be awarded the Bachelor's Degree in BUSINESS ADMINISTRATION IN HOSPITALITY MANAGEMENT (BBA-HM). **A candidate can complete all the six semesters within a maximum period of 6 years from the date of admission to the first semester of the programme.**

2. Admission to the first semester of the Programme shall be open to candidates who have passed

**Senior Secondary Examination i.e. 10+2 with at least 45% marks (pass marks in case of SC/ST candidates) in aggregate from Board of High School and Intermediate Education Uttar Pradesh, Allahabad or any other examination recognized by Dr B.R.Ambedkar University Agra as equivalent thereto.** University has right to take admission by short listing either on the basis of merit of basic eligibility or written test, group discussion and personal interview depending on the number of candidates.

3. The first to sixth semester examination shall be open to a regular student who:
  - a) bears a good moral character;
  - b) has been on the rolls of the Institute /college for the concerned semester;
  - c) has at least 75% attendance in the class during the concerned semester;
  - d) In case of continuous absent for more than 10 days without information and genuine reason head/ director/principal may struck off the name of student from the roll register and may impose fine up to Rs 1000/ for readmission.
  - e) The candidate may be promoted to the next semester class automatically unless detained from examination on any genuine grounds.

## **B. EXAMINATION**

4. Every candidate shall be examined in the subject(s) as laid down in the Scheme of Examinations / Syllabus prescribed by the Academic Council from time to time.
5. The external examiner(s) or internal (this university) will set the question papers, normally 50-50% as per the criteria laid down in the Scheme of Examinations for the programme. Though university can set up papers from the reputed and experienced persons of hotel industry in the technical papers.
6. Persons from the industry may be called for viva voce/ practical exams along with the teachers of the University for better evaluation of the students.
7. **The medium of instruction and examinations shall be English ONLY.**
8. The last date of receipt of admission forms and fees shall be fixed by the University. The amount of examination fees to be paid by a candidate for each semester shall be as per the decision of the University from time to time.
8. The Examinations for the odd semesters shall ordinarily be held in the month of December/January and for the even semesters in the month of May/June or on such dates as may be fixed by the University.

All Supplementary examinations will be held for re-appear/failed candidates along with regular semester examinations.

9. The Director/Principal of the Institute/College shall forward, a list of the eligible students who have satisfied the requirements of rules for appearing in the Examinations to the Controller of Examinations/ registrar, as per the schedule of examinations of the University.
10. a) As soon as possible, after the termination of the examinations, the Controller of Examinations/ registrar shall publish a list of candidates who have passed the Semester Examinations.  
b) Each successful candidate shall receive a copy of the Detailed Marks sheet on having passed the Semester Examinations.
11. The list of successful candidates after the sixth semester examinations shall be arranged in three divisions on the basis of aggregate marks obtained in the first to sixth semester examinations (for the award of BBA-HM Degree) taken together and the division obtained by the candidate will be stated in his degree as under:

- (a) Those who obtain 40% marks but less than 45% marks – **THIRD DIVISION**

- (b) Those who obtain 45% marks but less than 60% marks – SECOND DIVISION
- (c) Those who obtain 60% or more marks – FIRST DIVISION;
- (d) Those who pass all the semesters examination (1<sup>st</sup> to 6th semester) at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with – DISTINCTION.

### C. EVALUATION

- 13 a) The head /Director/Principal of the concerned deptt./ Institute/College shall forward the Internal Assessment marks of the students, as per the scheme of examinations, wherever specified, to the Controller of Examinations/ registrar as per the following criteria:
- |   |                     |
|---|---------------------|
| i) Seminar presentation, class participation and Attendance | 10 marks            |
| ii) Case analysis and presentation                          | <del>10</del> marks |
| iii) Surprise test(s)                                       | <del>10</del> marks |
- b) The head/Director/Principal of the deptt./Institute/College will preserve the records on the basis of which the, Internal Assessment awards etc. have been prepared for inspection, if needed by the University up to one month from the date of declaration of the semester examinations results. This record, including the attendance, will be disposed off after one month.
- 14 a) The internal assessment/training report/project report awards of a candidate who fails in any semester/paper(s) shall be carried forward to the next examinations.
- b) Candidate(s) who has not obtained pass marks in the Internal Assessment in any paper(s) etc. will be provided an opportunity to appear before the Committee of Examiners, to be constituted by the Director/Principal of the Institute/College, to re-assess performance of the candidate, corresponding to schedule given for supplementary examinations in Clause 9 and the Internal Assessment/Practical/Viva-voce given by the Committee shall be final.
- c) A candidate who fails to obtain pass marks in training report shall be accorded opportunity to undergo training again and the same shall be assessed by an External Examiner.
- d) A candidate who fails to obtain pass marks in viva-voce shall have to re-appear before the board of examiners as laid down in Clause 17, as per schedule specified for supplementary examinations in clause 9.
15. (a) Every student of BBA-HM shall be required to undergo a practical **training in an industrial** organization approved by the Institute for **Twenty weeks as prescribed in the syllabus**. The candidates shall be required to undergo training in the various areas of the

organization concerned. The organization may assign a specific project to the candidate, which will be completed by him/her during the period of training. The work done by the candidate during the training period shall be submitted in the typed form two copies of a **training report**. The last date for the receipt of training report in the office of the director/principal/Controller of Examinations/registrars shall be one month after the date of completion of training.

(b) The evaluation of the Training Report shall be done by the external examiner(s).

16. The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing. But the References/Bibliography should be typed in single space.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

17 (a) The comprehensive viva-voce shall be conducted by a Board of Examiners to be appointed by the Vice-Chancellor on the recommendation of the director/ dean of the University, consisting of the following members:

- i) One Internal Faculty, nominated by the Director/Principal of the concerned Institute/College;  
One External Examiners from the academic field; and  
One Executive from reputed organizations.  
(Two members shall form the quorum.)

(b) The marks obtained by the candidate in the viva-voce shall be taken into account when he appears in any future examiner under re-appear clause.

18. The practical exam(s) of the courses (wherever specified) shall be conducted by the following Board of Examiners, consisting of two members:

- a) One internal faculty member( to be appointed by the Director of the concerned Institute); and
- b) One external examiner (to be appointed by the Vice-Chancellor on the recommendations of the director/ dean , Management.

19. The minimum percentage of marks to pass the examination in each semester shall be:

- a) 40% in each written papers and internal assessment/computer

- practical/workshop;
- b) 40% in Training Report and Viva-Voce/Comprehensive Viva-voce, separately;
  - c) 40% in the total of each semester examination.

#### **D. OTHER PROVISIONS**

- 20. There will be no improvement facilities available to BBA-HM students. However, grace marks will be allowed as per University Rules.
- 21. A candidate admitted as a regular student in BBA-HM Programme would be eligible for transfer of his candidature to ITHM/ any affiliated institution/college of Dr B.R. Ambedkar University running the above programme subject to availability of seats. However the migration can take place only in the beginning of II Year. No migration shall be applicable to candidates in first year and Final Year.
- 22. Lateral entry to II year of BBA-HM Programme shall be applicable for candidates who have completed One Year diploma in F&B Service/ Housekeeping/ Food Production/ Front office or any other One Year Diploma offered in Hotel & Tourism Mgmt by Dr B.R.A. University. In case of candidates from other recognized University/ Board/ Institutions the provision of lateral entry to II year shall be applicable only if the candidate has completed one year diploma programme in Hotel Management or related field after 10+2; and seventy percent syllabus should match with First year of BBA-HM programme being offered by this university.
- 23. Any dispute arising on account of implementation of this ordinance shall be referred to a committee of three members to be appointed by the vice chancellor and its decision shall be final and binding on all. The procedure and rules for this Programme, implementation shall be a binding on the college/ institutes, which will be framed and approved by the University from time to time.
- 24. Nothing in this Ordinance shall deem to debar the University from amending the Ordinance and the same shall be applicable to all the students whether old or new.
- 25. Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time.

# COURSE STRUCTURE

BACHELOR OF BUSINESS ADMINISTRATION IN HOSPITALITY MANAGEMENT—(BBA-HM)

## SEMESTER – I

### **BBA-HM 101 , Basics of Food Production – I**

#### **UNIT-I**

##### **Introduction to the Art of Cookery:**

**Culinary History-** Development of the Culinary Art from the middle ages to modern cookery, modern hotel kitchen, Nouvelle Cuisine, Cuisine Minceur, Indian Regional Cuisine and Popular International Cuisine ( An Introduction ) of French, Italian and Chinese Cuisine.

#### **UNIT-II**

##### **Aims & Objectives of Cooking Food:**

**Classification** - cooking materials & their uses.

**Foundation ingredients-** meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.

**Fats & oils-** meaning & examples of fats & oils, quality for shortenings, commonly used fats & oils & their sources & uses.

**Raising agent-** functions of raising agents, chemical raising agents & yeast. **Eggs-** uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs.

**Salts** - uses.

**Liquid-** water, stock, milk, fruit juices etc. Uses of liquid.

**Flavouring & seasoning** – uses & example.

**Sweetening agents** - uses & examples. Thickening agent.

#### **UNIT –III**

##### **Preparation of ingredients.**

Washing , peeling scraping, paring, Cutting – terms used in vegetables cutting , julienne, brunoise, mecedoine, jardinière, paysanne- grating. Grinding. Mashing. Sieving. Milling. Steeping. centrifuging, emulsification evaporation . homogenization. Methods of mixing foods. ,

#### **UNIT-IV**

##### **Equipment used in kitchen.**

Types of Kitchen Equipment – Diagrams, Uses, Maintenance, Criteria for Selection.

#### **UNIT-V**

##### **Kitchen Organization.**

Main Kitchen & Satellite Kitchen

Duties & responsibilities of each staff. Cooking fuels - uses & advantage of different types of cooking fuels.

#### **UNIT – VI**

##### **Methods of Cooking.**

Methods of cooking food- transference of heat to food by radiation, conduction & convection- magnetrons waves meaning. Boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing- explanations with examples.

## **UNIT-VII**

### **Stocks, Glazes, Sauces and Soups**

- Meaning uses and types of stocks, points observed while making stock. Recipes for 1 liter of white, brown and fish stock.
- Glazes -meaning & uses.
- Sauces -meaning, qualities of a good sauce, types of sauces -proprietary sauce and mother sauce. Recipe for 1 lit Béchamel, Veloute, Espagnole, Tomato & Hollandaise. Derivatives of mother sauces. ( only name, no recipes). Recipes for known International Sauces & their uses. • Soups -classification of soups, meaning of each type with examples.

### **Basic Preparations**

- Mise-en-place for Bouquet Garni, mirepoix, duxelle paste, batters, marinades and gravies.

### **Practical schedule:**

- \_ Proper usage of a Kitchen Knife and Hand Tools.
- \_ Understanding the usage of small equipment.
- \_ Basic Hygiene practices to be observed in the Kitchen.
- \_ Safety practices to be observed in the kitchen: First Aid for cuts and burns.
- \_ Identification of Raw Materials.
- \_ Demonstration of Cooking Methods.
- \_ Basic cuts of Vegetables.
- \_ Basic Stock preparations.
- \_ Egg Cookery including Classical Preparations.
- \_ Basic sauce preparations and commonly used derivatives.
- \_ Preparation of basic continental cookery – stews, sauces, soups.
- \_ Basic Continental Dishes based on Vegetables and Meats.
- \_ Preparation of three course simple Indian menus.

## **BBA-HM102 Basics of Food & Beverage Service – I**

### **UNIT-I**

#### **Introduction to the Food and Beverage Service Industry-**

- The evolution of catering industry, scope for caterers in the industry
- Relationship of the catering industry to other industries.
- Types of Catering Establishments- Sectors
- Introduction to the Food and Beverage operations.

### **UNIT-II**

#### **Food and Beverage Service Areas in a Hotel**

- Restaurants and their subdivisions, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Grill Room, Snack Bar, Executive Lounges, Business Centers and Night Club
- Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding

### **UNIT -III**

#### **Food and Beverage Equipment**

- Operating equipment, Requirements, Criteria for selection quantity and types.



- Classification of crockery/ cutlery/ glassware/ hollowware/ flatware/ special equipment upkeep and maintenance of equipment.
- Furniture
- Linen , • Disposables

#### **UNIT-IV**

##### **Food and Beverage Service Personnel**

- Staff organization- the principal staff of different types of restaurants. Duties & responsibilities of the service staff.
- Duties and responsibilities of service staff – Job Descriptions and Job Specifications. Attitude and Attributes of Food and Beverage Service Personnel - personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, customer satisfaction.
- Basic Etiquettes for catering staff.
- Interdepartmental relationship.

#### **UNIT-V**

##### **Menus and Covers**

- Introduction
- Cover- definition; different layouts.
- Menu Planning, considerations and constraints
- Menu Terms
- Menu Design
- French Classical Menu
- Classical Foods and its Accompaniments with cover
- Indian Regional dishes, accompaniments and service.

#### **UNIT-VI**

##### **Types of meals -**

- Breakfast – Introduction, Types, Service methods, a la carte, and TDH setups.
- Brunch
- Lunch
- Hi- tea
- Supper
- Dinner
- Elevenses and others

#### **UNIT – VII**

##### **Food and Beverage Service Methods**

- Table Service – Silver/English, Family, American, Butler/ French, Russian
- Self Service - Buffet and Cafeteria Service
- Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.
- Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars, Automats

#### **UNIT – VIII**

##### **Control Methods-**

- Billing methods – Duplicate and Triplicate system, KOTs and BOTs, Computerized KOTs
- Necessity and functions of a control system, F&B Control cycle and monitoring

**Food and Beverage Terminology related to the course.**

### **Practical Schedule:**

- Service Grooming and Restaurant Etiquettes.
- Mis-en- place and Mis-en-scene
- Identification of equipments
- Food and Beverage service sequence
- Water pouring and seating a guest.
- Laying and relaying of Tablecloth
- Napkin folds
- Carrying a Salver or Tray
- Rules for laying table - Laying covers as per menus
- TDH and A la carte cover Layout
- Handling service gear
- Carrying plates, Glasses and other Equipments
- Clearing an ashtray
- Crumbing, Clearance and presentation of bill
- Sideboard setup
- Silver service
- American service
- Situation handling
- Breakfast table lay-up
- Restaurant reservation system
- Hostess desk functions
- Order taking – writing a food KOT, writing a BOT

## **BBA-HM103 Basics of Front Office – I**

### **UNIT-I**

#### **Tourism**

- Meaning – definition and measurement of tourism.
- Classification – recreation, leisure, adventure, sports, health etc.
- Socio – economic benefits of tourism.
- Adverse effects of tourism.
- Basic components and infrastructure.
- Itinerary, passport and visa – Basic information.

### **UNIT-II**

#### **The Hospitality Industry**

- History and development of lodging industry – International.
- History and development of lodging industry – India.
- Defining the term – Hotel.
- Reasons for travel.

### **UNIT –III**

#### **Classification of Hotels**

- Based on Size, Location, and Length of Stay.
- Levels of Service, Ownerships and Affiliations.
- Referral Hotels, Franchise and management contracts.
- Chain Hotels.
- Target Markets.

- Alternate Lodging facilities.

#### **UNIT-IV**

##### **Organizational Structure of Hotels**

- Small.
- Medium.
- Large.

##### **Lobby Arrangements**

- Layout and equipment in use.
- Handling VIPs.
- Duty Rota and work schedules
- Uniformed Service.

#### **UNIT-V**

##### **Front Office Organization**

- Basic Layout and Design.
- Departmental Organizational Structure.

#### **UNIT – VI**

##### **Front Office Personnel**

- Departmental Hierarchy.
- Attitude and Attributes and Salesmanship.
- Job Descriptions and Job Specifications of Front Office Personnel.

#### **UNIT – VII**

##### **Front Office Operations**

- The Front Desk- Equipments in use.
- The Guest Room- Types and Status Terminology.
- Key Controls.
- Tariff plans.
- Types of rates.

#### **UNIT – VIII**

##### **Front Office responsibilities**

- ✓ • Communication – internal and interdepartmental.
- Guest services – basic information.
- Guest history – maintenance and importance.
- Relationship marketing.
- Emergency situations.

#### **UNIT –IX**

##### **Reservations**

- Need for reservations, definitions, importance of reservations.
- Types of reservations.
- Sources and modes of reservations.
- Individual and group bookings
- Booking instruments – Whitney slips, Whitney racks, Density Charts, Booking diary, Conventional charts, A & D register etc.
- The Reservation Cycle.
- Hotel Reservation Systems, CRS, Inter-sell agencies, Internet applications.

## **UNIT – X**

### **Telecommunications**

- Equipments
- Communication skills – common phrases in use.
- Conversations over telephones.

### **Practical Schedule**

- Basic Manners and Attributes for Front Office Operations.
- Communication Skills = verbal and non verbal.
- Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts, Credit Cards, Travel Agencies etc.
- Telecommunication Skills.
- Forms & formats related to 2nd Semester.
- Hotel visits – WTO sheets.
- Identification of equipment, work structure and stationery.
- Procedure of taking reservations – in person and on telephones.
- Converting enquiry into valid reservations.
- Role play – Check-in / Check – out / Walk-in / FIT / GIT / etc; VIP / CIP / H.G etc.

### **SUGGESTIVE READING.**

References Books: (For All Semesters)

- 1) Front Office Training manual – Sudhir Andrews.
- 2) Managing Front Office Operations – Kasavana & Brooks
- 3) Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- 4) Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- 5) Front Office Operations – Colin Dix & Chris Baird.

## **BBA-HM104, Basics of House Keeping – I**

### **UNIT-I**

#### **Introduction**

- Introduction , Categorization ,Types& Organization Structure of a Hotel
- Meaning, Definition & Importance of House keeping Department
- Role of House keeping in hospitality industry

### **UNIT-II**

#### **Lay out & Organizational Structure**

- Layout of House keeping department
- Organizational Structure of House keeping department ( Small, Medium & large)
- Interdepartmental relationship( emphasis on Front office & Maintenance)
- Relevant sub section

### **UNIT –III**

#### **Staffing in House keeping Department**

- Role of key personnel in House keeping department
- Job description & Job specification of House keeping staff (Executive Housekeeper, Deputy house keeper ,Floor supervisor ,Public area supervisor ,Night supervisor ,Room attendant ,House man, Head gardener)

### **UNIT-IV**

#### **Planning work of house keeping department**

- Identifying Housekeeping department
- Briefing & Debriefing
- Control desk (importance ,role , coordination)
- Role of Control Desk during emergency
- Duty Rota & work schedule
- Files with format used in House keeping department

#### **UNIT-V**

##### **Hotel Guest Room**

- Types of room-definition
- Standard layout (single ,double ,twin ,suit )
- Difference between Smoking & Non Smoking room's
- Barrier free room's
- Furniture / Fixture / Fitting / Soft Furnishing /Accessories / Guest Supplies /Amenities in a guest room
- Layout corridor& floor Pantry

#### **UNIT – VI**

##### **Cleaning Science**

- Characteristics of good cleaning agent
- Application of cleaning agent
- Types of cleaning agent
- Cleaning products
- Cleaning equipments
- Classification and types of equipment with Diagram's ( Mops , dusters , pushers, mechanical squeeze, vacuum cleaner ,shampooing machine ) with their care and uses

##### ***Practical Schedule:***

- Guest Room Layout
- Identification of cleaning agents
- Identification of cleaning equipment / cleaning cloths (types & uses)
- General cleaning
- Glass cleaning
- Shoe polishing
- Silver Polish
- Brass Polish
- Washroom Cleaning

#### **REFERENCES:**

- 1) Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELST).
- 2) Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- 3) Hotel House Keeping – Sudhir Andrews (Tata McGraw Hill).
- 4) The Professional Housekeeper – Tucker Schneider, VNR.

## **BBA-HM105 Communication**

### **UNIT I**

#### **Essentials of Grammar:**

- Parts of Speech
- Punctuation
- **Vocabulary Building**
- Phonetics

## **UNIT II**

### **Office Management:**

- Types of Correspondence
- Receipt and Dispatch of Mail
- Filing Systems
- Classification of Mail.
- Role & Function of Correspondence
- MIS
- Managing Computer

## **UNIT III**

### **Letter & Resume Writing:**

- Types of Letters-Formal / Informal
- Importance and Function
- Drafting the Applications
- Elements of Structure
- Preparing the Resume
- Do's & Don'ts of Resume
- Helpful Hints

## **UNIT IV**

### **Presentation Skills:**

- Importance of Presentation Skills
- Capturing Data
- Voice & Picture Integration
- Guidelines to make Presentation Interesting
- Body Language
- Voice Modulation
- Audience Awareness
- Presentation Plan
- Visual Aids
- Forms of Layout
- Styles of Presentation.

## **UNIT V**

### **Interview Preparation:**

- Types of Interview
- Preparing for the Interviews
- Attending the Interview
- Interview Process
- Employers Expectations
- General Etiquette
- Dressing Sense
- Postures & Gestures

## **UNIT VI**

### **Group Discussion & Presentation:**

- Definition
- Process
- Guidelines

- **Helpful Expressions**

- **Evaluation**

(Note: Every student shall be given 15 minutes. of presentation time & 45 minutes of discussion on his/ her presentation.)

**The student will be evaluated on the basis of :**

\_ his / her presentation style

\_ Feedback of Faculty & Students

\_ General Etiquette

\_ Proficiency in Letter Drafting / Interview Preparation

\_ The paper is internal and at least 3 tests will be taken. Best 2 of 3 shall account for final grades (70% Test & 30% Presentation)

**REFERENCE BOOKS :**

1. Business Communication – K.K.Sinha.

2. Business Communication – Pal & Korlahalli.

3. Basic Grammar – Wren & Martin

**BBA-HM106 Basics of Computers**

**UNIT-I**

**Introduction to Computers**

- What is a computer? Block Diagram, Components of a Computer System, Generation of Computers, Programming Languages, generation of languages, storage devices, floppy disks, CD ROM's etc.

**UNIT-II**

**Operating Systems**

- Introduction, functions, types, components, case studies – DOS, Windows.

**UNIT -III**

**Introduction to DBMS**

- Data, Data types, advantages, introduction to FOXPRO, creating a database, searching, sorting, indexing, writing simple programmes, overview of MS Access.

**UNIT-IV**

**Word Processing, Spread Sheets and Presentations**

- What is word processing? Features of MS Word, editing commands and mail merge.
- What is a spreadsheet, features, formulae and functions? If statement, preparing sample worksheets, different graphs.
- Features of Power Point.
- Preparing a presentation.
- Preparing an organization chart.

**UNIT-V**

**Introduction to Internet**

- What is Internet? Network, network of networks, WWW, search engines, E-mail, Websites, introduction to e-commerce.

**Practical Schedule**

- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT
- FOXPRO & ACCESS
- INTERNET USAGE

**REFERENCE BOOKS**

1. Fundamental of Computers, Prentice Hall India
2. Mastering Microsoft Office, Lonnie.E.Moseley, BPB Publication.

## **BBA-HM107, Food Science & Nutrition**

### **UNIT-I**

- Introduction to Microbiology.
- Classification of Microbes (fungi, bacteria, yeast, mold)
- Effect of Heating- growth curve of microbial cells, thermal death time-pasteurization, sterilization and disaffection and heat resistance

### **UNIT-II**

- Food production based on microbiology-small scale fermentation- idli, dhokla, naan, bhaturas, yogurt, pickles.
- Industrial Preparation- cheese, vinegar, bread, alcoholic beverages. Preservation and spoilage-anaerobic, high temp., low temp. , drying, preservatives, radiation.

### **UNIT-III**

- Contamination of cereal and cereal products
- Preservation of vegetables and fruits
- Food spoilage- meat, fish, egg, milk, milk products
- Kinds of food products and canned food.
- Food, nutrition, nutrients.
- Food groups
- Food production and consumption trends of India
- Food constituents and carbohydrates, proteins, fat, vitamin and minerals. Sources and requirements
- Post harvest technology: Perishable and Semi-Perishable Food Products.
- Food adulteration.
- Food laws.

### **References :**

Food and Nutrition – Dr. M. Swaminathan.

Food Microbiology – P.N.Mishra

Food Science – Potter & Hotchkiss.

Fundamentals of food and nutrition – Mudambi & Rajgopal 4th edition 2001

## **BBA-HM108 Basics of Food Production – I (Practical)**

(To individually prepare/demonstrate any one of the following, through lots, followed by Viva Voce on the task performed)

- Soups
- Sauces
- Gravies
- Dry vegetable preparation
- Indian Breads
- Cuts of vegetable



## **BBA-HM109 Bakery-I (Practical)**

### **1. Equipments**

Identification, Uses and handling, Ingredients - Qualitative and quantitative measures

### **2. Bread making**

Demonstration & Preparation of Simple and enriched bread recipes, Bread Loaf (White and Brown) Bread Rolls (Various shapes), French Bread, Brioche

### **3. Simple cakes**

Demonstration & Preparation of Simple and enriched Cakes, recipes, Sponge, Genoise, Fatless, Swiss roll Fruit Cake, Rich Cakes, Dundee, Madeira

### **4. Simple cookies**

Demonstration and Preparation of simple cookies like, Nan Khatai, Golden Goodies, Melting moments Swiss tart, Tri colour biscuits, Chocolate chip, Cookies, Chocolate Cream Fingers, Bachelor Buttons.

### **5. Hot / Cold desserts**

Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee), Bavaroise, Diplomat Pudding, Apricot, Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding

## **BBA-HM110 Basics of Food & Beverage Service – I (Practical)**

- Testing of basic service skills
- Viva voce on 1st semester F&B Service syllabus

## **BBA-HM111 Basics of House Keeping – I (Practical)**

### **1. Sample Layout of Guest Rooms**

Single room, Double room, Twin room, Suite

### **2. Guest Room Supplies and Position**

Standard room, Suite, VIP room special amenities

### **3. Cleaning Equipment-(manual and mechanical)**

Familiarization, Different parts, Function, Care and maintenance

### **4. Public Area Cleaning (Cleaning Different Surface)**

1. **Wood** - Polished, painted, Laminated

2. **Silver/EPNS** - Plate powder method, Polivit method, Proprietary solution (Silvo)

3. **Brass** - Traditional/ domestic 1 Method, Proprietary solution 1 (brasso)

4. **Glass**- Glass cleanser, Economical method(newspaper)

5. **Floor** - Cleaning and polishing of different types, Wooden, Marble, Terrazzo/ mosaic etc.

6. **WALL** - care and maintenance of different types and parts Skirting, Dado, Different types of paints(distemper Emulsion, oil paint etc)

### **5. Maid's trolley**

Contents, Trolley setup,

### **6. Familiarizing with different types of Rooms, facilities and surfaces**

Twin/ double, Suite, Conference etc

## **BBA-HM112 Fundamentals of Computers (Practical)**

1. MS-DOS

2. Windows 2000

3. MS-WORD

# SEMESTER – II

## BBA-HM201, FOOD PRODUCTION-2

### UNIT-I

#### Food commodities

- Classification with examples and uses in Cookery -
- Game- meaning- types with examples
- Fruits- kinds with examples.
- Nuts- names of nuts commonly used in cooking.
- Cream- types, description and their uses.
- Yogurt- types
- Cereals- types and uses.
- Pulses used in Indian cooking
- Herbs- uses of herbs
- Spices & condiments- uses of different spices and condiments
- Coloring and Flavoring Agents: Name, Types and Uses.

### UNIT-II

#### Basic Indian Masalas & Gravies-

Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala, tandoori marination white, red, green and yellow gravies.

### UNIT-III

#### Indian Regional Cuisine:

A detailed study on North and South Indian Regional Cuisine: Goa, Kashmir, Andhra Pradesh, Karnataka, Tamil Nadu, Bengal, Assam, Gujarat, Punjab, Rajasthan etc., as regarding ingredients used, traditional preparation methods, utensils and accompaniments.

### UNIT-IV

#### Meat Cookery:

- Fish -classification with examples selection & cuts of fish, cooking of fish.
- Poultry- selection of poultry classification bases on size, uses of each type.
- Butchery -selection, cuts size and uses of lamb, mutton, beef, veal & pork.
- Bacon, Ham, Gammon and Steaks -Description of steaks from sirloin & fillet.

### UNIT-V

#### Vegetable Cookery:

- Vegetables -classification of vegetables, importance of vegetables in diet, cookingof vegetables. Retention of color, flavor, and nutrients while cooking. Potatoes -styles of presenting potatoes and their description.
- Storage -Principles of Vegetable Storage.

### UNIT-VI

#### Quantity Food Production:

- Introduction to Large scale commercial cooking.
- Layout of a large kitchen, staff hierarchy and production workflows.

#### Practical Schedule:

- Preparation of basic gravies and commonly used Indian Masala.
- Regional Cuisines of India –
- Covering various States of India.

- Planning Elaborate Indian Menus up to 40 portions.

## **BBA-HM202 FOOD & BEVERAGE SERVICE-2**

### **UNIT-I**

#### **Room Service**

- Introduction, General principles, loopholes and pitfalls to be avoided
- Cycle of service, scheduling and staffing
- Room service menu planning
- Forms and formats.
- Order taking, thumb rules, telephone etiquettes, noting orders, suggestive selling and breakfast cards.
- Layout and setup of common meals, use of technology for better room service
- Time management – lead time from order taking to clearance

### **UNIT-II**

#### **Alcoholic Beverages-**

- Introduction, definition and classification of wines
- Classification
- Viticulture and viticulture methods
- Vinification – Still, Sparkling, Aromatized and Fortified wines
- Vine diseases
- Wines – France, Italy, Spain, Portugal, South Africa, Australia, India and California
- Food and wine harmony
- Wine glasses and equipment
- Storage and service of wine

### **UNIT-III**

#### **Beers**

- Introduction
- Ingredients used
- Production
- Types and Brands, Indian and international
- Service of bottled, canned and draught beers.

### **UNIT-IV**

#### **Other Fermented and Brewed Beverages**

- Sake
- Cider
- Perry
- Alcohol free wines.

### **UNIT-V**

#### **Table Cheeses**

- Introduction
- Types
- Production

- Brands and Service Storage

### **Food and Beverage Terminology related to the course.**

#### ***Practical Schedule:***

- Room service tray and trolley lay – up and service
- Room service amenities, Set-up in rooms
- Functional and floor layouts for room service
- Conducting briefing and de-briefing for F&B Outlets
- Beverage order-taking
- Service of Beer, Sake, and Other fermented and brewed beverages
- Service of sparkling, aromatized, fortified, still wines.
- Table set-up with wines on the menu

### **BBA-HM203 , FRONT OFFICE-2**

#### **UNIT-I**

##### **TARIFF STRUCTURE**

- Basis of charging
- Plans, competition, customer's profile, standards of service & amenities
- Hubbart formula
- Different types of tariffs
  - Rack Rate
  - Discounted Rates for Corporates, Airlines, Groups & Travel Agent.

#### **UNIT-II**

##### **FRONT OFFICE AND GUEST HANDLING**

- Introduction to guest cycle
- Pre arrival
- Arrival
- During guest stay
- Departure
- After departure.

#### **UNIT –III**

##### **ROOM SELLING TECHNIQUES : Up selling , Discounts**

#### **UNIT-IV**

##### **DURING THE STAY ACTIVITIES**

- Information services
- Message and Mail Handling
- Key Handling
- Room selling technique
- Hospitality desk
- Complaints handling
- Guest handling
- Guest history

## **UNIT-V**

FRONT OFFICE CO-ORDINATION With other departments of hotel

### **BBA-HM 204 ,House Keeping-2**

## **UNIT-I**

### **Housekeeping Supervision**

- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

## **UNIT-II**

### **Linen / Uniform / Tailor Room**

- Layout
- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock : Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System
- Uniform Designing : Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies
- Indenting from stores.

## **UNIT-III**

### **Cleaning Procedure & frequency schedules**

#### **GUEST ROOM**

Prepare to clean

- Clean the guest room (bed making)
- Replenishment of Supplies & linen
- Inspection
- Deep cleaning
- Second service
- Turn down service

#### **PUBLIC AREA**

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas.
- V.I.P Handling

## **UNIT-IV**

### **Special Cleaning Programme**

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.

## **UNIT-V**

### **Floor Operations**

- Rules on the Guest Floor
- Key Handling Procedure - types of keys( grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards,
- key control register- issuing, return, changing of lock, key belts, unusual occurrences.
- Cleaning of Different Types of Floor Surfaces
- Special Services - baby sitting, second service, freshen up service, valet service

## **UNIT-VI**

### **Care and Cleaning of Metals**

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel, Types of tarnish, cleaning agents and methods used.

### **Practical Schedule**

- Identification of Cleaning Equipments ( Manual and Mechanical)
- Scrubbing – Polishing – Wiping – Washing – Rinsing - Swabbing – Sweeping – Mopping –
- Brushing - Buffing
- Handling Different Types of Fabrics
- Use of Abrasives, Polishes / Chemical Agents
- Room Attendant Trolley / Maid's Cart
- Bed Making
- Turndown Service
- Cleaning of Guestroom
- Cleaning of Public Area
- Brass Polishing / Silver Polishing
- Forms and Formats related

## **BBA-HM205 HOTEL ENGINEERING**

### **UNIT-I**

#### **Hotel Maintenance Management**

- Introduction & Scope in Hotels
- Classification and Types
- Maintenance Programmes.

### **UNIT-II**

#### **Engineering Department**

- Organization & Setup of the Department
- The Staff – Duties and Responsibilities
- Requirement of Engineering Workshops.

### **UNIT-III**

#### **Fuels**

- Types of Fuels available
- Gases

- Precautions while using them - Heat Parts, BTU, Thermal & Calorific values
- Calculation of heat requirements, Fuel Requirement
- Principle of Bunsen burner
- Construction of an Industrial Gas Range: Parts & Functions, striking back, causes and remedies of problems.

#### **UNIT-IV**

##### **Electricity:**

- Meaning and use, advantage as a type of energy, conductors and non conductors,
- meaning of ampere, volt, ohm and their relationship, ohm's law, AC & DC- their differences, advantages and disadvantages, signs and signals, closed and open circuits, causes and dangers, importance of earthing,
- General layout of circuits including service entrance, distribution panel boards,
- calculation of power requirements, meter reading and bin calculations.

#### **UNIT-V**

##### **Water Management System**

- Sources of water and its quality
- Methods of removal of hardness, description of cold water
- Supply from mains and wells, calculations of water requirements and capacity of storage, systems.

#### **UNIT-VI**

##### **Sanitary Systems**

- Sinks, basins
- water closet, bidets and their fittings
- use of water traps and water seals, water pipes and soil pipes
- Inspection chambers- blockages and leakages and their remedies.

#### **UNIT-VII**

##### **Refrigeration**

- Principle uses of refrigeration in hotel and catering industries
- Basic scientific principles
- Different types of refrigeration systems and refrigerants
- Walk in coolers and freezers, care and maintenance of these systems.

#### **UNIT-VIII**

##### **Air-conditioning**

- Classification, Types of systems, Layout of AC Plant.
- Condition for comfort Air movement, humidity control, ventilation.
- How to select a suitable air-conditioning system.

#### **UNIT-IX**

##### **Transport Systems**

- Passenger elevators, freight elevators
- Dumb waiters
- Escalators and side walks - their operation and maintenance.

## **UNIT-X**

### **Fire Prevention & Protection.**

- Different types of fires
- Fire alarms
- Different types of extinguishers.
- Fire hazards.

### **Reference Books:**

Textbook of Hotel Maintenance – N.C.Goyal & K.C.Goyal

## **BBA-HM206 COMMUNICATION-2**

### **UNIT-I**

#### **NON-VERBAL COMMUNICATION**

- DEFINITION ,ITS IMPORTANCE AND ITS INEVITABILITY
- KINESICS:BODY MOVEMENTS,FACIAL EXPRESSION,POSTURE,EYE CONTACT ETC.
- PROTEMIES:THE COMMUNICATION USE OF SPACE
- PARALANGUAGE:VOCAL BEHAVIOUR AND ITS IMPACT ON VERBAL COMMUNICATION
- COMMUNICATIVE USE OF ARTIFACTS-FURNITURE,PLANTS,COLOURS,ARCHITECTS ETC.

### **UNIT-II**

#### **SPEECH IMPROVEMENT**

- PRONUNCIATION,STRESS ACCENT
- IMPORTANCE OF SPPECH IN HOTELS
- COMMON PHONETIC DIFFICULTIES
- CONNECTIVE DRILL EXERCISES
- INTRODUCTION TO FREQUENTLY USED FOREIGN SOUNDS

### **UNIT-III**

#### **USING THE TELEPHONE**

- THE NATURE OF TELEPHONE ACTIVITY IN THYE HOTEL INDUSTRY
- THE NEED FOR DEVELOPING TELEPHONE SKILLS
- DEVELOPING TELEPHONE SKILLS

## **HVPE207 HUMAN VALUES AND PROFESSIONAL ETHICS**

### **UNIT-I**

#### **INTRODUCTION TO VALUE EDUCATION :**

- Understanding Value Education
- Self Exploration as the Process for Value Education
- The Basic Human Aspirations-Continuous Happiness and prosperity
- The program to Fulfill Basic Human Aspirations

### **UNIT-II**

#### **UNDERSTANDING THE HARMONY AT VARIOUS LEVELS**

- Understanding the Human Being as co-existence of self and body



- Harmony in Self
- : Harmony with the body.
- Harmony in the Family

### **BBA-HM203 Food Production- 2(Practical)**

1. At least nine menus 3 course of basic nature comprising of:  
3 Breakfast, 5 Continental / European, 3 Indian, 1 Chinese
2. Bakery practical to cover the following:
  - Bread making straight dough method, breakfast rolls.
  - Short crust pastry and its products: Tarts, Pie etc.
  - Flaky & Puff, pastry and their products: Patties, palmers, cheese straws, vol-an-vent, cream horns etc.
  - Choux pastry and its products: Éclairs, profit rolls.
  - Sponge cakes: Genoise sponge, fatless sponge.
  - Icing: Butter, icing, glazed, icing.
  - Assembling cakes.
  - Heavy cake: Pound cake.
  - Cookies with basic cookie paste.
    - (bread-4 weeks, basic pastes – 4 weeks, puddings – 4 weeks & cakes – 2 weeks)

### **BBA-HM203 BAKERY-2(PRACTICAL)**

#### **Simple cakes**

- demonstration +preparation of simple and enriched cakes,recipies
- sponge,genoise,fatless,swiss roll
- fruit cake
- rich cakes
- dundee,madeira

#### **Pastry**

- a.demonstration and preparation of dishes using varieties of pastry
- b.short crust-jam tarts,turnovers
- laminated –palmiers,khara biscuits,danish pastry cream horns
- d.choux paste eclairs,profiteroles

#### **Simple cookies**

- demonstration and preparation of simple cookies like nan khatai,golden
- goodies,melting moments,swiss tart,tri colour,biscuits,chocolate chip
- cookies,chocolate cream fingers,bachelor buttons

#### **Hot/cold desserts**

- cararnel custard ,bread and butter pudding,queen of pudding,souffle
- –lemon/pineapple,mousse(chocolate,coffee)bavaroise,diplomat
- pudding,apricot pudding.
- A. steamed pudding-albert pudding,cabinet pudding

### **BBA-HM204 Food & beverage service-2 (practical)**

- table laying for different meals
- restaurant reservation
- receiving &seating the guest
- taking the order
- procedure of service at table (silver service &pra-plated servive)
- presentation &encashing the bill

- room service(tray &trolley)
- french for receiving &greeting the guest &seating the guest
- french related to taking order & description of dishes preparation & service
- preparation & service of different types of coffee
- service of juices & soft drinks
- mocktail making
- preparation & service of service of cigars & cigarettes

#### **BBA-HM211 FRONT OFFICE-2 (PRACTICAL)**

- role play
- reservation
- arrivals
- luggage handling
- message and mail handling
- paging
- field training (in computer lab)

#### **BBA-HM212 house keeping-2 (practical)**

- maid's trolley-setting up a trolley
- bed making
- daily cleaning of guest rooms & bathrooms
- public area cleaning
- guest room inspection

# SEMESTER – III

## BBA-HM301 FOOD PRODUCTION-3

### UNIT-I

#### QUANTITY FOOD PRODUCTION

##### Equipment

- ✓ Equipment required for mass/volume feeding
- Heat and cold generating equipment
- Care and maintenance of this equipment
- Modern development in equipment manufacture

##### Menu Planning

- ✓ Basic principles of menu planning –recapitulation
- Points to consider in menu planning for various feeding outlets such as
- Industrial, Institutional, Mobile catering units
- Planning menus for
- School/college students
- Industrial worker
- Hospitals
- Outdoor parties
- Theme dinners
- Transport facilities ,Cruise lines,airlines,railways
- Nutritional factors of the above

### UNIT-II

##### Indenting

- Principles of Indenting for volume feeding
- Portion size of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering
- Practical Difficulties while indenting for volume feeding

##### Planning

- Principles of planning for quality food production with regards to
- Space allocation
- Equipment selection
- Staffing

### UNIT-III

##### Volume Feeding

- Institutional and Industrial Catering
- Types of institutional and Industrial Catering
- Problems associated with this type of catering
- Scope for development and growth
- Hospital catering
- Highlights of hospital catering for patients,staff,visitors
- Diet Menus and nutritional requirement

- Off Premises catering
- Reasons for growth and development
- Menu Planning & Theme Parties
- Concept of a central production Unit
- Problems Associated with off-premises catering
- D . Mobile catering
- Characeristics of Rail,Airline(Flight,Kitchens and Sea Catering)

#### **UNIT-IV**

##### **Catering Industry**

- Branches of mobile catering
- Quantity purchase & storage
- Introduction to purchasing
- Purchasing system
- Purchasing specification
- Purchasing techniques
- Storage

#### **BBA-HM302 Food & Beverage Service-3**

##### **UNIT-I**

##### **Alcoholic Beverage**

- Introduction and definition
- Classification

##### **UNIT-II**

##### **Wines**

A Definition

B Classification with examples

- Table/Still/Natural
- Sparking
- Fortified
- Aromatized

C. Production of each classification

D. Principles wine regions and wines of

- France
- Italy
- Spain
- Portugal
- USA
- Australia

E. New world wines(brand names)

- India
- Chile
- South Afriaca
- Algeria
- New Zealand

##### **UNIT-III**

##### **Food & Wine harmony**

- G Storage of wines

- H Wine terminology(English& French)

## **BBA-HM303 FRONT OFFICE-3**

### **UNIT-I**

#### **Computer Application in Front Office Operation**

- Fidelio
- Amadeus

### **UNIT-II**

#### **Front office(Accounting)**

- Accounting fundamentals
- Guest and non Guest accounts
- Accounting System
- (Non automated,semi automated and fully automated)

### **UNIT-III**

#### **Check Out Procedures**

- Guest accounts settlement
- Cash and credit
- Indian currency and foreign currency
- Transfer of guest accounts
- Express Check out

## **BBA-HM304 ACCOMMODATION OPERATION-I**

### **UNIT-I**

#### **Linen Room**

- Activities of the Linen Room
- Layout and equipment in the Linen Room
- Selection criteria for various Linen Items & fabrics suitable for this purpose
- Purchase of linen
- Calculation of Linen requirements
- Linen control-procedures and records
- Stocktaking procedures and records
- Recycling of discarded linen
- Linen Hire

### **UNIT-II**

#### **UNIFORMS**

- Advantages of Providing uniforms to staff
- Issuing and exchange of uniforms,type of uniforms
- Selection and designing of uniforms
- Layout of the uniform room

### **UNIT-III**

#### **SEWING ROOM**

- Activities and areas to be provided
- Equipment provided

## BBA-HM305 FOOD & BEVERAGE CONTROLS

### UNIT-I

#### Food cost control

- Introduction to cost control
- Define cost control
- The objectives and Advantages of cost control
- Basic costing
- Food costing
- **Food control Cycle**
- Purchasing Control
- Aims of Purchasing Policy
- Job description of purchase manager/Personnel
- Types of food Purchase
- Quality Purchasing
- Food quality factors for different commodities
- Definition of yield
- Tests to arrive at standard yield
- Definition of Standard Purchase Specification
- Advantage of standard yield and Standard purchase Specification
- Purchasing procedure
- Different methods of food purchasing
- Sources of supply
- Purchasing by contract
- Periodical Purchasing
- Open market purchasing
- Standing order purchasing
- Centralize Purchasing
- Methods of purchasing in Hotels
- Purchase order forms
- Ordering cost
- Carrying cost
- Economic order quantity
- Practical Problems

### UNIT-II

#### Receiving Controls

- Aims of receiving
- Job description of receiving clerk/Personnel
- Equipment required for receiving
- Documents by supplier including Format
- Delivery notes
- Bills/Invoices
- Credit notes
- Statements
- Record maintain in the receiving department
- Goods received book
- Daily receiving book
- Meat tags
- Receiving procedure
- Blind receiving

- Assessing the performance and efficiency of receiving department
- Frauds in the receiving department
- Hygiene and cleanliness of area

### UNIT-III

#### Storing and issuing control

- Storing control
- Aims of store control
- Job description of food store room Clerk/personnel
- Storing control
- Conditions of facility & equipment
- Arrangements of foods
- Location of storage facility
- Security
- Stock control
- Two Types of food received-direct stores(perishable/nonperishable)
- Stock Records maintained Bin Cards
- Stock Record cards/Books
- issuing Control
- Requisitions
- Transfer notes
- Perpetual Inventory Methods
- Monthly Inventory/Stock taking
- Pricing of Commodities
- Stock taking and comparison of actual physical inventory and book value
- Stock levels
- Practical Problems
- Hygiene & cleanliness of area

### UNIT-IV

#### Production control

- Aims and objectives
- Forecasting
- Fixing of Standards
- Definition of standards (Quality & Quantity)
- Standard Recipe(Definition,Objectives and various tests)
- Standard Portion size(Definition,objective and equipment used)
- Standard portion cost(objectives & cost cards)
- Computation of staff meals
- Sales control
- sales-ways of expressing selling,determining sales price,calculation of selling
- price,factors to be considered while fixing selling price
- Matching costs with sales
- Billing procedure-cash and credit sales
- Cashier's sales summary sheet

### BBA-HM306 COMMUNICATION

#### UNIT-I

#### CONSTITUENTS OF TECHNICAL WRITTEN COMMUNICATION

- Word & Phrases,

- Word formation, synonyms & Antonyms,
- Homophones, Vocabulary of 500 to 1000 new words, requisites of sentence construction, Paragraph Development,
- Techniques & Method- Inductive,
- Deductive, Spatial, Linear, Chronological etc,
- The art of Condensation- Various Steps.

## UNIT -II

### FORMAL WRITTEN COMMUNICATION:

- Official letters,
- Report writing: Categories formats,
- Memorandums and circulars,
- Agenda and minutes, Resume,
- Drafting advertisements.

## UNIT-III

### FORMAL VERBAL COMMUNICATION:

- Group discussion,
- Interview, Extempore,
- Business negotiation, Public speaking,
- Meeting, Toasting, Counseling,
- Business presentation.

## UNIT-IV

### SOCIAL SKILLS FOR MANAGERS:

- Update of Etiquettes a Manager should observe in various formal and informal Situations;
- The Knowledge of Body language.

## UNIT-V

### BUSINESS VOCABULARY BUILDING AND USAGE

- Essay Writing \_ Comprehensions
- Précis Writing \_ Elocution
- Telephone Etiquettes

### REFERENCE BOOKS:

- Murphy & Peck: Effective Business Communication
- Manroe and Ebninged: Speech Communication
- Himshrect and Baty: Business Communication
- Richard E. Cable: Public relation and Communication
- C.B. Gupta: Office Language
- Alien Pease: Body Language

## BBA-HM307, FRENCH-I

Conjugation of first second & third group (irregular) of verbs in present tense.

The articles Plural of Nouns

- Verb "Etre", 'Avoir'



- Important Culinary terms plurals,
- Opposites
- Adjectives
- Formation of English to French & French to English
- Negative Positive Interrogative sentences.
- Expressions de politesse
- Les commands
- Expressions d' encouragement

### **BBA-HM308 FOOD PRODUCTION-3(PRACTICAL)**

**To formulate 36 sets of menus form the following dishes and to include more dishes from from respective regions**

- Awadh
- Bengal
- Goa
- Gujrat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India(Tamilnadu,karnatka,Kerla)

### **BBA-HM309 Food & Beverage Service- 3(Practical)**

#### **UNIT-I**

##### **Service of Wines**

- Red wine
- White/Rose white wine
- Sparkling wines
- Fortified wines
- Aromatized wines

#### **UNIT-II**

##### **BEER**

- Inroduction & definition
- Types of Beer
- Production of Beer
- Storage

#### **UNIT-IV**

##### **Service of**

- Bottled & canned beers
- Draught beers

### **BBA-HM310 FRONT OFFICE-3(PRACTICAL)**

- Hands on practices of computer Application (Fidelio System)related to front office precedures
- such as Reservation,registration,Guest History,telephones,Housekeeping,Daily transactions)
- Front office Accounting procedures

- Manual accounting
- Machine accounting
- Payable, Accounts receivable, Guest History, Yield Management
- Role Play
- Situation Handling

**BBA-HM311 Accommodation Operation-I(Practical)**

- Layout of Linen and uniform room/laundry
- Selection and designing of Uniforms

**BBA-HM312, GD & SEMINAR (PRACTICAL)**

Each student is required to participate in the seminar and group discussions session. The topics of Seminars would be based on the theory subjects of the programme as well as condition of the market for the hospitality students as well as other problems related to travel and tourism operation. Forever at the time of examination each student would be given a topic of seminar and group discussion well in advance on the basis of seminar presentation and active participation in group discussion. internal and external examiner will award marks separately and average marks will be finally awarded to each student.

## **SEMESTER – IV**

**BBA-HM401 Food Production-4**

**UNIT-I**

**, BASIC INDIAN COOKERY**

**Regional Indian cuisine**

- Introduction to regional Indian cuisine
- Heritage of Indian cuisine.
- Factors that effect eating habits in different parts of the country.

**UNIT-II**

**Differentiation of regional cuisine**

**(South India, Gujrat, Maha Rashtra, Bengal & Goa)**

- Historical back ground
- Location
- Raw material
- Equipment and fevel

**Food Communities :-**

- Parsee
- Chettinad
- Hyderabadi
- Luck now
- Awadhi
- Malabari
- Syrian
- Christian

**Bohri.**

**Discussions :-**

- Indian Bread
- Indian sweets
- Indian snacks

## **Rechauffe**

- Principles of rechauffe
- Precautions

## **Identification of food for rechauffee**

## **Food preservation**

## **Accompaniments & Garnishes**

## **UNIT-III**

### **PART II BAKERY & PATISSERIE**

#### **ROYAL ICING**

- Forms, types and uses in various stages
- Role of glycerin in making royal icing.

#### **GUM PASTE**

- Role of Gelatin and Precautions
- Methods of making Gum Paste

#### **SUGAR**

- Confectionary manufacturing & uses

#### **MARZI PAN**

- Methods & Uses

## **BBA-HM 402, FOOD & BEVERAGE SERVICE-4**

### **UNIT-I**

#### **SPIRITS :-**

- Introduction & definition
- Production of spirit
- Pot still method
- Patent still method
- Types and production of spirits
  - Whiskey
  - Rum
  - Gin
  - Brandy
  - Vodka
  - Tequila
- Different proof spirits
  - Proof scales
  - American proof
  - Gay-Lussac
- Service of spirits

## **UNIT-II**

### **Aperitifs :-**

- Introduction and definition
- Different types of aperitifs.

## **UNIT-III**

### **Liqueurs :-**

- Definition, classification & History
- Production of Liqueurs.
- Name of Liqueurs and country of origin & predominant flavour
- Service of liqueurs.

## **UNIT-IV**

### **Cocktails :-**

- Definition & Classification
- Cocktail bar equipment
- Preparation & service of cocktails / mock tails

### **Service of special coffee**

## **BBA-HM403 FRONT OFFICE-4**

### **UNIT-I**

#### **Control of cash and credit cards**

- Procedure for handling & accepting the foreign exchange
- Foreign currency transaction

### **UNIT-II**

#### **Travellers cheque**

- Night auditing
- Functions

### **UNIT-III**

#### **Audit procedures (non automated, semi automated and fully automated)**

- Front office and guest safety security
- Importance of security systems
- Safe deposits
- Key control
- Emergency Situations (Accident , Illness, Theft, fire, Bomb)

### **UNIT-IV**

#### **Reception :-**

- Night duty
- Night Clerk Report
- VIP list
- Communication as its use in Hotels
- Paging\

### **UNIT-V**

#### **Information :-**

- Information racks
- Receive message

- Message slip
- Key rack with message
- Lights
- Handling guest mails
- Messages through telephone
- Telex etc.

## **UNIT-VI**

### **Telephone :-**

- Telephone exchange
- Qualities of telephone operator
- Registers used in exchange
- General duties
- Wake up calls

## **UNIT-VII**

### **French**

#### **Expressions De politesse et les command st expressions d' encouragement**

#### **Basic conversation related to front office activities such as :-**

- Reservation (Personal & Telephonic)
- Reception (Doorman, Bell boys, Receptionist etc.)
- Cleaning of room

## **BBA-HM404 ACCOMMODATION OPERATION- 2**

### **UNIT-I**

#### **Security :-**

- Handling of keys in H.K. department
- Different types of keys
- Security measures
- Adopted by different hotels
- Procedures to handle key thefts
- Lost property and other valuables.

### **UNIT-II**

#### **Flooring or floor finishes :-**

- Choosing floorings
- Sub floors
- General care
- Cleaning of flooring
- Classification of floor finishes.

### **UNIT-III**

#### **Carpets :-**

- Selection points
- Classification of carpets
- Size of carpet
- Choice of carpet

- Carpet laying
- Protection of carpets
- ☐ Cleaning of carpets
- Advantages and disadvantages of carpet.

#### UNIT-IV

##### Fabrics :-

##### Selection points

- Types of fabrics
- Finish given to fabrics.

#### UNIT-V

##### Wall covering :-

- Type of wall coverings
- Care and cleaning of different wall coverings

#### UNIT-VI

##### Soft furnishings:-

- Curtains
- Characteristics of curtains for different parts of Hotel
- Care and cleaning
- Pelmet
- Valances
- Swags
- Blinds
- Loose covers
- Cushions.

#### UNIT-VI

##### Laundry :-

- Commercial and on site laundry
- Flow process of industrial laundering – OPL
- Stages in the wash cycle
- Laundry equipment and machines
- Layout of the laundry
- Laundry agents
- Dry cleaning
- Guest laundry / valet service
- Stain removal.

##### Flower arrangement:-

- Flower arrangement in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangements
- Principles of design as applied to flower arrangement.

Indoor plants :-selection and care

## **BBA-HM405, FACILITY PLANNING**

### **UNIT-I**

#### **I. Hotel Design, Hotel Considerations :**

Attractive appearance. Efficient plan, Good location, Suitable Materials, Good workmanship, Sound financing, competent management, Evaluation of accommodation need, thumb rules, Ensuring that the hotel must combine integrated functions of housing, feeding, entertainment, rental services, maintenance & light manufacture.

### **UNIT-II**

#### **Planning Considerations:**

Flow process & flow diagrams, Space relationship, Architectural considerations, Difference between carpet area & plinth area, approximate cost estimation, Class room exercises.

### **UNIT-III**

#### **Star classification of hotels :**

Criteria for star classification of hotels, various licenses required for starting and running of hotel & catering services.

### **UNIT-IV**

#### **Room Tariff :**

Factors considered for determining room tariff, method of computing room tariff.

#### **V. Planning of Management areas like :**

General Manger's office, offices of all H.O.D's and other services related to the same like meeting room toilets etc.

## **BBA-HM406 Principles of Management-I**

### **UNIT-I**

- Nature
- Management,
- Science or art
- Management as a profession
- Professionalisation of management in India
- Functions of management
- Managerial skills
- Tasks of a professional manager
- The evolution of management thought systems concepts
- Social responsibilities of management

### **UNIT-II**

#### **Planning :-**

- Meaning
- Significance

- Types
- Planning process
- Planning premises
- Management by objectives (MBO)

### UNIT-III

#### Decision making

- Meaning
- Role
- Types
- Approached decision making under different states of nature
- Decision making process
- Summary of major principles for planning.

### UNIT-IV

#### Organizing :-

- Concept
- Significance
- Process
- Formal and informal organization
- Organization chart
- Departmentation
- Span of management
- Authority and responsibility
- Delegation of authority
- Centralization
- Decentralization line and staff relationship
- Effective organizing and organizational culture
- Summary or major principles for organizing.

### UNIT-V

#### Directing :-

- Meaning
- Significance and techniques of direction human factor and directing communication
- Concept
- Process elements
- Communication flow in an organization barriers and breakdowns in communication
- Making communication effective transactional analysis
- Summary of major principles for directing

### UNIT-VI

#### Controlling :-

- Concept
- Need for control
- The basic control process
- Requirements for effective control
- Control techniques and systems



- Direct control vs preventing control
- Control by exception
- Co-ordination.
- The essence of managing
- Summary of major principles for controlling.

## **UNIT-II**

### **Area of management :-**

- Concept of financial management
- Human resource management
- Production management
- Operational management
- Marketing management.

## **BBA-HM407 French-2**

### **UNIT-I**

#### **Basic elements of grammar laid down in the prescribed text book :**

Pronouns en ety – Pronoms relatifs – comparatifs et superlatifs-conjugaison du futurpresent continu et passe' re'cent.

### **UNIT-II**

#### **Communication :**

Written comprehension; Demander l' autroisation- interdire- formuler des projects – discuter et de'batte.

## **BBA-HM408 FOOD PRODUCTION-4 (PRACTICAL)**

- To cover regional menus of
- South Indian
- Gujrat
- Maharashtra
- Bengal
- Goa

### **PART –II**

- Truffles Icing
- Marzipan Icing
- Fudge (Cream, Chocolate & Butter)
- Different types of candies & toffees
- Brownies
- Ice Box Biscuits
- Christmas Pudding
- Angel cookies
- Chocolate macaroons

## **BBA-HM409 Food & Beverage Service-4 (Practical)\**

Service of spirits :

- Whiskey
- Vodka
- Rum
- Gin
- Brandy
- Tequila

#### 02 Service of different type of aperitifs

- Service of liqueurs.
- Regional cuisine practical
- Menu writing of regional dishes.
- Table laying of regional dishes.
- Service of regional dishes.
- 

#### **BBA-HM410 FRONT OFFICE-4(PRACTICAL)**

Showing of various equipment involved in security of the front office department. Metal detectors / validates Emphasis on key control, make out an effective programme for the unusual access of the keys.

#### **Outline emergency procedures in the case of medical**

- Emergencies
- Fire
- Theft
- Bomb
- Threats
- Role-play.
- Know-how of various communication segments like
- Log book
- Information directory
- Mail handling
- Telephone etiquette
- Role-play in the bell Desk Department (performing & Various duties) like baggage handling, providing guest information (sundry information).

#### **BBA-HM411 Accommodation Operation- 2 (Practical)**

- Laundry machinery and equipment.
- Stain removal
- Monogramming
- Flower arrangement
- Selection and designing of uniforms

#### **BBA-HM412 Computer and MIS(PRACTICAL)**

##### **Unit I : Meaning and Role of MIS**

##### **UNIT I : Fox Pro 2.6**

Introduction, working with data : creating modifying and deleting Sorting, Indexing and Expressions, Rushmore technology Working with multiple database file, Using the view Window, Generating reports and labels Relational Query by examples.

##### **Unit II : Power Point**

Making a simple Power Point presentation, Using Auto content Wizards and Templates, Power Point five views, Slides : Creating slides, rearranging, modifying

# SEMESTER – V

## BBA-HM501 FOOD PRODUCTION-5

### UNIT-I

#### Larder

##### 1. Lay out & Equipment

- Introduction of Larder Work
- Definition
- Equipment found in larder
- Layout of a typical larder with equipment and various section

##### 2. Terms & Larder Control

- Common terms used in the Larder and Larder Control
- Essential of Larder Control
- Importance of Larder Control
- Devising Larder Control System
- Leasing with other departments
- Yield Testing

##### 3. Duties and Responsibilities of the Larder Chef

- Functions of the Larder
- Hierchy of Larder Staff
- Section of the Larder
- Duties & Responsibilities of Larder Chef
- CHARCUTIERIE

### UNIT-II

#### 1. SAUSAGE

- Introduction to charcuterie
- Sausage – Types & variety
- Casing – Types & variety
- Filling – Types & Variety
- Additives & Preservative

#### 2. Force Meats.

- Types of force meats
- Preparation of force meats
- Uses of force meats

#### 3. Sandwiches

- Parts of Sandwiches
- Types of bread
- Types of filling
- Spreads & Garnish
- Types of Sandwiches
- Making of Sandwiches
- Bakery & Confectionery

## **UNIT-III**

### **1. Icings & Toppings**

- Varieties of Icings
- Using of Icings
- Difference between icings & toppings
- Recipes

### **2. Chocolate**

- History
- Source
- Manufacture & processing of chocolate
- Types of chocolate
- Tempering of chocolate
- If Cocoa butter, white chocolate and its application

## **BBA-HM502 Food & Beverage Service-5**

### **UNIT-I**

#### **1. Gueridon Service**

- Different type of Flembe' dishes

#### **2. Special Service**

- Lounge Service
- Hospital tray service
- Airline Catering Service

### **UNIT-II**

#### **1. Carving : Introduction to carving & joining**

#### **2. Bar Management**

- Internal Control
- Liquor Licence
- Bar display
- Equipment for bar

#### **3. Supervisory Aspect**

- Customer Relation
- Situation handling
- Responsibility toward staff
- Discipline

### **UNIT-III**

#### **Human Resource Management**

- Scope to total quality
- Quality overview.
- Introduction to quality Management

## **BBA-HM503 FRONT OFFICE-5**

### **UNIT-I**

#### **1. Yield Management**

- Concept & Importance
- Applicability to room division
  - Capacity Management
  - Discount allocation
  - Duration control
- Measurement yield
- Potential high & low demand tactics.
- Yield Management Software
- Yield Management Team

## 2. Telephone:-

- Role of telephone exchange
- Qualities of telephone operator.
- Register used in Exchange
- General duties & wake-up calls.

## 3. Dealing with Guest Problems

- Skills necessary for dealing with problems
- Handling with Guest Problems
- Courses of action to take when handling problems.

## UNIT-II

### Planning & evolution of front office operations :

A - Forecasting Techniques

B - Forecasting Room Availability

### Forecast formulas

%age of double occupancy, % age of single occupancy foreign & Local Occupancy %, ARR.

### Communication in Hotels

- Importance of Effective communication in hotel industry
- Telephone Communication, good telephone techniques
- Communication Skills.

## BBA-HM504 ACCOMMODATION OPERATION-3

### UNIT-I

## PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT

- Area inventory list
- Frequency schedules
- Performance and Productivity standards
- Time and Motion study in House Keeping operations
- Standard Operating manuals – Job procedures
- Job allocation and work schedules
- Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping
- Training in HKD, devising training programmes for HK staff
- Inventory level for non recycled items
- Budget and budgetary controls
- The budget process
- Planning capital budget
- Planning operation budget
- Operating budget – controlling expenses – income statement
- Purchasing systems – methods of buying

- Stock records – issuing and control

## UNIT-II

### HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS CONTRACT SERVICES

- Types of contract services
- Guidelines for hiring contract services
- Advantages & disadvantages of contract services
- ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS
- FIRST AID

## BBA-HM505 Human Resource Management

**Objective :** To enable students with HRP, Grievance handling & salary admission procedure.

### Unit I : Human Resource Planning and Administrations

Introduction, HR planning, market analysis, job analysis and job design. HRM record system, planning for new establishments.

### Unit II : Evaluating Performance, Principles of training, and development

Principles of learning, levels of teaching, need for training, training and development techniques, career development programs.

### Unit III : Employee recruitment, development and relations

### Unit IV : Performance appraisals & management

- Role of HRD Dept. in performance appraisals
- Performance appraisals methods.
- Performance appraisals error & problems
- Transfer, promotion & reward policies.

## BBA-HM506 PRINCIPLES OF MANAGEMENT-2

### 1 UNIT-I

#### OVERVIEW OF MANAGEMENT

- Definition - Management - Role of managers –
- Evolution of Management thought - Organization and the environmental factors –
- Trends and Challenges of Management in Global Scenario.

#### Unit II PLANNING–

- Nature and purpose of planning - Planning process –
- Types of plans – Objectives - - Managing by objective (MBO) Strategies –
- Types of strategies - Policies - Decision Making –
- Types of decision - Decision Making Process –
- Rational Decision Making

### Unit - III

#### ORGANIZING

- Nature and purpose of organizing –
- Organization structure - Formal and informal groups lorganization
  - Line and Staff authority - Departmentation –
- Span of control - Centralization and Decentralization - Delegation of authority –
- Staffing - Selection and Recruitment - Orientation - Career Development - Career stages –
- Training - - Performance Appraisal.

### Unit - IV

#### DIRECTING-

- Creativity and Innovation - Motivation and Satisfaction –
- Motivation Theories - Leadership Styles - Leadership theories - Communication - Barriers to effective communication –
- Organization Culture - Elements and types of culture –
- Managing cultural diversity.

### Unit - V

#### CONTROLLING

- Process of controlling - Types of control - Budgetary and non-budgetary control Q techniques - Managing Productivity - Cost Control - Purchase Control – Maintenance Control - Quality Control - Planning operations.

TEXT BOOKS: 1. Stephen P. Robbins and Mary Coulter, 'Management', Prentice Hall of India, 8th edition. 2. Charles W L Hill, Steven L McShane, 'Principles of Management', Mcgraw Hill Education, Special Indian Edition, 2007. REFERENCE BOOKS: 1. Hellriegel, Slocum & Jackson, ' Management - A Competency Based Approach', Thomson South Western, 10th edition, 2007. 2. Harold Koontz, Heinz Weihrich and Mark V Cannice, 'Management - A global UNIT I OVERVIEW OF MANAGEMENT

#### BBA-HM507 HOTEL ACCOUNTANCY

#### UNIT-I

##### Uniform System of accounts for Hotels

- Introduction to uniform system of accounts
- Contents of the income statement
- Practical Problems
- Contents of The balance sheet(under uniform system)
- Practical problems
- Departmental Income Statements and Expenses statements(Schedules 1 to 16)
- Practical Problems

#### UNIT-II

##### Internal Control

- Definition and objectives of internal control
- Characteristics of internal control
- Implementation and review of internal control

#### UNIT-III

##### Internal Audit and Statutory Audit

- An introduction to internal and statutory audit
- Distinction between internal and statutory audit
- Implementation and review of internal audit

## **UNIT-IV**

### **Departmental Accounting**

- An introduction to departmental accounting
- Allocation and apportionment of expenses
- Advantages of allocation
- Drawbacks of allocation
- Basis of allocation
- Practical problems

## **BBA-HM508 F&B MANAGEMENT**

### **UNIT-I**

#### **SPECIALIZED FORMS OF FOOD AND BEVERAGE SERVICE**

Introduction to specialized service-Floor/Room Service/Trolley Service, Butler Service, Lounge Service, Hospital Service, Travel Service (Airlines and Railways), Brunch Service, Hi Tea/Evening Tea Service, Buffet Service and Gueridon Service.

### **UNIT-II**

#### **FOOD AND BEVERAGE COST CONTROL SYSTEMS**

Determining the cost, food cost percentage, evaluating food cost result, food cost control, and beverage cost control.

#### **FOOD AND BEVERAGE PURCHASING AND INVENTORY**

Food and beverage purchasing, food and beverage inventory, food and beverage receiving and storage, food inventory control, beverage inventory control.

### **UNIT-III**

#### **FOOD AND BEVERAGE CONTROL IN SERVICE**

K.O.T. control system, F&B control cycle, making bills, cash handling, theft control system, F&B control records and formats.

### **UNIT-IV**

#### **FOOD AND BEVERAGE PROMOTIONS**

Décor and furnishing, fixtures and fittings, equipments, layout of service area, advertising identifying the media, promoting festivals, promoting room service, up selling, telephone selling, suggestive selling.

### **UNIT-V**

#### **LATEST OF INDUSTRY**

Different types of latest managements, latest systems in Food & Beverage Service, latest equipments, latest computer programs, latest trends in Food & Beverage outlets, latest Training needs and procedures, latest career development.

## **BBA-HM509 FOOD PRODUCTION-5(PRACTICAL)**

Three course menu to be formulated featuring international cuisines.



- French
- Oriental
- Chinese
- Thai
- Italy
- Germany
- Spain
- Greece
- Mexican

**Bakery :** Decorated Cakes, Gateauk, Sorbet, Parfaits

### **BBA-HM510 BAKERY-3(PRACTICAL)**

1. Cake making ingredients - Flour, Sugar, Fats & Oils, Shortening, Leavening Agents and Eggs
2. Cake making methods - sugar butter process, flour butter process, Genoese method and blending and rubbing method
3. Correct temperature for baking different varieties of cakes –
4. Characteristics of Cake - External
5. Balancing of cake formula
6. Types of icing
7. Pastry making, principles and various derivatives Cakes: Butter sponge cake, Genoese, fatless sponge, gateaux (black forest, pineapple), fruit cake, fruit sponge, muffins, birthday cakes, pastries, wedding cake (demo), Swiss roll.
8. Preparation of cookies and biscuits. Factors affecting the quality of biscuits/ cookies - piping biscuits, salted biscuits, Atta biscuits, nut biscuits, melting reorients, macaroons, chocolate biscuits, ginger biscuits, cheese biscuits
9. Patties: Veg. patties, non-veg. patties, cheese straws, khara biscuits.
10. Storage of confectionery products
11. Elements of Costs for profitable business
12. Food Standards
13. Bulk production for Cafe

### **BBA-HM511 Food & Beverage Service- 5(Practical)**

Planning & Operating Food & Beverage Outlets Class room Exercise Developing Hypothetical Business Model of Food

- Beverage Outlets Case study of Food
  - Beverage outlets - Hotels & Restaurants
- Function Catering – Banquets Planning
- organizing Formal & Informal Banquets Planning
  - organizing Outdoor caterings
- Function Catering – Buffets Planning & organizing various types of Buffet
- Gueridon Service Organizing Mise-en-place for Gueridon Service
- Dishes involving work on the Gueridon
  - Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak Kitchen Stewarding Using & operating Machines Exercise – physical inventory.

### **BBA-HM512 ACCOMMODATION OPERATION-3(PRACTICAL)**

1. Cleaning and polishing of various surfaces, hard flooring, semi-hard floorings, wooden flooring.
2. Wall treatments - tiles, wall paper, fabric, glass surfaces, mirrors, metal cleaning - silver, brass, copper.
3. Bed making and turn down service.

4. Daily cleaning and preparation of guest room, VIP rooms, cleaning of bathrooms.
5. Periodical cleaning in guest room, public areas, spring cleaning in guest rooms and public areas.
6. Flower arrangements. - dining tables, reception counters, buffet tables.
7. Field visit to hotels to familiarise students with operations of various departments in hotel.
8. Stain removal, washing, drying, ironing, folding, storing of various types of fabrics and garments.
9. Uses of laundry equipment and dealing with different types of pests,
10. House Keeping reports and formats.
11. Fire safety fire fighting safety measures• fire drill (demo)
12. Special decoration (theme related to hospitality industry) indenting• costing• planning with time split• executing•

## SEMESTER – VI

### INDUSTRIAL TRAINING

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel. 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager / Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term end examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical reasons may make good during the vacations.

Such students will be treated as „absent“ in industrial training and results. Once the student has been selected / deputed for industrial exposure by the institute, he/ she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel / training unit to other of their own. The training in VI semester can be with operational training in reputed Fast Food Operations, Airlines, Resorts, and similar industry in accordance with course curriculum so as to enable a candidate sharpen his skills in his functional area of choice in trade & help him in placements. Prior written approval to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure in both semesters.

### Training Schedule:

#### VI Semester

*The exposure shall be in one or More Departments based of choice of functional specialization of a candidate & A Project needs to be completed at the place of exposure after prior approval from faculty coordinator/ HOD/director.*

#### Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, Project, Others as applicable. All trainees must ensure that the log books and appraisals are signed by the departmental / sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report on the department of their choice in VI Semester, on completion of training in that

respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned / observed. (*Refer to What to Observe Sheets for more details.*) Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report on the department of his / her choice.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.
8. Project Report

## PROJECT REPORT

**Project Report:** - As you know the diverse nature of tourism & hospitality industry & its long-term implications on the economy, society, culture & environment. It is mandatory to do some project work so as to sharpen your research skills, develop a practical understanding of the Hospitality system, attain some field experience etc.

Students are required to prepare a project report on a topic of their choice approved from Faculty from Institute/ Training Manager/ Head of that Department (F.O/F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & hard bound copy (Two print Copies) and One soft copy in C.D.

### **The Project report should include:-**

The First page should include Name of The Hotel, Project undertaken, roll Number & Name.  
Certificate by Candidate of genuine work.

Acknowledgement.

Certificate of approval.

Introduction to the topic

Problem Definition

- Need of study

- Problem Definition

- Research objective

- List of Information

Research Methodology

- Research design

- Source of data

- Instrumentation of data collection

- Sampling Design

Analysis, Findings & Interpretation.

Suggestions & Recommendations.

Conclusion or Silent Findings

Limitation

Bibliography