# REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

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<td>Business Communication</td>
<td>Food &amp; Beverage Control &amp; Management**</td>
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<th>PRACTICAL/ PROJECT/ SEMINAR</th>
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**Industrial Training**: Minimum 600 to 800 hours during the course of which at least one exposure should be of 200 hours in a single stretch.
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<td>Advanced F &amp; B Service- I</td>
<td>Facility Planning-I</td>
<td>(20 Weeks) October to March</td>
<td>Advanced F &amp; B Service- II</td>
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<td>Food Safety</td>
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<td>Business Law</td>
<td>Environmental Issues</td>
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<td><strong>Exam for this Group will be held in the month of June</strong></td>
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***PRACTICAL/PROJECT/ SEMINAR

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**Industrial Training**: Minimum 600 to 800 hours during the course, each department exposure should be of 200 hours in a single stretch.
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REvised SYllabus FOR Bachelor IN HoTEL MANAGEMENT & CaTERING TECHNOLOGY(Applicable for the Batch starting from (2008))

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<td>Hospitality Business Forms (Franchise, lease etc.)</td>
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**Industrial Training**: Minimum 600 to 800 hours of which at least one exposure should be of 200 hours in a single stretch.

**Personality Development -1**: Ex-tempore speaking, public speaking, group discussion, one-minute speech and team - behaviour.

**Personality Development - 2**: Interview skills, presentation skills, seminar skills and leadership role-plays.
## HOTEL MANAGEMENT & CATERING TECHNOLOGY

### YEAR-1 SEMESTER: 1

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<th>COURSE NO.</th>
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**TA = TEACHERS ASSESSMENT  CT = CLASS TEST  ESE = END SEMESTER EXAMINATION TOTAL MARKS : 1100 TOTAL PERIODS : 44 TOTAL CREDITS : 34**
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING
TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS

### HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-1 SEMESTER: 2

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### REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

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TA = TEACHERS ASSESSMENT  CT = CLASS TEST  ESE = END SEMESTER EXAMINATION  TOTAL MARKS : 1000  TOTAL PERIODS : 36  TOTAL CREDITS : 32
### HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-2 SEMESTER: 3

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### (PRACTICAL/ PROJECT)

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REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

TA = TEACHERS ASSESSMENT  CT = CLASS TEST  ESE = END SEMESTER EXAMINATION  TOTAL MARKS: 1000  TOTAL PERIODS: 36  TOTAL CREDITS: 32

ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING
TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS
## Revised Syllabus for Bachelor in Hotel Management & Catering Technology (Applicable for the Batch starting from 2008)

**HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-2 SEMESTER: 4**

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**Note:**
- **TA** = Teachers Assessment
- **CT** = Class Test
- **ESE** = End Semester Examination
- **TOTAL MARKS**: 1000
- **TOTAL PERIODS**: 36
- **TOTAL CREDITS**: 32

One Semester = 90 working days of which at least 80 days of teaching total class room/ laboratory contact CT hours per week 36 hours
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)
**REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

(Applicable for the Batch starting from 2008)

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TA = TEACHERS ASSESSMENT  
CT = CLASS TEST  
ESE = END SEMESTER EXAMINATION  
TOTAL MARKS : 900  
TOTAL PERIODS : 37  
TOTAL CREDITS : 30

ONE SEMESTER = 45 WORKING DAYS OF WHICH AT LEAST 40 DAYS OF TEACHING AS TRUNCATED SEMESTER

TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS

HOTEL MANAGEMENT & CATERING TECHNOLOGY       YEAR-3       SEMESTER: 6
### Revised Syllabus for Bachelor in Hotel Management & Catering Technology
(Applicable for the Batch starting from 2008)

<table>
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**Total Periods:** 22 weeks + 2 weeks

**Total Credits:** 22

**TA = Teachers Assessment**

**CT = Class Test**

**ESE = End Semester Examination**

**Total Marks:** 300
## HOTEL MANAGEMENT & CATERING TECHNOLOGY YEAR-4 SEMESTER: 7

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TA = TEACHERS ASSESSMENT  CT = CLASS TEST  ESE = END SEMESTER EXAMINATION  TOTAL MARKS : 900  TOTAL PERIODS : 36  TOTAL CREDITS : 30
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

One Semester = 90 Working Days of which at least 80 Days of Teaching Total Classroom / Laboratory Contact Hours

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REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

TA = TEACHERS ASSESSMENT CT = CLASS TEST ESE = END SEMESTER EXAMINATION TOTAL MARKS: 600 TOTAL PERIODS: 35 TOTAL CREDITS: 28

ONE SEMESTER = 90 WORKING DAYS OF WHICH AT LEAST 80 DAYS OF TEACHING
TOTAL CLASS ROOM / LABORATORY CONTACT HOURS PER WEEK 36 HOURS
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

SEMESTER-I

Food Production Foundation - I (FFP-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, Popular International cuisine (an introduction). French, Italian, Chinese. Characteristics, Menu terms, Names of the Dishes, popular spices used etc.

Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry. Principles of a balanced and a healthy diet, Action of heat on food.

Methods of cooking
Classifications, principles, equipment required, methods of cooking-boiling, roasting, poaching, braising, grilling, baking, roasting, broiling, stewing, sauteing, blanching steaming, micro-waving etc.

Basic preparations
Mise-en-place of all the basic preparations, stocks, egg preparations

Kitchen Equipment
Different types of the kitchen equipment, different types of special equipment, heat generating, refrigeration, kitchen machinery, storage tables, hand tools, weighing and measuring, pot wash, diagrams, uses, maintenance, criteria for selection.

Food Commodities
Classification with examples and uses in cookery Cereals, pulses, vegetables, mushrooms, fruits, eggs, foundation ingredients-their characteristics and their uses in cookery

Kitchen hygiene
Personal hygiene, their importance, food handling & storage, care, sanitation practices, attitude towards work in the kitchen, fumigation.

HACCP - Practices in food handling & storage

Conversion tables: American, British measures and its equivalents

Food Production Practical - I

Practical
Proper usage of a kitchen knife and hand tools
Understanding the usage of small equipment
Familiarisation, identification of commonly used raw material
Basic hygiene practices to be observed in the kitchen
First aid for cuts & burns
Safety practices to be observed in the kitchen
Demonstration of fire fighting for kitchen fires
Demonstration of cooking methods - two items of preparation of each method*
Basic cuts of vegetables*
Basic stock preparations*
Egg cookery including classical preparations*
*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:
Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
Theory of Catering, Mrs. K. Arora, Frank Brothers
Modern Cookery for Teaching & Trade Vol. I, Ms. Thangam Philip, Orient Longman
Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
Chef Manual of Kitchen Management, Fuller, John
The Professional Chef (4th edition), Le Rol A. Polsom
The Book of Ingredients, Jane Grigson
Indian Food, K.T. Achaya, Oxford

**Food & Beverage Service Foundation -1 (FFBS -1)**

Theory:

• The Food & Beverage Service Industry
  • Introduction to the Food & Beverage Industry
  • Types of Catering Establishments
  • Introduction to Food & Beverage Operations

• F & B Service areas in a hotel
  • Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, executive lounges, business centres & Night Clubs.

• F & B Service Equipment
  Usage of Equipment, criteria for selection, requirements, quantity and types
  • Furniture
  • Linen
  • Chinaware, Silverware & Glassware
  • Disposables
  • Special Equipment & Other Equipment
  • Care and maintenance

• Food & Beverage Service Personnel
  • Food & Beverage Service Organization
  • Job Descriptions & Job Specifications of F & B Service Staff
  • Attitude & Attributes of a Food & Beverage personnel, competencies.
  • Basic Etiquettes for Catering staff
• Interdepartmental relationship

• Food & Beverage Service Methods
  • Table Service-Silver/English, Family, American, Butler/French, Russian
  • Self Service-Buffet & Cafeteria
  • Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc.,
  • Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats

• Food & Beverage Terminology related to the inputs of the semester

**Food & Beverage Service - I (FBSP -1)**

Practical:
  - Restaurant Etiquettes
  - Restaurant Hygiene practices
  - Mis-En-Place & Mis-En-Scene
  - Identification Of Equipments
  - Laying & Relaying of Table cloth
  - Napkin folds
  - Rules for Laying a table
  - Carrying a Salver/Tray
  - Service of Water
  - Handling the Service Gear
  - Carrying Plates, Glasses & other Equipments
  - Clearing an Ashtray
  - Situations like spillage

Reference Books:
  • Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
  • Food & Beverage Service -Lillicrap & Cousins, ELBS
  • Modern Restaurant Service -John Fuller, Hutchinson
  • Food & Beverage Service Management-Brian Varghese
  • Introduction F& B Service-Brown, Heppner & Deegan
  • Professional Food & Beverage Service Management -Brian Varghese

**Application of Computers (AOC)**

**Theory**

**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

**OPERATING SYSTEMS**
Introduction, Functions, types, Components, Case Studies - DOS, Windows
INTRODUCTION TO DBMS
Data, Datatypes, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MS Access.

WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS
What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.

What is spreadsheet, Features, Formulae and functions? If Statement, preparing sample worksheets, Different graphs,

Features of POWERPOINT. Preparing a presentation Preparing an Organization chart

INTRODUCTION TO INTERNET
What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce

Application of Computers (AOC-I)

PRACTICALS
DOS, WINDOWS
MS WORD
MS EXCEL
MS POWERPOINT
FOX PRO & ACCESS
INTERNET USAGE

Suggested books
• Fundamental of Computers, V.Rajaraman, Prentice Hall India
• Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication.
• Management Information System by Arora & Bhatia Excels books
• Management Information System by O’Brien James Tata McGraw Hills
• Management Information System by S. Sadagopal Prentice Hall

Foundation Course in Front Office (FFO)

The Hospitality Industry
History and development of Hotel Industry Types of hotels
Defining the term hotel Classifying hotels, levels of service

Front office Organisation
Front office operations - Organisation chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel
Front Office Operations
The guest cycle
Front office systems
Front office forms
The front desk
Front office equipments
Telecommunication
Property management systems

The Accommodation Product
Need for hotel product brochures, tariff cards
Types of guest rooms and suites, executive floors or club floor concept
Types of room rates, basis for charging room rates
Meal plans - Types, needs and use of such plans
Types of guests - FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

Front Office Practical (FOP-?)

1) Communication skills - verbal, non verbal
2) Preparation and study of countries, capitals, currencies, airlines and flags chart
3) Telecommunication skills - telephonic situation handling
4) Forms and formats related to 3rd semester
5) Identification of equipment, work structure and stationery
6) Basic manners and grooming standards required for Front Office operation

Reference Books:
1. Front office operations by Colin Dix & Chris Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
9. Accommodation Operation - Front Office, Colin Dix, Pitman
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

Foundation course in Hotel Housekeeping (FHK)

Theory

1. INTRODUCTION
2. HOUSEKEEPING DEPARTMENT
   • Organizational framework of the Department (large/Medium/Small Hotel)
   • Role of Key Personnel in Housekeeping
   • Job Description and Job Specification of staff in the department
   • Attributes and Qualities of the Housekeeping staff - skills of a good Housekeeper
   • Interdepartmental Co-ordination with more emphasis on Front office and the Maintenance department
   • Facilities planning and Design of Housekeeping Department and relevant sub sections

3. HOUSEKEEPING PROCEDURES
   Briefing, Debriefing, Gate pass
   Indenting from stores- Inventory of Housekeeping Items
   Housekeeping control desk, Importance, Role, Co-ordination, check list, key control
   Handling Lost and Found
   Forms, Formats and registers used in the Control Desk
   Paging systems and methods
   Handling of Guest queries, problem, request
   General operations of control desk
   Role of control desk during Emergency

4. THE HOTEL GUEST ROOM
   • Layout of guest room (Types)
   • Layout of corridor and floor pantry
   • Types of guest rooms
   • Furniture/Fixtures/Fittings/Soft Furnishings/Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only)

5. CLEANING SCIENCE
   • Characteristics of a good cleaning agent
   • PH scale and cleaning agent with their application
   • Types of cleaning agent
   • Cleaning products (Domestic and Industrial)

6. CLEANING EQUIPMENT
   • Types of Equipment
   • Operating Principles of Equipment
   • Characteristics of Good equipment (Mechanical/Manual)
   • Storage, Upkeep, Maintenance of equipment

7. CARE AND CLEANING OF DIFFERENT SURFACES
   • Metal, Glass, Leather, Rexine, Ceramic, Wood, Wall and floor covering
8. GLOSSARY OF TERMS (with reference to 2nd semester syllabus)

Housekeeping Practical - I (HKP -I)

Guest Room Layout
Identification of cleaning equipment - Manual & mechanical
Cleaning of different surfaces
Stain removal
Scrubbing, polishing, wiping, washing, rinsing, swabbing, mopping, sweeping, brushing, buffing
Use of cloths and their types, abrasives, polishes, chemical agents and commercially available products.

Reference books :
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

Communication (COMM)

I. Language and communication
1. Need, purpose, nature, models
2. Process of communication and various factors of communication
3. Barriers to communication and overcoming these barriers
4. Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.
5. Communication in Hospitality organisation and its effects on performance

II. Remedial English
1. Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.
2. Linkers and cohesive device
3. Expressing the same idea/thought unit in different ways

III. Skills of written English
1. Note making and developing notes into drafts - rewriting of drafts. The use of cohesive devices
2. Correspondence : letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts)
3. Writing bio-data, applications, complaint
4. Precis writing
5. Writing reports (factual record of incident / data), log book writing

IV. Oral skills (listening and speaking) for effective communication
1. Note taking, preparing summaries and abstracts for oral presentation
2. Restaurant and Hotel English, polite and effective enquiries and responses
3. Addressing a group, essential qualities of a good speaker and listener
4. Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech
5. Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

Suggested books

SEMESTER-II

Food Production Foundation - II (FFP -II)

Kitchen Organization layout and hierarchy
Kitchen layout and functions, receiving area, storage area, cold butchery, and vegetable mise en place area, cold kitchen, hot kitchen, garde manger, bakery and confectionery. The classical and new kitchen brigade, duties and responsibilities and job description of the kitchen personnel.

Basic preparations
Mise-en-place of all the basic preparations soups, sauces, roux, aspic, glaze, bouquet garni, mirepoix, d'uxelle, pastes masala, batters, doughs, marinades and gravies.

Classification of soups, principles, garnishes, accompaniments, International soups. Importance of sauces, mother sauce, thickening agents used in a sauce, rectification of faulty sauces, other popular sauces

Breakfast
International and Indian menus, preparations, traditional / classical items, 'Power breakfast' & 'Brunch' concept

Basic bakery and confectionery.
Principles of baking, uses of different types of oven, role of ingredients used and menu examples, ingredient proportions, various mixes, methods and temperature variations.

Food Commodities
Classification using basic food chart with examples and uses in cookery Seafood, freshwater fish, meat cookery introduction

Introduction to Indian cuisine
History, characteristics, different ingredients used, regional differences, equipments used, cooking methods, religious influences

Basic culinary terms-Indian and Western / International.

**Food Production Practical - II**

**Practical**
Basic sauce preparations and few (2-4) commonly used derivatives* Preparation of traditional / classical Indian, English and continental breakfast dishes*. Preparation of three course simple Indian menus and Indian snacks / high tea items*
Preparation of basic continental cookery-stews, sauces, soups, and basic fish preparations.*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.
Books recommended:
Art of Indian Cookery, Rocky Mohan, Roli
Prasad - Cooking with Masters, J. Inder Singh Kalra, Allied
Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
The Complete Guide to the Art of Modern Cookery, Escoffier

Food & Beverage Service Foundation -II (FFBS -II)

Theory:

• Types Of Meals
  Breakfast-Introduction, Types, Service Methods, a la carte and TDH set ups
  Brunch
  Lunch
  Hi-Tea
  Dinner
  Supper
  Elevenses and others

Menu
  Introduction
  Types-Ala Carte & Table D'hote
  Menu Planning, considerations and constraints
  Menu Terms
  Menu Design
  Classical French Menu
  Classical Foods & its Accompaniments with Cover
  Indian regional dishes, accompaniments and service

• Control Methods
  • Billing Methods-Duplicate & Triplicate System, KOTs & BOTs, Computerised K.O.T's
  • Necessity and functions of a control system, F&B Control cycle & monitoring

• Non-Alcoholic Beverages
  • Classification
  • Hot Beverages-Types, Production, Service
  • Cold Beverages-Types, Production, Service

• Food & Beverage Terminology related to the inputs of the semester
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

Breakfast Table Lay-up. TDH & A la Carte Cover Restaurant Reservation System Receiving the guests Sequence of Service Silver Service Crumbing, Clearing, Presenting the bill Side board Organization Taking an Order-Food & Making a KO T. Writing a Menu in French & its Equivalent in English Service of Cold & Hot - Non Alcoholic Beverages

Reference Books:
- Food & Beverage Service - Lillicrap & Cousins
- Modern Restaurant Service - John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F & B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management - Brian Varghese
- Food Service Operations - Peter Jones & Cassel
- Master Dictionary of Food & Wine - Joyce Rubash
- Menu planning-Jaksa Kivela, Hospitality Press
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas, Heinemann Professional
- Profitable Menu Planning - John Drysale

FRONT OFFICE OPERATION - I (FOO - I)

Reservations
Reservation methods
Reservation inquiring Group reservation The Reservations record Reservation confirmation Reservation maintenance Reservation reports Reservation considerations

Registration
Pre-registration activities Registration activity The registration record Room and rate assignment- FITs, Groups, Crew, Indian & Foreign Method of payment
Issuing the room key
Fulfilling special requests
Creative options
Change of room
Over-booking cases

Front Office Responsibilities
Front office communication
Interdepartmental communication
Guest services
Guest relations
Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc.

Front Office Computer Operation
Basics of computer
Application of property management system
Reservations
Registration
Cashiering
Night audit

Front Office Security Functions
Role of Front Office in Hotel Security
Check in: use of metal detectors, validators, scanty baggage handling
Keys control: ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & damaged keys, use of key cards
Guest & staff movement & access control
Protection of funds, safe deposit boxes

Front Office Practical (FOP- II)
1) How to handle inquiries, suggestive selling
2) How to convert inquiries to valid reservations
3) Preparing and filling up reservation forms
4) Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
5) Reservation handling by computers. Actual computer lab work with the PMS
6) Preparing and filling up registration card
7) Role play for different check ins as - Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups
8) Role play on guest complaint handling, critical and dangerous situation handling
9) Operating FIDELO/IDS-PMS system in computer lab. Familiarization of all options
Housekeeping Operations - I

Theory

1. CLEANING OF PUBLIC AREAS
   - Cleaning process
   - Cleaning and upkeep of Public areas
   - (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)

2. SAFETY AWARENESS AND FIRST AID
   - Concept and Importance
   - Safety: Accidents, Fires (Cause, Procedure, Accident report form)
   - Security: Security of Guest/Staff/Public areas/Rooms/Back office areas
   - First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

3. SAFEGUARDING ASSETS
   - Concerns for safety and security in Housekeeping operations
   - Concept of Safeguarding assets
   - Theft: Employee, guest, external persons
   - Security in Hotel guest rooms

4. PEST CONTROL
   - Types of pests
   - Control procedures

5. HOUSEKEEPING SUPERVISION
   - Importance of inspection
   - Check-list for inspection
   - Typical areas usually neglected where special attention is required
   - Self-supervision techniques for cleaning staff
   - Degree of discretion / delegation to cleaning staff

6. 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

7. CLEANING OF GUEST ROOMS
   - Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

- Weekly cleaning/spring cleaning
- Evening service
- Systems & procedures involved
- Forms and Formats
- Guest room cleaning - Replenishment of Guest supplies and amenities

1. GLOSSARY OF TERMS (with reference to 3rd semester syllabus)

   **Housekeeping Practical - II**

   - Room Attendant Trolley
   - Bed Making
   - Turn down service
   - Cleaning of guest rooms - departure, occupied, vacant
   - Cleaning of public areas
   - Inspection of guest rooms & public areas with the help of checklist
   - First aid

Reference books:

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi

**Food Science & Nutrition (FS &N)**

I. Introduction : Food & its relation to health, Objectives in the study of nutrition

II. Major Nutrients : Their characteristics, functions, metabolism, food sources, deficiencies, Carbohydrates, Lipids, Proteins, Vitamins & Minerals

III. Classification of raw materials into food groups : Cereals, Pulses, Milk & milk products, milk borne disease, pasteurization and boiling, preservation of milk, Eggs, Meat varieties, preservatives,
cooking poultry white and red meat, Fish, cooking, disease produced by fish, Fruit & Vegetables, Nuts & dried fruits, Sweet foods & sweetening agents, Spices & condiments, emulsions, colloids, flavour and browning.

IV Factors influencing food intake & food habits, Physiologic factors that determine food intake, Environmental & behavioural factors influencing food acceptance

V Food Processing: definition, objective, types of treatment, effect of factors like heat, acid, alkali on food constituents.

VI. Water: Definition, Dietary sources (visible, invisible), functions of water, role of water in maintaining health (water balance).

VII. Balanced Diet/Menu planning: Definition, importance of balanced diet, RDA for various nutrients - age, gender, physiological state, planning of nutritionally balanced meals based upon the three food group system, factors affecting meal planning, critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning, calculation of nutritive value of dishes/meals.

Books for reference
Clinical dietetics & nutrition - F. P. Anita
Food science chemistry & experimental foods - Dr. M Swaminathan
Normal and therapeutic nutrition - H. Robinson
Microbiology - Anna K Joshna
Food & Nutrition - Dr. M. Swaminathan
Catering Management an integrated approach Mohinseth, Surjeet Mulhan
Food facts & principles - Manay & Shalakshara Swamy
Food science - Sumathi Mudambi
Nutritive value of Indian foods. Indian Council of Medical Research
Fundamentals of food and nutrition, Mudambi & Rajgopal 4th edition 2001
Principles of Food Technology by P.J.Fellows
Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Me Graw Hill)
Sensory Evaluation by Amerine (Academic Press)
Principles of Food Science by Borgstrom and Macmillon
Food Science by Potter & Hotchkiss
Business Communication (BCOMM)

I  Business communication
   1.  Need, purpose, nature, models
   2.  Channels of Business communication
   3.  Selection of channel

II  Organisational communication
   1.  Upward, downward, lateral, purpose, functions
   2.  Written communications, memos, circulars, notices, advertisements, press notes
   3.  Communicating with outside world : Business letters of different types, e-mail writing and manners
   4.  Communicating within groups, nature, purpose, merits, demerits
   5.  Role of wit and humour

III Handling meetings
   1.  Types of meetings
   2.  Structuring a meeting : agenda and minutes
   3.  Conducting a meeting

Suggested books
   •  Communications in Tourism & Hospitality, Lynn Van Der Wagen, Hospitality Press

SEMESTER-III

Food Production Operation - I (FPO -I)

Regional cuisine
A detailed study on North and South Indian regional cuisine : Goa, Kashmir, Kerala, Andhra Pradesh, Karnataka, Tamilnadu, Assam, Bengal, Ingredients used. Traditional preparation methods, Utensils and accompaniments.

Quantity food production
Introduction to Large scale commercial cooking, contract catering, Industrial catering, Institutional catering, Layout of a large quantity kitchen, staff hierarchy, production workflow
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

Banquet menus- planning, indenting, costing, forecasting, recipes, pre-preparation and cooking techniques.

Stores
Principles of storage, Types of stores, Layout of Dry and cold room, Staff Hierarchy, Guidelines for efficient storage, control procedures, Inventory Procedures, EOQ, Re-order levels, Bin Cards, Form and formats, Function of a stores manager.

Cuts of Meat & Meat Cookery
Cuts of beef, pork, lamb, chicken, SPS, menus examples, methods of cooking each cut, Cold cuts, ham, bacon, common types of ham, preparation, menu examples, selection, storage points

Food Commodities
Classification with examples and uses in cookery : Pressed meats, Smoked Meats, classification of milk and milk products including cheese. Classification and International cheese.

Food Production Practical - III

Practical
Preparation of gravies and commonly used Indian masalas*
Regional cookery of India
Karnataka, Tamilnadu, Kerala, Andhra Pradesh, Gujrathi, Lucknow, Moghlai, Punjabi, Bengali, Hyderabad and Kashmiri cuisines with proper accompaniments like chutney, Indian breads rice preparations etc.*, Tandoor cooking*
Planning elaborate Indian menus upto 40 portions*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended :
A Taste of India, Madhur Jaffrey, Pavillion
Prashad, Cooking with Masters, J.Linder Singh Kalra, Allied
Zaika, Sonya Atal Sapru, Harper Collins
Punjabi Cuisine, Premjit Gill
Hyderabadi Cuisine, Pratibha Karan, Harper Collins
Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
Wazwaan, Rocky Mohan, Roli & Janssen

Food & Beverage Service Operation - I (FBSO - I)

Theory:
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

- Room Service
  - Introduction, general principles, pitfalls to be avoided
  - Cycle of Service, scheduling and staffing, Room service menu planning
  - Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards
  - Layout & Setup of Common Meals, use of technology for better room service
  - Time management - lead time from order taking to clearance

- Alcoholic Beverages-
  - Introduction, definitions and classification Wines
  - Classification
  - Viticultures Viticulture Methods
  - Vinification-Still, Sparkling, Aromatized & Fortified Wines
  - Vine Diseases
  - Wines-France, Italy, Spain, Portugal, South Africa, Australia, India & California
  - Food & Wine Harmony
  - Wine glasses and equipment
  - Storage and service of wine

- Beers
  - Introduction
  - Ingredients Used
  - Production
  - Types and Brands, Indian and International
  - Service, bottled, canned and draught beers

- Other Fermented & Brewed Beverages
  - Sake
  - Cider
  - Perry
  - Alcohol Free Wines

- Food & Beverage Terminology related to the inputs of the semester

Food & Beverage Service - III (FBSP - III)

Practical:
- Room Service Tray & Trolley Lay-Up and service. Room Service Amenities Set-up In Rooms. Functional & Floor Layouts for room service Conducting Briefing/De-Briefing for F & B outlets Taking an Order for Beverages. Service Of Beer, Sake and Other Fermented & Brewed Beverages.
- Service Of Sparkling, Aromatized, Fortified, Still Wines.
- Set up a table with Prepared Menu with wines.

Reference Books:
- Food & Beverage Service Training Manual-Sudhir Andrews
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

- Food & Beverage Service - Lillicrap & Cousins
- Modern Restaurant Service - John Fuller
- Food & Beverage Service Management - Brian Varghese
- Introduction F & B Service - Brown, Heppner & Deegan
- Professional Food & Beverage Service Management - Brian Varghese
- The World Of Wines, Spirits & Beers - H. Berberoglu
- Beverage Book - Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages — Lipinski
- Alcoholic Beverages - Lipinski & Lipinski
- Food Service Operations - Peter Jones & Cassel
- Master Dictionary of Food & Wine - Joyce Rubash
- New York Bartenders Guide - BD & L
- Mr. Boston's Bartender & Party Guide - Warner
- Menu planning - John Kivela
- The Restaurant (From Concept to Operation) - Lipinski
- Professional Food Service - Sergio Andrioli & Peter Douglas
- Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas-
- Profitable Menu Planning - John Drysale

Front Office Operation - II (FOO - II)

**Lobby and Bell Desk Operation**
- Role of lobby managers
- Role of guest relation executive
- Function of bell desk

Layout and equipment used
- Function of Hospitality desk / Concierge desk
- Handling VIPs
- Staff Organisation, duty rota and work schedule
- Luggage handling procedure
- Bell desk forms and formats
- Car valet operations

Front Office cash / Checkout and Settlement
- Role of the Front desk cashier
- Importance of front office cash
- Duties and responsibilities of front desk cashier
- Checkout and account settlement
- Checkout options
- Unpaid account balances

Front Office Accounting
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

Accounting fundamentals
Hotel credit management (including credit cards)
Foreign currency awareness and handling procedures
The guest folio
Tracking transactions - account allowance
Internet control - Transcript, cash sheet, cash banks

The Night Audit
Function of night audit
Operating model - non-automated. Semi automated
The night audit process
Verifying the night audit

Guest complaint handling / Problem solving
Process, thumb rules
Common complaints / problems / situations handling
Role of emotions in situation handling

Credit Control
Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/ credit card users
Control measures at the time of: reservation, check-in, during stay, check-out, after departure, Prevention of Skippers: on arrival/during stay/on departure day

Front Office Practical (FOP- III)

1) Identification of lobby layout and all equipment
2) Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and BellBoys.
   Real Life Situations to be enacted
3) Preparation of guest folio. Filling up, accounting and totaling guest folios - semi automated and automated
4) Calculating of occupancy percentages
5) Making of plan grid and discount grid
6) Preparing and filling up of forms and formatted related to 5th semester syllabus
7) Preparation of transcript and night auditors sales
8) Computer application of cashiering, night audit and front office accounting - in details. Actual computer lab session on IDS - PMS system.

Reference Books:
1. Front office operations by Colin Dix & Chirs Baird
2. Hotel from office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

Housekeeping Operations - II (HKO - II)

Theory
1. INTERIOR DECORATION
   • Importance, Definition & Types
   • Classification
   • Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis
   • Elements of Design: Line, Form, Colour, Texture

2. COLOUR
   • Color Wheel
   • Importance & Characteristics
   • Classification of colors
   • Color Schemes

3. LIGHTING
   • Classification
   • Types & Importance
   • Applications

4. FURNITURE ARRANGEMENTS
   • Principles
   • Types of joints
   • Selection

5. FLOOR & WALL COVERING
   • Types and Characteristics
   • Carpets: Selection, types, Characteristics, Care and Maintenance

6. WINDOWS, CURTAINS AND BLINDS

7. SOFT FURNISHINGS AND ACCESSORIES
   • Types, use and care of Soft furnishing
   • Types of Accessories: Functional and Decorative

8. FLOWER ARRANGEMENT
   • Concept & Importance
   • Types & Shapes
   • Principles
   • Tools, Equipment & Accessories

9. REFURBISHMENT AND REDECORATION
• Definition
• Factors
• Procedure and task involved
• Snagging list

10. GLOSSARY OF TERMS (with reference to 4th semester syllabus)

**Housekeeping Practical - III (HKP - III)**

• Flower arrangements
• Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

Reference books:
2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

Reference Books:
1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

**Hotel Information System (HIS)**

**Theory**

1. MANAGEMENT INFORMATION SYSTEM (MIS)
   • Concepts, evaluation & meaning
   • MIS Designs and functions
   • Managing multi processor environments.
   • MIS Security issues
   • MIS performance evaluation
2. HOTEL INFORMATION SYSTEM
   The HIS concept
   Software Modules.
   a. Reservation
   b. Guest Accounting
   c. Room Management
   d. Point of Sales
   e. General Management

3. COMPUTER BASED RESERVATION SYSTEM
   Global distribution system
   Inter sell agencies
   Central reservation Systems(CRS)
   Affiliate and non affiliate Systems
   Property Level Reservation Systems
   a. Reservation inquiry
   b. Determination of availability
   c. Creation of reservation record
   d. Maintenance of reservation records
   f. Generation of reports.
   New Developments Reservation through the internet.

ROOMS MANAGEMENT APPLICATIONS
   • Rooms Management Module
   a. Room status.
   b. Room and rate Assignment
   c. In House guest Information functions.
   d. Housekeeping functions.
   e. Generation of Reports

5. GUEST ACCOUNTING MODULE
   • Types of Accounts
   • Posting entries to Accounts
   • Night audit routine
   • Account settlement
   • Generation of reports

6. PROPERTY MANAGEMENT SYSTEM INTERFACES
   Point of sale Systems (POS)
   Cash Accounting Systems (CAS)
   CAS / PMS Advantages and concerns.
   Electronic Locking Systems.
   Energy Management Systems.
   Auxiliary Guest Services.
Guest Operated Devices in room Vending Systems
Guest Information Systems

7. FOOD & BEVERAGE APPLICATIONS
   POS order - Entry units
   Key Boards and Monitors
   Touch Screen Terminals
   Immediate Character Recognition (ICR) Terminal.
   Wireless Terminals
   POSD Printers.
   Guest check Printers
   Receipt Printers
   Workstation Printers
   Consolidated reports

8. FOOD & BEVERAGE MANAGEMENT APPLICATIONS
   • Recipe Management
   • Sales Analysis.
   • Menu Management Integrated food service software
   • Management reports from automated beverage Systems

9. ACCOUNTING APPLICATIONS
   • Account Receivable Module
   • Account payable module
   • Payroll module
   • Inventory module
   • Purchasing module
   • Financial reporting module

10. SELECTING AND IMPLEMENTING COMPUTER SYSTEMS
    • Analyzing current information needs
    • Collection Information of computer Systems
    • Establishing system requirements
    • Proposals from vendors
    • Contract negotiations
    • Installation factors

Suggested books
   Hotel Front Office Management, James Bardi, VNR Hotel Information System,
   Michael Kasavana, CBI - VNR Effective Front Office Operations, Michael
   Kasavana, CBI - VNR

   Food & Beverage Controls & Management (FBCM)
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

F&B CONTROL - OVERVIEW
Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control.

COST & SALES CONCEPTS
Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts. Cost/Volume/Profit Relationships (Break-even analysis).

BUDGETARY CONTROL

FOOD CONTROL
Food Purchasing Control, Food Receiving Control, Food Storing and Issuing Control, Food Production Control, Food Cost Control, Food Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes.

BEVERAGE CONTROL
Beverage Purchasing Control, Beverage Receiving Control, Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control.

LABOUR CONTROL
Labour cost considerations, Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of Performance, Payroll Analysis.

FRAUDS IN F&B CONTROL
Frauds in Purchasing, Receiving, Storing, Issuing, Preparing and Selling Stages of F&B Control, Prevention of Frauds.

INVENTORY CONTROL
Importance, objectives, methods, levels & technique, perpetual inventory, monthly inventory, pricing of commodity, comparison of physical and perpetual inventory.

F&B MANAGEMENT - OVERVIEW

MENU MANAGEMENT
Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.

MATERIAL MANAGEMENT
Introduction, concepts.

F&B MANAGEMENT IN FAST-FOOD AND POPULAR CATERING
Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN HOTELS AND QUALITY RESTAURANTS
Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN FUNCTION CATERING
Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN INDUSTRIAL/INSTITUTIONAL CATERING
Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.

F&B MANAGEMENT IN HOSPITAL CATERING
Introduction, Basic Policies - financial, marketing and catering, Control & Performance Measurement.

SUGGESTED TEXT BOOKS & REFERENCES

1. Food & Beverage Management
   By: Bernard Davis & Sally Stone
   Published by: Butterworth-Heinemann Ltd. UK

2. Food & Beverage Control
   By: Richard Kotas and Bernard Davis
   Published by: International Text book Company Limited, Glasgow.

3. Principles of Food, Beverage, and Labour Cost Control
   By: Paul R. Dittmer, Published by: John Wiley & Sons

4. Food & Beverage Operation - Cost Control & Systems Management,
   Charles Levinson, Prentice Hall

5. Food & Beverage Management
   By: Bernard Davis & Sally Stone
   Published by: Butterworth-Heinemann Ltd. UK

6. Food & Beverage Control
   By: Richard Kotas and Bernard Davis
   Published by: International Text book Company Limited, Glasgow.

SEMESTER-IV

Food Production Operation - II (FPO-II)
Menu Planning
Introduction, types of Menus, French classical menus, International menus, Menu terms, Factors that affect menu planning.

Accompaniments, garnishes and Salads
For all French classical menus, Classical vegetable accompaniments, classical potato preparation, classical garnishes: Indian, Asian and western foods. Accompaniments for popular international dishes. Classification of salads, types, dressings, examples, Parts of a salad, principles, and vegetable based, meat based, pasta based, sea food, pulses, cereals etc.

Basic bakery and Confectionary
Types of dough, types of cake batters, cookies, classical breakfast rolls, examples of bakery and confectionary product, names and description

Convenience food and Fast foods
Characteristics, types- Indian and western, Menu examples, equipment used, differences, Role of convenience foods in fast food operations, advantages and disadvantages of convenience food, labour & cost saving aspect.

Re-chauffe cookery

Food Commodities
Classification with examples and uses in cookery
Nuts and oil seeds, fats and oils classification, sweetening agents, spices and condiments leavening agents, herbs, essences, flavors and food coloring agents, raising agents, brightners, gels and modified starches used in bakery.

Sandwiches, rolls, burgers, pizzas, hot dogs, foot longs
Types, preparations, selection of spreads, fillings, classical sandwiches, smorsbord, canapes, presentation styles and appropriate garnishes and accompaniments.

Food Production Practical - IV

Practical
Regional Indian cookery*
Preparation of Salads, centerpiece, cold cuts and sandwiches*
Preparation of Basic Bakery and Confectionery*
Biscuit dough, Bread dough, Cake batters, Puff pastry dough, Croissants, Danish pastry, Doughnuts, Different Bread preparation. Pancakes, Cold and hot desserts.*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, recipes should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:
The Larder Chef, M.J.Leto & W.H.K.Bode
Garnishes, Lyn Rutherfold
Modern Cookery (Vol-I) For Teaching & Trade Philip E.Thangam
Food & Beverage Service Operation -II (FBSO - II)

Theory:

- **Spirits**
  - Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila)
  - Spirits- Types, Production, Brands- Indian and International & Service
  - Other Alcoholic Beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados etc.,

- **Liqueurs**
  - Types
  - Production
  - Brands & Service - Indian and International

- **Bar**
  - Introduction, bar stocks maintenance
  - Types, Layout, Equipments Used, Control Methods & Licenses
  - Staffing, job description, job specification
  - Bar Planning and Designing & Bar Menus, costing, corkage

- **Cocktails**
  - Introduction, History, Types & Preparation.
  - Classic Cocktails - Recipes, costing, innovative cocktails & mocktails
  - Cocktail Bar Equipment, garnishes, decorative accessories
  - Terms related to alcoholic beverages
  - Interaction with guests, suggestive selling

- **Tobacco**
  - Types
  - Production
  - Brands, storage & Service

- Food & Beverage Terminology related to the inputs of the semester
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

Food & Beverage Service - IV (FBSP - IV)

Practical:
Service Of Spirits & Liqueurs
Bar set up and operations
Cocktail/ Mocktail Preparation, presentation and service
Service Of Cigars & cigarettes

Reference Books:
Food & Beverage Service Training Manual-Sudhir Andrews
Food & Beverage Service -Lillicrap & Cousins
Modern Restaurant Service-John Fuller
Food & Beverage Service Management-Brian Varghese
Introduction F&B Service-Brown, Heppner & Deegan
Professional Food & Beverage Service Management -Brian Varghese
The World Of Wines, Spirits & Beers-H.Berberoglu
Beverage Book-Andrew, Dunkin & Cousins
Professional Guide to Alcoholic Beverages—Lipinski
Alcoholic Beverages - Lipinski & Lipinski
Food Service Operations - Peter Jones & Cassel
Master Dictionary of Food & Wine-Joyce Rubash
New York Bartenders Guide- BD &L
Mr. Boston's Bartender & Party Guide -Warner
Menu planning-John Kivela
The Restaurant (From Concept to Operation)-Lipinski
Professional Food Service- Sergio Andrioli & Peter Douglas
Bar & Beverage Book - Costas
Katsigris, Mary Porter, Thomas-Profitable Menu Planning- John Drysale

Front Office Management (FOM)

Yield Management
Introduction and concept
Differential rates
Booking horizons
Forecasting bookings
Reacting variations in demand in order to maximize yield
Statistical representations - threshold curves
Displacement
Concept and usage of revenue management

Accommodation Management Aspects
Tariff decisions
Cost and pricing - Hubbart formula
Marginal or contribution pricing
Market pricing
Inclusive / non inclusive rates
Control -verification, night audit, computerized control systems, occupancy and revenue reports,
Daily Front Office reports and statistics and its analysis
Budgeting : Forecasting room availability/room revenue, expenses
Staffing - Personnel Management aspects.
Equipments - Management and maintenance.
Hotel Sales
Selling Concept
Selling models, plan, sales call, closing the call
Internal / In-house sales promotion, merchandising
Direct sales - travel agents, tour operators, hotel booking agencies, Internet, tourist information center, direct mail, personal calls, and telephone selling letters
Front Office Practical (FOP- IV)

1) Yield management calculations. Preparing statistical data based on actual calculations
2) Role play and problem handling on different accommodation problems, Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, Concierge and Car Valet
3) Preparation of sales letters, brochure, tariff cards and other sales documents
4) Internet practice in computer lab to activate the IRS and GDS skills in students
5) Computer proficiencies in all hotel computer applications - actual computer lab hours

Reference Books :
1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front Office Management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell

Housekeeping Management (HKM)

Theory

1. HOUSEKEEPING BUDGETING
   • Concept & Importance
   • The Budget process
   • Operational and capital budget
   • Housekeeping Room cost
   • Housekeeping Expenses'

2. LAUNDRY MANAGEMENT
   In-house Laundry v/s contract Laundry : merits & demerits
   Layout
   Laundry Flow process
   Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables)
   Stains and Stain removal
   Laundry detergents
   Care of fabrics of different types, typical fabrics used in hotels

3. CONTRACT CLEANING
   • General
   • Complete program
   • Special
   • Periodic
• Pricing a contract

4. PLANNING TRENDS IN HOUSEKEEPING
• Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping
• Planning for the provision of Leisure facilities for the guest
• Boutique hotel concept

5. PLANNING AND ORGANISING IN THE HOUSE KEEPING DEPARTMENT
• Area Inventory 11st
• Frequency schedules
• Performance standards
• Productivity Standards
• Inventory Levels
• Standard Operating Procedures & Manuals
• Job Allocation
• Manpower planning
• Planning duty roster

6. SPECIAL PROVISIONS FOR HANDICAPPED GUESTS
• Guest room - added features and modifications
• Public Areas : Wash - rooms, restaurants, main entrance etc. added features and modifications

7. SITUATION HANDLING / SERVICE DESIGN FOR TYPICAL MARKET SEGMENT
(Safety, security & comfort)
• Airlines crew guest rooms
• Single lady guests
• Children
• Typical house-keeping complaints / situations handling
• Inter-departmental coordination specially with Room-service, Maintenance, Telephone, security and front desk

8. ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPTS IN HOUSEKEEPING

9. GLOSSARY OF TERMS (with reference to 5th semester syllabus)

Housekeeping Practical - IV (HKP - IV)

• Laundry equipment handling
• Laundry operations
• Handling different types of fabrics in manual & mechanical laundry
• Special decorations

Reference books:
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

**Basic Accounting (BACC)**


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


- Computer Applications - Preparation of Records and Financial Statements.

Reference Books:
1. Comprehensive Accountancy, S.A. Siddiqui
4. Introduction to Accountancy, T.S. Grewal

**Introduction to Management (IMGT)**

1. **CONCEPT OF MANAGEMENT**
   Nature, management Vs administration, levels of Management, characteristics of management, the process of management, planning, organising, staffing, directing, coordinating and controlling.

2. **MANAGEMENT THOUGHT JOURNEY FROM INCEPTION TILL TODAY**
   Brief history and change in conceptual orientation from times of F. W. Taylor & Henry Fayol to modern day management.

3. **PLANNING**
   Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, planning premises, forecasting, components of planning: objectives, strategies, policies,
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

procedures, methods, rules, programmes and budgets.

4. **ORGANISATION**
   Meaning, nature and importance of organisation, principles of organisation, organisation charts and manuals-formal and informal organisation, types of organisation, functional, line and staff and committee, span of management, delegation, centralization and decentralization, development.

5. **STAFFING**
   Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job design, job evaluation and merit rating, human resource development

6. **DIRECTING**
   Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing techniques of directing orders, chain of command, authority-responsibility-accountability relationship, supervision.

7. **LEADERSHIP**
   Leadership theories in brief, different styles of leadership and their relevance with reference to context and conditions / situations.

8. **MOTIVATION**

9. **COMMUNICATION**
   Meaning and nature of communication, types of communication: upward/downward, verbal/nonverbal, formal/informal, barriers to communication, communication process.

10. **CO-ORDINATION**
    Need for co-ordination, principles and techniques of co-ordination.

11. **CONTROLLING**
    Meaning, control process, need for control, control techniques, budgetary and non-budgetary control, marketing control-production control-quality control, financial control-information control-PERT & CPM, concept of strategic control, control & accountability & pressure to perform.

12. **DECISION MAKING**
    Types of decisions, step-by-step decision making process, review of decision

Reference Books:
Management - Stoner & Freeman
Essentials of Management - Koontz & O'donnel
Management and Organisation - M. Louis Allen
Management Theory and Practice - Earnest Dale
REFRESHED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

Management tasks - Peter F Drucker
Management Process - Davar R
Fundamentals of Management-J. S. Chandran
Principles of management - P. N. Reddy
Essentials of Management - Chatterji
Personnel Management & Industrial Relations - Verma & Agarwal

SEMESTER-V

Advanced Food Production- I (AFP -I)

Popular International cuisine
Features, Regional classification, Ingredients, methods of cooking, courses of the menu, Mexican, Chinese, Thai, Italian, Spanish, Lebanese (Mediterranean), Menu examples (Japanese cuisine-only theory),

Garde Manger
Definition, Functions, Importance of Garde manger and Butchery, lay-out, Staff organization, Storage points, SPS of meat products, Yields test calculations and portioning.

Buffet preparations
Principles of Buffet, Presentation, Types, Themes, Buffet Setups, typical dishes, smorgasbord

Cold cuts
Farcis, terrines, pates, galantines, ballotines, mousse, quenelles, -types, preparation, menu examples. Cold sauces, dips, chaudfroid, aspics, methods of preparations, examples, chacutiere, sausages, types, preparation, popular sausages, SPS, cooking methods, casings, storage, problems.

Advanced Bakery Preparation
Sugar craft, chocolate confectionary, cold puddings and sweets.
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

Food Production Practical - V

Practical
Cold preparations, platters and buffets*
International cooking, Recipes from, Italy, Spain, Mexico.*
Exotic Indian & International starters & snacks, Hors' d'oeuvres platter, mezze etc.*
Advance Bakery - Rolls, breads, pastries, cookies, Mousses, Souffles, Parfait, Bavarois, Puddings, Gateaux etc. *

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:
The Larder Chef, M.J.Leto & W.H.K.Bode, Butterworth Heinemann
Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
Professional baking, Wayne Glasslen
Classical food preparation & presentation, W.K.H.Bode
Classical Recipes of the World, Smith, Henry
Le Repertoire de la Cuisine, Louis Saulnier, Leon Jaggl & Sons
Baking, Martha Day, Lorenz Books
Professional Pastry Chef, Bo Friberg, John Wiley
The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions

Advanced Food & Beverage Service - I (AFBS - I)

Theory:
• Restaurant Planning
  • Introduction
  • Planning & Operating various F & B Outlets and support / ancillary areas
  • Factors-Concept, Menu, Space & Lighting, Colors and Market.
  • Restaurant Design team
• Restaurant Problems and Guest / Situation Handling - thumb rules
• Other Catering Operations
  • Off-Premises Catering
  • Hospital Catering
  • Industrial & Institutional Catering
• Airline & Railway catering
• Home Delivery
• Take aways

• Afternoon & High Teas
  • Introduction, Menu, Cover & Service

• Buffet
  • Introduction
  • Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist,
    Buffet Presentation, menu planning, staff requirement
  • Buffet Management

• Table Cheeses
  • Introduction Types
  • Production Brands &
  • Service Storage

• Food & Beverage Terminology related to the inputs of the semester

**Food & Beverage Service - V (FBSP - V)**

Practical:
Restaurant Set-ups of different types Service of
Afternoon & High teas Buffet Lay - up, theme
Buffets set up Service of cheese Cocktail parties

Reference Books:
• Food & Beverage Service Training Manual- Sudhir Andrews
• Food & Beverage Service - Lillicrap & Cousins
• Modern Restaurant Service - John Fuller

Food & Beverage Service Management-Brian Varghese Introduction F& B Service-Brown,
Heppner & Deegan Professional Food & Beverage Service Management - Brian Varghese
The World Of Wines, Spirits & Beers-H. Berberoglu Beverage Book- Andrew, Dunkin & Cousins
Professional Guide to Alcoholic Beverages— Lipinski Alcoholic Beverages - Lipinski &
Lipinski Food Service Operations - Peter Jones & Cassel Master Dictionary of Food & Wine-
Joyce Rubash New York Bartenders Guide- BD & L Mr. Boston's Bartender & Party Guide-
Warner Menu planning - John Kivela
The Restaurant (From Concept to Operation) - Lipinski Professional Food Service-
Sergio Andrioli & Peter Douglas Bar & Beverage Book - Costas Katsigris, Mary
Porter, Thomas-Profitable Menu Planning - John Drysdale

**Food Safety (FS)**
I. Basic introduction To Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene

II. Food microbiology: General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vineager, anti-biotics, Food poisoning, Food infections.

III. Food preservation, Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods

IV. Food adulteration & Additives, Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants, Classification of additives & its role


VI. Quality Assurance : HACCP, Need, Origin, Principles, terminology, steps / stages, benefits

VII. Food borne diseases : Types (Infections and intoxications), common diseases caused by food borne pathogens, preventive measures.

VIII. Hygiene and sanitation in food sector : general principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection (Methods and agents commonly used in the hospitality industry), safety aspects of processing water (uses & standards), waste water & waste disposal

REFERENCES:

1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. PFA Rules

HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall

Hotel Accounting (HACC)

• Uniform system of accounts : introduction, departmental income & expense statement (all
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

schedules including long - form)

- Departmental accounting: meaning and purpose, methods, allocation and apportionment of expenses
- Understanding Balance sheet statement: meaning and purpose, assets and liabilities, identification of assets and liabilities.
- Visitors Tabular Ledger: meaning & purpose, very basic of audit, Night Audit in hotels
- Costing: fundamentals, marginal costing technique, basic standard costing techniques, standards for Material & Labour variance only.

Reference books:
1. Hotel Accounting, Earnest B. Horwath & Luis Toth
2. Hospitality Management Accounting, Michael M. Coltman
3. Uniform System of Accounts, Educational Institute of American Hotel & Lodging Association, USA
5. Hotel & Catering Costing & Budgets, R.D. Boardman, Heinemann

Facility Planning - I (FPLAN - I)

INTRODUCTION: The role of facilities in the hospitality industry, cost associated with hospitality facilities, the cost of development and construction, cost of operation, cost of renovation and modernization, impact of facility design on facility management, components, layouts and materials, methods and types of construction, paints and varnishes.

MANAGING MAINTENANCE: types of maintenance, maintenance management systems,

FACILITY SYSTEMS:
- WATER AND WASTE WATER SYSTEMS: water usage in the lodging industry, water systems, water quality, water heating, swimming pool water systems, water conservation
- ELECTRICAL SYSTEMS: fuses and circuit breakers, distribution panels and wiring, electric motors, controls and drive elements, electronic equipment, reading electrical utility meters, checking the bill for electrical energy, ac and dc system of supply, power in ac single and three phase
- HEATING, VENTILATION AND AIR CONDITIONING SYSTEMS: guest room hvac system types, centralized systems, decentralized systems, guestroom hvac maintenance, refrigeration cycle, cooling systems operations and maintenance, factors influencing building comfort
- LIGHTING SYSTEMS: basic definitions, light sources, natural lights, artificial light, lighting system design, design factors, lighting system maintenance, cleaning fixtures and lamps, replacing lamps, affects of maintenance on light outputs.
- SAFETY AND SECURITY SYSTEMS: safety and the hospitality industry, fire safety, fire
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from (2008)

- prevention, fire detection, fire notification, fire suppression, fire control.
- BASIC FUELS: types, calorific value, definition, comparison, cost calculation

TEXT BOOKS AND REFERENCES:

1. Hospitality Facilities management and Design
   By: David M. Stipanuk, Harold Roffmann
   Published: Educational Institute, AHMA

2. How things work-The Universal Encyclopedia of Machines, Volume 1 & 2

3. The Management of Maintenance and Engineering Systems in the Hospitality Industry
   By: Frank D. Borsenik & Alan T, Stutts
   Published: John Willey & Sons Inc. NY

4. Air Conditioning Engineering
   By: W.P.Jones
   Published: English Language Book Society/Edward Arnold

Hospitality Marketing (HMAR)

Basic introduction to marketing, meaning, nature and scope, difference between marketing and selling

Hotel marketing, Changing role of Hotel marketing, Features of Hospitality marketing, Customer expectation from Hospitality services, Value chain linkage in hotel industry, Classification of Hotel industry.

Market segmentation, Organisational customer segment, Travel Market, Corporate meeting, marketing, Incentive markets, Convention market

Services marketing, basic difference between goods and services and their marketing, Marketing Mix in services marketing (7 P's), Types of services

Product, Front Office & accommodation, food and beverage, Value added products, recreation & health, Shops, car rental service

Services pricing policy, Approaches, Methods, Factors influencing pricing policy.

Promotion, Advertising; sales promotion, personal selling publicity; Communication process in services promotion, Public relations in hotel industry

Place (distribution), Agents & brokers, Electronic channels

People, Role of employees in service delivery, Recruitment, selection and training of employees, Relationship marketing.
Physical evidence, Employee dress, Aesthetics, Tangible Equipment

Process of service delivery, Steps in service delivery, Level of customer involvement

Consumer Behaviour in hotel industry, Customer expectations, Post purchase evaluation, Types of service expectations, Factors influencing customer expectations and perceptions of service, Managing the customer mix, Customer Delight approach

Marketing strategies for hotel industry, New service development, Blue printing, mapping the service system, A strategic program for the marketing of service

TQM in service marketing (Measures, features application in hospitality industry), Hospitality marketing - Indian scenario, (Issues/solutions/future prospects)

REFERENCE BOOKS:

1. Services marketing - Zeital Valerire - A and Mary Jo Baiter publisher Megraw Hill companies
2. Delivery quality service: Zeithmal, pasasuraman and bitner Publisher, New York, Free press

**Personality Development Practical - I**

**Personality Profile**
Personality and self-concept, Elements of Personality, Determinants of Personality, causes of deranged Personality, Personality Analysis.

**Personality Enrichment**
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language -use and misuse, Art of good Conversation, Art of Intelligent Listening.

**Stress management**
Meaning, purpose, techniques.

**Personality Development Strategies**
Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business.

**Interpersonal Skills**
Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place

**Group Discussion**
Team behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

**Telephone conversation**
Thumb rules, voice modulation, tone, do's & don'ts, manners and accent.
Reference Books:
1. Personal Management and Human Resources
   By: C.S.Venkata Ratanam and B.K.Srivastava
   Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi

2. Human Behaviour at Work
   By: Keith Davis
   Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi

3. I'm OK, You're OK
   By: Thomas A. Harris
   Published By: Pan Books, London and Sydney

4. Pleasure of your Company
   By: Ranjana Salgaocar
   Published By: Pyramid Publishers, Goa

5. How to get the job you want
   By: Arun Agarwal, Published By: Vision Books, New Delhi


SEMESTER VI

INDUSTRIAL TRAINING OF 20 WEEKS OF 22 CREDITS

SEMESTER-VII

Advanced Food Production- II (AFP - II)

Kitchen Management
Work-flow, lay-out, stewarding, staffing, stores management, indenting, production planning, new product development, use of internet and other latest technologies in food production

Food Styling
General principles, modern and special innovative garnishes, accompaniments, decorations and concept development

Banqueting Preparations
Types of banquets, themes, production, menu preparation

Low calorie food, advantages, disadvantages, menu examples, preparation.

Out-door Catering
Concept, principles, limitations, menus, planning, check list and precautions

Cook chill systems
Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

Cook freeze system
Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

Miscellaneous
Power breakfasts, brunches and lunches, High teas, cocktail snacks, theme menus, food festivals, other new or non-conventional catering concepts

Airline and Cruise liner meal planning

Food Production Practical - VI

Practical:

International cookery
Recipes from China, Srilanka, Thailand, Lebanon (Mediterranean) and other countries* Bakery and confectionery-chocolate preparation, fancy cakes, savory items, quiches, tarts etc.* Out-door Catering (if possible)*

*The institutions / universities adopting this syllabus must ensure that for all Food Production practical sessions the list of names of preparations / dishes, sets of menus, method (if needs to be specified) should be specifically mentioned for standardized teaching and evaluation. This may be done by constituting a team of experts to compile the details keeping the local conditions in mind.

Books recommended:
The Professional Pastry Chef, Friberg
The Wilton Ways of Cake Decorations, Hamlyn Publishing
Chocolate, Carolyn Humphries
International Cook Book, Cavendish House
Time - Life Series - The Cooking of Various countries
Theory:

- Function Catering
  - Introduction
  - Types of Function
  - Function Administration & Organization-Booking Procedure, Menus, Function contracts, Seating Arrangements
- International Cuisines, Classical dishes / menus / service
  - Mediterranean
  - Oriental
  - Polynesian
  - Far East
  - American
  - French
  - Kosher
  - Middle East
  - Italian
  - Mexican
  - Scandinavian
  - German
  - Spanish

Gueridon Service
- Introduction
- History, Types, Staffing, Equipments Used, Ingredients Used.
- Common preparations
- Flambe' dishes, Carving, Salad making etc.
- Trolley service - Beverages, Starters, High tea, Desserts etc.

Kitchen Stewarding and ancillary areas
- Introduction
- Staffing, equipment & layout
- Kitchen Stewarding Operations
- Inventory/Records maintenance

Analysing strengths and weaknesses of catering outlets vis-a-vis competition - parameters, decision making on basis of the analysis

Traditional Indian service - South Indian (wedding & functions), Thali service (Lay-out & sequence) and other regional cuisines for special occasions.

Food & Beverage Terminology related to the inputs of the semester

**Food & Beverage Service - VI (FBSP - VI)**

Practical:
Taking Banquet Booking-Filling - Banquet FP Formal
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

Banquet Service Bar Set-up and operations
Gueridon Service - Basic Preparation, classical dishes Indian themes and food festivals

Reference Books:

Food & Beverage Service Training Manual - Sudhir Andrews
Food & Beverage Service - Lillicrap & Cousins
Modern Restaurant Service - John Fuller
Food & Beverage Service Management - Brian Varghese
Introduction F&B Service - Brown, Heppner & Deegan
Professional Food & Beverage Service Management - Brian Varghese
The World Of Wines, Spirits & Beers - H. Berberoglu
Beverage Book - Andrew, Dunkin & Cousins
Professional Guide to Alcoholic Beverages - Lipinski
Alcoholic Beverages - Lipinski & Lipinski
Food Service Operations - Peter Jones & Cassel
Master Dictionary of Food & Wine - Joyce Rubash
New York Bartenders Guide - BD & L
Mr. Boston's Bartender & Party Guide - Warner Menu planning - John Kivela
The Restaurant (From Concept to Operation) - Lipinski
Professional Food Service - Sergio Andrioli & Peter Douglas
Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas
Profitable Menu Planning - John Drysdale

Business Law

1. THE INDIAN CONTRACT ACT

Offer - definition - essentials of a valid offer when does an offer come to an end. Acceptance - essentials of valid acceptance - communication of offer acceptance - revocation - when complete.

Consideration - definition - rules as to consideration - stranger to consideration - when contract made without consideration - valid minor's agreement - minor's liability for necessaries.

Contract with persons of unsound mind. Mistake of law - mistake of fact - their effect - bilateral and unilateral mistakes - misrepresentations - fraud - undue influence - coercion - their effects - consideration or object - when unlawful agreement opposed to public policy - attempted performance or tender essentials of a valid tender time as the essence of contract.

By performance - by impossibility - lapse of time - by operation of law - by breach of contract.

2. LICENSES AND PERMITS
licenses and permits for hotels and catering establishments - procedure for procurement, bye laws of hotels & restaurant under municipal corporation - renewal suspension and termination of licenses.

3. FOOD LEGISLATION
principles of food laws - acts regarding prevention of food adulteration - definition, authorities under the act - procedure of taking a sample - purchase right, warranties, guest control order or food services order in force from time to time.
Essential commodities ct, ISU, AGMARK
4. **LIQUOR LEGISLATION**
   Types of licenses, drinking in the licensed premises and different types of permits.

5. **INDUSTRIAL LEGISLATION**
   factories Act, Payment of Wages Act, Industrial Disputes Act, Apprentices Act, Provident Fund Act, Trade Unions Act
   (each Act to be discussed in brief with particular reference to hotel industry)

6. **SHOPS AND ESTABLISHMENT ACT**
   introduction-definition-adult-family-commercial establishment-employer-employee-exemption-registration-daily and
   weekly working hours-overtime-annual leave with wages.

7. **LAW OF TENANCY**
   rent control act, distinction between guest and tenant, inn keeper, guest relationship, inn-keeper's lien, bye laws as affecting
catering establishments, (to be discussed in details)

8. **CONSUMER PROTECTION ACT**
   consumer protection councils, procedure for redressal of grievances

9. **ENVIRONMENT PROTECTION ACT**
   powers of the central Govt. prevention and control of environment pollution.

10. **LAWS RELATING TO HYGIENE, SANITATION AND ADULTERATION**
    what is food adulteration - laws for prevention of it in India - ISI standard, prevention of food adulteration act,
    AGMARK.
    Books:
    1. Mercantile law - N. D. Kapoor
    2. Mercantile law- S.P. iyengar
    5. Bare Acts of respective legislation

Shops and Establishments Act.

**Financial Management (FMGT)**

- Financial Management: meaning, objectives of financial management, profit maximization Vs. wealth maximization approach

- Financial Statement : meaning and objectives of different types of finanicial management systems, financial analysis and tools of analysis, trends and common- size analysis

- Ratio Analysis : meaning and objective, classification, profitability ratios, financial ratios, turn over ratios

- Capitalisation : meaning, over-capitalisation and under-capitalisation
REVISED SYLLABUS FOR BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY (Applicable for the Batch starting from 2008)

- Sources of finance: short-term, mid-term and long-term finances, role of commercial banks, long-term financing and Financial institutions
- Corporate Share Capital & Corporate Debt: Different forms of securities, their advantages and dis-advantages, debt - capital in various forms
- Working Capital: concept, sources, management of working capital
- Budgets: meaning and importance, types of budgets, steps in budgeting, cash budget, basic capital budgeting - pay-back period, ARR, NPV & P. Index
- Funds Flow Statement and cash flow statement: meaning, uses, preparation
- Depreciation policies: meaning, causes, objectives, determination

Reference Books:

1. Financial Management, Dr. Mittal and Dr. Aggarwal
2. Financial Analysis, Dr. S.N. Maheshwari & Sharad K. Maheshwari
3. Financial Management, J.M. Pandey
5. Financial & Cost Control Techniques in Hotel & Catering Industry, Dr. Jagmohan Negi
6. Introduction to Financial Management, I.M. Pandey

Facility Planning II

ENERGY MANAGEMENT: background, energy pricing, energy cost control and building systems, reducing guest room energy costs, reducing food and beverage production and service energy costs, reducing boiler and chilling energy costs, energy management and conservation systems.

BUILDING AND EXTERIOR FACILITIES: roof, exterior walls, windows and doors, structural frame, foundation elevators, storm water drainage systems, utilities, landscaping and grounds.

PARKING AREAS: parking lots, structural features, layout considerations, maintenance, parking garages, accessibility requirements for parking areas, valet parking.

LODGING PLANNING AND DESIGN: development process, feasibility studies, space allocation programme, operational criteria, budget, preliminary schedule, site design, Hotel design, guest rooms and suites, lobby, food and beverage outlets, function.
areas, recreational facilities, back of the house areas.

FOOD SERVICE PLANNING AND DESIGN: concept development, feasibility, regulations, planning layout, receiving areas, storage areas, kitchen, office space, sample blue print.

TEXT BOOKS AND REFERENCES:

1. Hospitality Facilities management and Design
   By: David M. Stipanuk, Harold Roffmann
   Published: Educational Institute, AHMA

2. How things work-The Universal Encyclopedia of Machines,
   Volume I&2

3. The Management of Maintenance and Engineering Systems in the Hospitality Industry
   By: Frank D. Borsenik & Alan T, Stutts
   Published: John Willey & Sons Inc. NY

4. Air Conditioning Engineering
   By: W.P.Jones
   Published: English Language Book Society/Edword Arnold

5. Building Construction
   By: Sushil Kumar
   Published: Standard Publishers Distributors, Delhi

6. The Complete Guide to DIY and Home maintenance
   By: Mike Lawrence
   Published: Orbis Publishing Ltd. UK

Human Resource Management

• Evolution, Role and Status of Human Resource Management in India - Structure and Function of Human Resource Management - Systems View of HRM.

• Manpower Planning - Concept, Organisation and Practice, Manpower Planning Techniques - Short-Term and Long-Term Planning.

• Recruitment and Selection - Job Analysis - Description - Job Specification - Selection Process - Tests and Interviews - Placemnets and Induction.

• Performance Appraisal - Purpose - Factors Affecting Performance Appraisal - Methods and
systems of Performance Appraisal - Counselling.

- Career Planning and Development - Career Counselling - Promotion and Transfers - Retirement and other Separation Process.
- Laws /Acts / Statutory mechanism in Indian context related to HRM issues especially hospitality sector

Reference Books:
4. Services marketing - The Indian experience by Ravi Shankar publisher, south Asia publications, Delhi
5. Services marketing S. M Jha Publisher, Himalaya publications
6. Marketing for hospitality industry - Roberts
7. Service marketing - Wood ruffe Helen publisher Macmillan
8. Strategic hotel and motel marketing - Hart & Troy
9. Service marketing - Love, Lock, Christopher II
10. Marketing leadership in Hospitality by Robert Lewis and Richard Chambers.

Personality Development Practical - II

One of the objectives of this module is to prepare the students for the Campus / Off-campus recruitments which are likely to take place during the VIII semester. Basic concept of Recruitment and Selection: intent and purpose, selection procedure, types of
interviews
Preparing for interviews: self planning, writing winning resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions
Facing an interview panel: time-keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self-introduction, panel addressing, mental frame-work during interviews
Mock Interview
Presentation skills, seminar skills and leadership role plays
Conducting / Participating - meeting, objective / agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.

Reference Books:
1. Personal Management and Human Resources
   By: C.S. Venkata Ratanam and B.K. Srivastava
   Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi

2. How to succeed at interviews
   By: Sudhir Andrews
   Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi

3. How to get the job you want
   By: Arun Agarwal
   Published By: Vision Books, New Delhi

4. Interviews for all competitive exams
   By: G.K. Puri
   Published By: Indian Institute of Management, Near Masjid Road, New Delhi

5. Interviews in a nutshell
   By: S.K. Sachdeva Published By: ssCompetition Review Pvt. Ltd. New Delhi


**SEMESTER-VIII**

**Indian Heritage (IHER)**

Historical perspective - Indian History - Scope and Objective - Evolution of Culture - Ancient, medieval and modern

Outline of Great Scriptures - Upanishads - Sankya - Darshans - Ramanaya - Mahabharatha - Bhagavadgeetha - Buddhism - Tripitakas - Jainism - Puranas

Life of Great Philosophers - Adisankaracharya - Madvacharya - Ramanujacharya - Basavanna - Ramakrishna
Paramahamsa - Swamy Vivekananda - Arabindo

Knowledge of Indian Performing Arts - Bharathanatyam - Kuchupudi - Kathak - Odissi - Kathakali - Mohiniattam
- Folk theater and performances and its role in promoting Indian tourism - Karnataka and Hindustani classical music

Indian Painting-Colourful Mosaic-evolution of Indian Painting- Ajantha-Ellora paintings.

Art, Sculpture and Craft - Indian Sculptures - Scope - Early Chalukyan style special reference to Badami cave temple - Aihole and Pattadakal sculptures - Konark temples - Indo-Sarcanic architecture
- Churches of India - Handicrafts - Puppetry - Toys - Jewellery - Textiles

Literary Heritage - Sanskrit - Pali - Kannada - Tamil - Hindi - Urdu

Books for Reference:
1. S. Radhakrishnan - Indian Philosophy
2. R. Shamashastry - History of the Dharmasastras
3. D. P. Chattopadhyaya what is Living and What is Dead in Indian Philosophy
4. Ananda K Kumaraswamy - Indian and South East Asian Architecture
5. V. Brodov - Indina Philosophy in Modern Times
6. Swamy Vivekananda - His disciples from the East and the West
7. V. P. Varma- Modern Indian Political thought

Organizational Behaviour (OB)

• O.B. - Definition, relevance and scope

• FOUNDATIONS OF INDIVIDUAL BEHAVIOUR
  Environment, personal, organizational and psychological factors

• Personality, perception, attitudes, learning

MOTIVATION
Nature, important theories-Maslow, Herzberg, equity and expectancy

FOUNDATION OF GROUP BEHAVIOUR
Group dynamics, group formation, group tasks, group decision making

LEADERSHIP
nature and theories-trait theory, behavioural and fielders contingency theories

COMMUNICATION
Interpersonal communication, barriers and ways of overcoming the barriers. Organizational communication, informal
communication

CONFLICT
Reasons and ways of overcoming conflict

ORGANISATION
Structure - behavioural implications of different structures

ORGANIZATIONAL CHANGE
Resistance to change and ways of overcoming the resistance

ORGANIZATIONAL CULTURE
How created and sustained

BOOKS:
Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall of India
New Strom and Davis; Organisational Behaviour - Human Behaviour work, New York McGraw Hill
Fred Lechans; Organisation Behaviour, New York, McGraw Hill
Aswathappa K; Organisational Behaviour, Mumbai, Himalaya Publishing House
B. P. Singh; Organisational Behaviour, Dhanpat Rai & Sons
Umashkaran; Organisational Behaviour, New Delhi, Tata McGraw Hill Publishing House
Arun Monappa; Personnel Management, New Delhi, Tata McGraw Hill Publishing company
Subha Rao P; Human Resource Management, Bombay Himalaya Publishing

Introduction to Tourism & Tourism Geography

Introduction to Tourism

1. Tourism phenomenon
   Concept. Definition
   Historical evolution and development

2. Transport systems
   Air transport
   Railways
   Road
   Sea and waterways. Indian and international examples

3. Travel agencies
   History and development of travel agencies
   Role and function. Indian and international examples

4. Tourism organization and associations
   Role and function of
   a) World tourism organization
b) ASTA, UFTAA, PATA, IATA etc. Basic concept for international tourism

5. Tourism industry
   Major & minor components
   Types of tourism resources of sports, cultural, historical, nature based, sports and adventure tourism

6. Types of tours
   Importance of tour operations
   Major national and international tour operators
   Importance and role of tourist guides

7. Travel formalities and regulations
   Passports, functions, types, issuing authority, procedure for obtaining passport etc
   VISAS: functions, type, issuing authority, procedure for obtaining VISA. Other travel legislations.

9. Foreign exchange

   **Tourism Geography**

Countries and currencies, procedure for obtaining foreign exchange foreign exchange counters, customs formalities, immigration etc India the subcontinent, season for different travel centres / circuits, rich natural ambience, cultural heritage, growth effusion of Indian culture, Indian people caste, tribes & religions, development of tourism in India.

   International tourism - famous destinations, over-view and world's continents, longitude & latitude of map-reading skills, time & climate zones, exploring earth's countries, major cities and airports around the world, relationship between geography and tourism.

   Season and off-season in tourism.

Reference Books:

1) Hotels for tourism development - Dr. Jagmohan Negi, Metropolitan
2) Profile of Indian tourism - Shalinin Singh
3) Tourism today - Ratandeep Singh
4) Dynamics of tourism - Pushpinder S. Gill
5) Introduction to tourism - Seth. P.M., Sterling
6) Tourism, past, present and future - Bukhart
7) Tourism principles and policies - A. K. Bhatia, Sterling
8) Travel agents and tourism - Merrisen James
9) Tourism and cultural heritage of India - Acharaya Ram
10) Culture and art of India - Mukerjee. A
11) International Tourism, Francois Vellas & Lionel Bickerel, Macmillan Business
13) Tourism Today- Geographical Analysis, Douglas & Peare, Longman Publishers
Environmental Issues

1. Introduction and development of environmental message to
   Staff - raise awareness build commitment, provide support, reward efforts, celebrate success
   Business partners - coordination
   Guests - participation
   Community - sponsorship, urban beautification, alternate energy sources

2. Waste Management
   Why manage waste
   Recycling
   Non hazardous energy separation

3. Energy and waste conversion
   Introduction
   Energy efficiency action plan Assessing current performance
   Energy conservation measures
   Guidelines for major use areas
   Making decision about investments
   Evaluation of new technology

4. Water
   Water and the environment Improving water quality
   Case studies

5. Product purchase
   Principles of responsible purchasing Implementation of Eco friendly purchasing
   Products: recycled paper, future products

6. Indoor air quality
   Potential sources of air pollution Improving
indoor air quality Costs

7. External air emissions
   Sources
   Effects
   Hotels and air pollution
   1. Noise
      Introduction Problems of noise
      Program for tacking noise
   2. Hazardous materials
      Definition
      Sources
      Hazards
      Dealing with hazardous materials
   3. Ecotels
      What are ecotels
      Case studies India, abroad
   4. Buildings of the future
      Building materials - cement, bricks, wall panels
      Paints
      Smart buildings
      Current technology

8. Outlines on environmental laws.

Reference book:
Environmental Management for Hotels, Butterworth & Heinemann.
Eco-informatics; Dr S. K. Agarwal APH Publication
Environmental Science By S.C. Santra Kalyani Publishers

Research Project : Design & Methodology (RPDM)

INTRODUCTION
Meaning & definition, Scope and Purpose of doing research, Areas of research, Research procedure, Applications of research, Problems of conducting research.

PROJECT THEME
Identifying theme of project, Selection of title, Description of universe, Executive summary, Statement of research problem and
research objectives, Rationale for conducting study.

RESEARCH DESIGN & DATA COLLECTION METHOD
Primary research, Secondary research, Research approaches - Observation, Experiment, Survey, Research instrument - Questionnaire, Mechanical,

SAMPLING PLAN
Sampling unit, Sample size, Sample selection process, Sampling media.

FIELD WORK
Planning, organizing and supervising field work.

DATA ANALYSIS
Classification, Tabulation, Analysis and Interpretation.

REPORT WRITING
Report format, Executive summary, Literature review, Findings, Conclusions & Recommendations, Bibliography.
Suggested Text Books & References
1. Marketing Management, Philip Kotler
   Prentice-Hall of India, New Delhi.
2. Hospitality & Travel marketing, Alastair M. Morrison
   Delmar Publishers Inc.
3. Marketing Research, Harper W. Boyd
   Richard D. Irwin, INC., All India Traveller Book Seller, Delhi.
4. How to complete your reasearch project successfully, Judith Bell
   UBS Publisher Distributors, Delhi
5. How to research and write a thesis in hospitality & tourism, James M. Paynter
   John Wiley & Sons, NY, USA
6. Travel, Tourism & Hospitality Research, Ritchie Goeldner, John Wiley