

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting
held on 11/07/2024**

BHMCT –3rd & 4th Semester Syllabus

**Under CBCS
(For the batch admitted 2023-24)**

R23



**FACULTY OF TECHNOLOGY
OSMANIA UNIVERISTY
HYDERABAD-7**

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R23

**SCHEME OF INSTRUCTION AND EXAMINATION
(CHOICE BASED CREDIT SYSTEM)
FOR BHMCT (For the Batch Admitted in 2023-2024)
THIRD SEMESTER**

SYLLABUS REF. NO	SUBJECT	Category	Periods / Week(60 Min)		MARKS		Duration of Exam (hrs)	Credits
			Theory	Pract ical	Sess.	University Exam		
BHM -301T	Indian Regional Cuisine	DSC	3	-	40	60	3	3
BHM -302T	Beverages Service	DSC	3	-	40	60	3	3
BHM 303T	Linen & Laundry Operations	DSC	3	-	40	60	3	3
BHM 304 T	Front Office Operations	DSC	3	-	40	60	3	3
BHM 305 T	ELECTIVE – I (Discipline Specific Elective)	DSEC	3	-	40	60	3	3
BHM 306 T	F&B Management	HS	3	-	40	60	3	3
BHM 351 P	Quantity Training Kitchen	DSC	-	8	40	60	6	4
BHM 352 P	Beverages Service	DSC	-	2	40	60	3	1
BHM 353 P	Laundry Operations	DSC	-	2	40	60	3	1
BHM 354 P	Front Office Operations	DSC	-	2	40	60	3	1
		Total	18	14	400	600		25
					1000			

Note: Discipline Specific Core Course (DSC) ; Discipline Specific Elective Course (DSEC)
Ability Enhancement Compulsory Courses (AECC) ; Skill Enhancement Course (SEC)

ELECTIVE – I: Discipline Specific Elective Course:

305T/A--Service ---Bar Management,

305T/B--Accommodation Operations--Trends in Accommodation Operation

305T/C--Front Office ---Front Office Administration

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**SCHEME OF INSTRUCTION AND EXAMINATION
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R23

FOURTH SEMESTER

SYLLABUS REF. NO	SUBJECT	Category	No of Weeks	MARKS		Duration of Exam(hrs)	Credits
				Sess.	Exam		
BHM 451 IT	Industrial Training	SEC	16	40	60	3	16

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INDIAN REGIONAL CUISINE

BHM: 301 T

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

1. To know the principles of quantity cooking, menu planning and their costing
2. To know the ethnic North Indian culinary practices in relation to historical and cultural forces which influence regional food habits and to know about Tandoori dishes cooking process. Also to know about Millet Cookery and its importance
3. To know the ethnic South Indian culinary practices in relation to historical and cultural forces which influence regional food habits.
4. To know the ethnic Eastern Indian & North Eastern culinary practices in relation to historical and cultural forces which influence regional food habits. To know in depth knowledge of Indian sweets and about Micro Cuisines. Also to know about Indian vegetarians
5. To know the ethnic Western Indian culinary practices in relation to historical and cultural forces which influence regional food habits. To know Reshuffle cookery and its effects

UNIT--I:

Quantity Food Production

Principles of Quantity Cooking (Cook Serve, Cook Chill, Cook Freeze). Principles of Selecting equipment- based on volume its care and maintenance, Volume Menu Planning, Volume Indenting, Volume forecasting. Control Procedures- standard recipe, Portion Control. Purchase systems- Costing, Inventory Control in brief. Challenges faced in Bulk Catering.

UNIT-II – II :

North Indian Cuisine & Millet Cookery

Moghlai, Avadh (Dum Pukt), Punjabi, Kashmiri and Parsi cuisines- History, Methodology, Equipment, spices used & Culinary terms, Authenticity, differences & influences, – Tandoor – Origin and History, - types of tandoor its uses, fabrication, Role of Ingredients in Tandoori dishes, Marinations and safety procedures while working with tandoor.

Millet Cookery - History, Methodology advantage disadvantages, Cooking Techniques and Types of Millets

UNIT- III

South Indian Cuisine –

South Indian Cuisine –

Hyderabadi, Kerala, Andhra, Telangana, Karnataka, Tamil Nadu, Chettinad -- History, Methodology, Equipment spices used & Culinary terms, Authenticity, differences & influences. Indian Pickles – Origin and history, Making process, Types of pickles. Masalas- Introduction, perception of Masala, blends, types of masalas. Souring agents, Colouring agents, flavoring agents, aromats and tenderizing agents in Indian Cooking.

UNIT – IV :

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Eastern Indian Cuisine & North East Cuisines, Indian Sweets, Micro Cuisines and Indian Vegetarians

Eastern Indian Cuisine & North East Cuisine –

Bengali, Odisha, Cuisine of Seven Sisters(Consolidated)- History, Methodology, Equipment, spices used & Culinary terms, Authenticity differences & influences

Indian sweets – Origin and History, Ingredients, Regional Influences, religious importance of sweets and equipment used.

Micro Cuisines (No Specific Cuisines—Generalized) - Evolution of regional cuisine from a local destination and its influence on Indian Cuisine.

Indian Vegetarians--Jain, Sathvik , Vegan and Brahmin Cuisines--- History, Methodology, advantages disadvantages , Cooking Techniques.

UNIT – V

Western Indian cuisine and Rechauffe cookery

Western Indian Cuisine

Gujrathi, Rajasthani, Goan, Maharashtra and Anglo Indian-- History, Methodology, Equipment, & Culinary Terms, Authenticity, differences & influences

Rechauffe cookery –

Principles of reheating, precautions to be taken – Rechauffing of leftover foods, identification of foods for recycling – Effects rechauffe of nutritional values- important points in storage of meat for recycling.

Introduction of traditional home style cooking- its concept and demand in five star establishments.

COURSE OUTCOMES

1. Should able to plan quantity kitchen menus and evaluation of the menu costing.
2. Should able to implement and practice ethnic North Indian culinary menu practices. Also should able to understand about the millet cookery and its importance.
3. Should able to implement and practice ethnic South Indian culinary menu practices.
4. Should able to implement and practice ethnic Eastern & North eastern Indian culinary menu practices. And able to prepare Indian Sweets. Also Should know about micro cuisines and Indian specialized vegetarians
5. Should able to implement and practice ethnic Western Indian culinary menu practices. And practicing Rechauffe cookery effectively

EXAMINATION:

1. Part-A for 40 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 60 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

Text Books:

Quantity Food Production Operations and Indian Cuisine- Parvinder S Bali- Oxford University Press-2011

REFERENCE BOOKS:

1. Theory of Catering—by Kinton & Ceserani – 11th Edition –Publisher—Hodder Education, ISBN-10:0340939260
2. Theory of Cooking –by K.Arora & K.N.Gupta—Publisher-Frank Brothers, ISBN: 8184089504X, ISBN:9788184095043
3. Tandoor—The great Indian Barbeque—Ranjit Rai—Publisher—Overlook Press ISBN-10: 1585671444, ISBN-13: 9781585671441

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BEVERAGES SERVICE

BHM: 302 T
Continuous Internal Evaluation: 40
Semester End Exam: 60
Category: DSC

Periods per week: 3
Duration of Exam: 3 Hours
Nature of Exam: theory
Credits: 3

COURSE OBJECTIVES:

- 1) To understand various Alcoholic Beverages, and to know about Beer Production and its storage and service.
- 2) To understand the types of wines & manufacturing of wine with their composition, glassware & equipment used for service, and to understand the matching of Food & Wine.
To understand the regions of France Wines. To know about Principal Wine Producing Countries of the World
- 3) To understand the production of spirits & their proofs. To understand the manufacture of Whisky- Gin–Vodka–Rum–Tequila–Brandy-- Cognac and Armagnac with their brand names and service.
- 4) To understand the manufacturing of Aperitifs and Liqueurs with their types & brands in detail.
- 5) In detail to understand the rules for making of Cocktails with different base and learn their preparation methods.

UNIT-- I

Alcoholic Beverages, and Beer

Alcoholic Beverages-Introduction and Definition-Classification and their further breakup their respective categories -Production of Alcohol-Fermentation process-Distillation process.

Different Proof Spirits—Spirit Proof, American Proof, British Proof (Sikes Scale), GL (OMIL Scale), and Conversions.

Beer-Introduction & Definition-Types of Beer-Production of Beer Service and storage. Brand Names of International Beers – Types, Alcohol Percentages.

UNIT- II

Wines

Introduction, definition and History-Types of Wine and other Classification-Manufacturing of Wine, Bottling, Labelling and Shipping of Wine-Storage of Wine-Types of Wine Glasses-Equipment needed for service of wine-Food & Wine Harmony-Wine made from other fruits (apart from grapes) and their country of origin, method of service and storage.

French wine—regions, Classification & label terminology

Principal Wine Producing Countries of the World

Old World Wines --Italy–Spain–Portugal–Germany– Brand Names only

New World Wines-California –Australia, Africa- India–USA-- Brand Names only

UNIT- III

Spirits

Introduction & Definition-Production of Spirit – Pot-still method, Patent still method and Alembic Still methods.

Manufacturing of Whisky–Classification and Quality, Brand Names, Service

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Gin–Vodka–Rum–Tequila–Brandy, Cognac and Armagnac–Types, Brand Names and Service. Other Spirits -Schnapps, Arrack, Calvados, Fraise, Framboise, Grappa, Marc, Ouzo, Quetsch, Tequira and Sake.

UNIT--IV

Aperitifs & Liqueurs

Aperitifs-Introduction and Definition-Types of Aperitifs - Vermouth & Bitters -Definition, Types & Brand names.

Liqueurs-Definition & History Production-Broad Categories of Liqueurs -Herb, Citrus, Fruit/Egg, Bean & Kernel- Popular Liqueurs -Name, colour, predominant flavour & country of origin.

UNIT- V

Cocktails/Mocktails

Cocktails—Definition, History, Cocktail Categories, Basic equipment used to make cocktails, different glass wares used to service cocktails, Basic tips in making cocktail, Cocktail ingredients & garnishes, & Methods of Mixing - Recipes with different Spirits, Wine and Other Bases, Classic & Contemporary cocktails –Service. (in brief)

Mock Tails-Definition-Recipes

COURSE OUTCOMES

1. Should able to know the different types of alcoholic beverages used in hotel Should able to serve the beer in a systematic way.
2. Should able to know the complete knowledge of wine and the grapes used in manufacturing of wine and storing of wine and should able to explain the customer in a bar about the wine being served in different methods. AlsoShould able to know the knowledge of New & Old world wines, and their brands
3. Should able to know the different spirits with their alcoholic contents and their service
4. Should have the knowledge of manufacturing of Aperitifs and Liqueurs and should know their types & brands.
5. Should able to learn complete details of Cocktails different types of Cocktails with different base and Mocktails definition & Recipes.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK :

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House -2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi
3. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013

REFERENCE BOOKS :

1. Food and Beverage Service- R Singarelaven - Oxford University Press- 2011
2. Bartenders Guide – John J. Poister.Signet; 2 Exp New edition (March 1, 1999)

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3. Professional Restaurant Service – Published by John Wiley & Sons Inc, 1991
4. Bar & Beverage Management- Jack D.Nienemier, 2003 AH & LA.
5. How to manage a successful Bar – Christopher Egerton Thomas.Publisher: Wiley; 1 edition
(March 14, 1994
6. Beverages – Bhat –1st edition—2003—Pearson Publications—ISBN: 9788131788950

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LINEN AND LAUNDRY OPERATIONS

BHM: 303 T

Continuous Internal Evaluation: 20

Semester End Exam: 40

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 2

COURSE OBJECTIVES:

- 1) To understand various types of textile, fibres and measures with relation to purchasing linen. Layout of Linen room and its activities.
- 2) To understand the importance of on premises laundry and to understand the Laundry Facilities within the Hotel.
- 3) To the operations laundering procedure and equipment used and its budget implications. Also to understand the handling of guest laundry.
- 4) To know handling of stain removal agents and chemicals used and their storage. To understand the procedure for stain removal. To understand the equipment and agents used in dry cleaning.
- 5) To understand Contract services/ outsourcing with regard to Laundry Operations.

UNIT-I

Textile & Linen

Classification and Identification of Textile Fibres, Characteristics of Textile fibres, Types of Yarn, Fabric Construction and types of weaves. Textile Finishes & Use of Textiles in Hotels. Criteria for the selection of linen-- Buying of different linen and their standard sizes. Linen room Activities - Planning & Layout of Linen Room Linen exchange procedures. Caring and rotating linen, Par stock, condemning of linen, Stock taking. Sewing Room – Introduction- Activities in the sewing room & areas to be provided B. Equipment provided.

UNIT-II

Laundry

Layout of laundry, space requirements, location. Ergonomic design. Types of Laundries - Commercial Laundry –Planning, Infrastructure. Importance of On-premises laundry its advantage and disadvantages. Organisational structure of Laundry. Job responsibilities of Laundry Staff. Major equipments found, care and handling. Laundry agents & Aids, Laundry process- flow chart, Laundry Symbols. Factors to Consider in Choosing the Location of Laundry Facilities within Hotel-Layout Design Considerations for Optimal Workflow and Efficiency-Implementing Quality Assurance Protocols in Laundry Operations-Occupational Health and Safety Regulations in Laundry Facilities

UNIT--III

Laundry Services

Various services rendered to guest like washing, dry-cleaning and pressing. Valet service. Guest laundry handling. Handling guest laundry complaints (case studies). Dry Cleaning – Dry cleaning equipment and agents, Process of Dry cleaning. Uniform Room-Location, Design, staffing and Issuing Procedure, coordination with the Laundry. Advantages of providing staff uniform, coordination with the Laundry

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UNIT-IV

Stains & Stain Removers

Identification and classification of Stains. Classification of stain removal agents. General rules to be followed in stain removal. Classification of Stain removal procedures. Water – its importance in laundry. Chemicals compositions and their use and storage. Dry cleaning equipment and agents.

UNIT-V

Contract Services

Contract services-Types - Hiring Contract Providers - Contract Specification – Pricing of Contracts, Guidelines for hiring contract services, advantages and disadvantages of contract services, business opportunities and out sourcing.

Linen Inventory Management for Contract Service Providers-Assessing Hotel Linen Needs and Developing Inventory Management Plans- Inventory Tracking Systems and Software for Contract Laundry Services - Operations and Workflow Planning for Contract Laundry Services

COURSE OUTCOMES

- 1) Should able to recognize suitability of textile, fibers and measures with relation to purchasing linen for a 5-star hotel. Also layout of Linen room and its activities
- 2) Should know the importance of on premises laundry, Linen room and Laundry facilities with in the hotel
- 3) Should know the complete knowledge of laundering procedure and equipment used and its budget implications in a 5-star hotel and should able to prepare budget in a department. Also should know the handling of guest laundry efficiently.
- 4) Should able to know stain removal agents and chemicals used and their storage. Should know the correct procedure for stain removal. Should have complete knowledge of the equipment and agents used in dry cleaning.
- 5) Should know different types of Contracts / Outsourcing related to Laundry Services.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

Text Book

Hotel Housekeeping Operation and Management- G Raghubalan and Smritee Raghubalan-Oxford – 4th edition **2009**

Recommended Books:

1. Hotel Housekeeping a training manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw-Hill companies)-2007
2. Housekeeping Operations, Design and Management-- Malini Singh,Jaya B.George-2008- Jaico Publishing House
3. Hotel, Hostel and Hospital house-keeping: Branson, Joan, C&Lennox,Margaret(Hodder and Stoughton 2006
4. The Professional Housekeeper: Schneider, Madeline and Ducker, Georgnia (Vannost Reinhold)-2006
5. Hotel, Hostel and Hospital Management – 5th Edition- Joan C Branson - Book Power- 2004

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FRONT OFFICE OPERATIONS

BHM: 304 T

Continuous Internal Evaluation: 20

Semester End Exam: 60

Category: DSC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

1. To understand Room Tariff Structure & Guest Services
2. To understand activities at Bell Desk--its importance & handling of arrival & departure procedure. To understand miscellaneous services at Bell Desk.
3. To understand the Procedure how to handle the group check in, check out and cancellations. And also to have knowledge on Visas & Passports and to know the format of 'C' form.
4. To understand the departure procedure & billing procedure of a guest
5. To provide duties & responsibilities of Night auditor and maintenance of different reports.

UNIT - I. ROOM TARIFF STRUCTURE & GUEST SERVICES.

Factors Affecting Hotel Room Tariff – establishing the End of the Day – Fixed check-in / check-out basis, 24 hrs Basis, Night Basis – room Rate Designation – Meal Plans – room Tariff Card, Hotel Brochure and its importance, - Room Tariff Fixation – Cost Based – rule of Thumb vs. Hubbart's Formula, Market Based pricing.

UNIT-II – BELL DESK AND CONCIERGE

Importance of Bell Desk. Control of bell boys and attitude. Front Office Procedures for Emergencies. Concierge and its importance in Front Office. Dealing with verbal enquiry. Providing Information to the guest & common enquiries that are dealt daily, Duties & responsibilities of Bell Boy. Procedure of handle Left luggage & scanty luggage guest.

UNIT-III- GROUPS

Definition & types of Groups (Tourist, conferences, Foreign delegates, Sports, Conventions etc). Group Handling- Group Reservation- Group Rate – Group Requirements and Special Arrangements (depending on type) – Group meal plans. Settlement of Bills (Travel Agent Voucher, BTC etc) – Group Cancellation & Retention Procedures – Group Pre Arriva procedures, Group Rooming List / Passport details – Arrival/Departure Procedures – Group post arrival procedures like Group information circular, "C" Forms for Groups & How it is prepared – Telephones /House Keeping/ Room Service/POS and updating the system.

UNIT- IV - DEPARTURE PROCEDURES & BILL SETTLEMENT.

Departure Procedure – Check-out request, Luggage handling, Accounting transactions, updating guest folio, prepare and present bills, settlement of bills and updating Front Office records, Express check out procedures, Fully automated check-out procedure, mode of settlement of bills – foreign exchange, Cash settlement, Traveller' Cheques, Travel agent voucher, Debit/Credit card payments, Corporate billing, Potential check-out problems and solutions.

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UNIT– V-NIGHT AUDITING

Night Audit – Night Auditor – job description duties and responsibility, Night Audit Process - Establishing the End of the Day, Completing Outstanding Postings and Verifying Transactions, Reconciling transactions, Verifying No-Shows – Charging Retention, Reconciling HK discrepancy report, Preparing Reports – Potential bad debts, High Balance Report, Room Statistic (Occupancy Reports), Updating the System – Rate Variance.

COURSE OUTCOMES:

1. The student should know how Room Tariff Structure is prepared & what are the Guest Services
2. The student should understand activities at Bell Desk--its importance & handling of arrival & departure procedure. To understand miscellaneous services at Bell Desk.
3. The student should know the Procedure how to handle the group check in, check out and cancellations. And also to have knowledge on Visas & Passports and to know the format of 'C' form.
4. The student should know the departure procedure & billing procedure of a guest
5. The student should know the duties & responsibilities of Night auditor and maintenance of different reports.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

Hotel Front Office - Jatashankar Tewari - Oxford University Press- 2009

REFERENCE BOOK

- 1) Front Office Management -S K Bhatnagar – 2nd Edition - Frank Brothers & Co – 2010
- 2) Front Office Procedures –Michael Kasavana—5th Edition 1998
- 3) Front Office Operations—Dix—4th edition 2013—Pearson Publications— ISBN: 9788131701560
- 4) Hotel Front Office Operations, Accounting and Management—Arvind Kumar Saraswati & Sunita Badhwar –1st edition—2013—Naman Publisher & Distributors, ISBN- 978-93-81735-09-1

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ELECTIVE -I

BAR MANAGEMENT

BHM: 305T/A

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSEC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

- 1) To understand basic introduction to Bar Operations
- 2) To understand the role of bar manager, bar equipment and tools & latest trends in Bar Management etc.
- 3) To know the skills in the Art of Mixology.
- 4) To know how to manage a Bar in detail.
- 5) To know the marketing strategies, about financial management and licenses required to run a Bar.

UNIT--I

Introduction to Bar Operations

Introduction to Bar Operation, brief History, Types of Bars, Parts of a Bar and their Operation, Managing Bar employees, Hierarchy, Design of the Bar, the ideal layout & Planning, Interior design.

UNIT--II

Bar Operations

The role of the bar manager, Bar layout, Basic Bar Arrangements, Bar equipment and tools, Bar Sanitation, Stock taking and stock control Procurement and suppliers, preventing theft and Frauds, Managing conflict and violence in bars. Latest trends in Bar Management. Basic guidelines for setting up a bar, Opening and closing the bar.

UNIT--III

The Art of Mixology

Ingredients: Understanding the characteristics of various spirits, liqueurs, juices, syrups, bitters, and other mixers, and how they interact with each other in a cocktail. This includes knowledge of flavor profiles, textures, and aromas.

Techniques: Mastering various techniques for preparing cocktails, such as shaking, stirring, muddling, layering, and straining, to achieve the desired flavor, consistency, and presentation.

Creativity: Using creativity and innovation to develop new and unique drink recipes, as well as putting personal twists on classic cocktails. Presentation: Paying attention to the visual presentation of cocktails, including the choice of glassware, garnishes, and decorative elements, to enhance the overall drinking experience.

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Balance: Striving for balance in cocktails by carefully adjusting the proportions of ingredients to achieve the desired flavor profile, including aspects such as sweetness, acidity, bitterness, and alcohol content.

UNIT--IV

Bar Management

Staff Management: Hiring, training, scheduling, and supervising bartenders, servers, and other staff members. Ensuring that staff members adhere to policies and procedures regarding service, safety, and alcohol regulations. Effects of narcotics and its control - statutory guidelines.

Inventory Control: Monitoring and managing inventory levels of alcoholic and non-alcoholic beverages, as well as bar supplies. Implementing systems for inventory tracking, ordering, and controlling costs to minimize waste and maximize profitability.

Customer Service: Ensuring high-quality customer service by training staff to be knowledgeable about the products offered, providing prompt and friendly service, and addressing customer concerns or complaints promptly and professionally.

Menu Development: Developing and updating the bar menu to offer a diverse selection of beverages that appeal to the target clientele. This may involve selecting and sourcing new products, creating signature cocktails, and pricing items appropriately.

UNIT--V

Marketing, Financial and Licenses required for Bar

Developing marketing strategies to attract customers and increase sales, such as promotions, events, and advertising campaigns. Utilizing social media, email marketing, and other channels to promote the bar and engage with customers.

Financial Management: Monitoring sales, expenses, and profitability to ensure the bar operates within budgetary constraints. Analyzing financial data to identify trends, opportunities for cost savings, and areas for improvement.

Compliance and Licensing: Ensuring compliance with all relevant laws and regulations related to the sale and service of alcoholic beverages, health and safety standards, and employment laws. Obtaining and maintaining necessary licenses and permits for the operation of the bar.

COURSE OUTCOMES:

- 1) The student should be able to understand basic introduction to Bar Operations
- 2) The student should be able to understand the role of bar manager, bar equipment and tools & latest trends in Bar Management etc.
- 3) The student should have knowledge on the basic skills in the Art of Mixology.
- 4) The student should know how to manage a Bar in detail.
- 5) The student should know the marketing strategies, about financial management and licenses required to run a Bar.

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

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2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi
3. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013

REFERENCE BOOKS :

1. Food and Beverage Service- R Singarelaven - Oxford University Press- 2011
2. Bartenders Guide – John J. Poister. Signet; 2 Exp New edition (March 1, 1999)
3. Professional Restaurant Service – Published by John Wiley & Sons Inc, 1991
4. Bar & Beverage Management- Jack D.Nienemier, 2003 AH & LA.
5. How to manage a successful Bar – Christopher Egerton Thomas. Publisher: Wiley; 1 edition (March 14, 1994)
6. Beverages – Bhat –1st edition—2003—Pearson Publications—ISBN: 9788131788950
7. Managing Bar and Beverage Operations – Lendal H. Kotschevar & Mary L Tanke -- Educational Inst of the Amer Hotel (1 October 1996)
8. Serving Food and Drink in the Bar – Stanley Thornes-- Publisher: Nelson Thornes Ltd, 1993

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ELECTIVE-I

TRENDS IN ACCOMMODATION OPERATIONS

BHM: 305T/B

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSEC

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES:

- 1) To know about Management theory & supervision in Housekeeping Administration.
- 2) To know about the Budgeting for housekeeping expenses
- 3) To have the knowledge about Ergonomics in House-keeping department.
- 4) To have complete knowledge about Pest Control & Waste Management.
- 5) To have how to set up Housekeeping department in new properties

UNIT -I

Management Theory and Housekeeping Administration-

Division of work document, performance standards, productivity standards, equipment and operating supply inventory level, work schedules. Supervision in Housekeeping - Introduction, skills of effective supervision, Supervisory responsibilities and Time Management.

UNIT-II

Budgeting for Housekeeping Expenses –

Introduction – Types of Budgets – Housekeeping Expenses - Budget planning Process – Controlling Expenses - Annual Purchases of Guest Supplies, Cleaning Supplies & Linen.

UNIT--III

Ergonomics in housekeeping-

introduction, ergonomics, ergonomics in hotel housekeeping, significance and need of ergonomics in housekeeping, analysis of risk factors in housekeeping, ergonomics, perspective, risks in housekeeping by applying ergonomics principles.

UNIT--IV

Pest Control & Waste Management-

Pest Control –Types, Common Pests & Their Control methods. Segregation of waste, collection, segregation and disposal of waste, recycling, energy conservation, water conservation, tips for energy conservation, practices followed in hotels. Study on cases & situations energy conservation

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UNIT--V

New property Operations-

Introduction, setting up House-Keeping Department, systems and procedures, division of work, area responsibility plan, staffing, orientation, training, scheduling of new employees. IT-Savvy Housekeeping – The Latest in Information technology (IT) Amenities –IT in the Housekeeping Department

COURSE OUTCOMES:

- 1) The student should know about complete knowledge Management theory & supervision in Housekeeping Administration.
- 2) The student should know about the Budgeting for housekeeping expenses
- 3) The student should have the knowledge about Ergonomics in House-keeping department.
- 4) The student should have the complete knowledge about Pest Control & Waste Management in Housekeeping department
- 5) The student should have the knowledge on how to set up Housekeeping department in new properties

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

Hotel Housekeeping Operations and Management By G.Raghubalan. Oxford Univ Press 2015
ISBN : 9780199451746

REFERENCE BOOKS:-

- 1) Hotel Housekeeping a Training Manual, Hotel Housekeeping Management & Operation- Sudhir Andrews (The McGraw Hills Companies-2007)
- 2) Hotel, Hostel and Hospital Housekeeping – Branson, Joan, C& Lennox, Margaret (Holder and Stoughton 2006.
- 3) The Professional Housekeeper: Schneider, Madeline and Ducker, Georgia (Vanost Reinhold)-2006.

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ELECTIVE -I

FRONT OFFICE ADMINISTRATION

BHM: 305T/C

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSEC

Periods per week: 4

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 4

OBJECTIVES:

- 1) To study on Hospitality and security aspects of the Hotel
- 2) To know the knowledge of Computer Applications in Front Office Operations.
- 3) To acquire the skills in the Room Sales Management.
- 4) To prepare the statistics and reports of the activities at the Front Office.
- 5) To know the Human Resource Development at the Front Office Department.

UNIT--I – Hospitality and Security Aspects

Hospitality – Guest Needs , Tangible and Intangible needs, Hierarchy of Needs--Service – Nature of Service, Service Quality, Service in Relation to Guest expectations, Gaps Model of service quality--Protecting the Guest- Internal Threats, Terrorist Threats, Threats to Privacy, Threat to guest Property, other threats to Guest Enjoyment, Women security measures--Protecting the Hotel – Threats to Hotel’s Property, ‘Walk-outs’, ‘Skippers’ or ‘runners’ , Cash Frauds, Bad Debts, Immorality, Other Forms of Illegality

UNIT --II - COMPUTER APPLICATION IN FRONT OFFICE OPERATION

Property management system--PMS application in Front Office – PMS Modules--Selection of a PMS--Global Distribution System--Different PMS available – AMADEUS, FIDELIO

UNIT –III ROOM SALES MANAGEMENT

Introduction to marketing--Reaching the Customer : Through Advertising, Through relationship marketing, Through intermediate agencies--Selling to intermediaries, Negotiating skills--Sales – Increasing Occupancies, Increasing ARR’s, Overbooking --Selling Techniques in Front office - Up selling , Cross Selling, Hard selling (Coffman’s Approach)--Distribution channels and sales in modern Hotels – An overview of E Commerce and Digital Marketing

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UNIT --IV– STATISTICS AND REPORTS

Business Statistics--Key Room statistics--Occupancy Report--Guest Statistics--Operational Reports--Financial Reports

UNIT --V – Human Resource Development

Staff Scheduling and Alternative Scheduling Techniques--Skills Training – Prepare to Train, Present the Training, Practice Skills and Follow up, Training Programs developed by Hotels for Entry level.--Career Planning and Development – What is a Career? Traditional Career Versus Protean Career--A Model Of Career Development (Career Stages)--Career Management Systems – Self Assessment, Reality Check, Goal Setting, Action Planning--Role of Employees, Managers, HR managers and Company in Career Management. --HR challenges in Hospitality Industry-- Employee Retention

OUTCOMES:

- 1) The student should be able to know the Hospitality and security aspects of the Hotel
- 2) The student should have knowledge in Computer Applications used in Front Office Operations.
- 3) The student should acquire the skills in the Room Sales Management.
- 4) The student should be able to prepare the statistics and reports of the activities at the Front Office.
- 5) The student should have knowledge on the Human Resource Development at the Front Office Department

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

Reference Books

1. Managing Front Office Operations – Michael L. Kasavana-- Educational Institute, American Hotel & Lodging Association, 2005
2. Front Office Operations – Colin Dix, Chris Braid, Published August 1st 1998 by Longman Publishing Group
3. Front Office- Peter Abbott & Sue Lewry-- Taylor & Francis as of 2011
4. Hotel Front Office - Jatashankar Tewari-Oxford University Press 2016
5. Employee Training and Development – Raymond A Noe—5th Edition 2010 Publisher: Paul Ducham

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FOOD AND BEVERAGE MANAGEMENT

BHM: 306 T

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: HS

Periods per week: 3

Duration of Exam: 3 Hours

Nature of Exam: theory

Credits: 3

COURSE OBJECTIVES

1. To impart concept of control & Purchasing procedure
2. To impart receiving control, storage storage control and its SOP& Issuing Control.
3. To impart the student about Inventory, Sales & Labour Cost control.
4. To impart the student about the Beverage Control and its Budget.
5. To impart the student about the detail of Menu Merchandizing

UNIT – I

CONCEPT OF CONTROL & PURCHASING PROCEDURE

Introduction to Control – Cost Control – Control Defined– Objective and Advantages of Control – Methodology and phases of Control – Cycle of Control

INTRODUCTION TO FOOD COST CONTROL – Control procedures – Requirement of a Control System – F & B Control dept.

PURCHASING – Aims of Purchasing – Purchase Staff, Source of supply, Selection and Rating of of supplier, Types of food purchase, Quality purchasing, Definition of S P S, Advantages of S P S, Purchase procedure, Different methods of purchasing, Purchasing Order Form, Ordinary Cost, Carrying Cost, EOQ.

UNIT– II

RECEIVING CONTROL, STORAGE & ISSUING CONTROL.

RECEIVING CONTROL- Aims of Receiving, Receiving Staff, Equipment for Receiving, Receiving Procedure, Types – Blind Receiving, Partial Blind Receiving, Assessing the Performance and efficiency of Receiving Department, Frauds in Receiving. Hygiene and Cleanliness. Suppliers Documents- Bills, Invoices, Cash Memo, Credit notes. Records maintaining in Receiving Department- Goods Received Book, Meat tags, Daily Receiving Report (DRR).

STORAGE & ISSUING CONTROL- Storing Control, Aims of Store Control, Standard operating Procedure (SOP) for Safe Storage Conditions, Storeroom Personnel, Facilities and equipment, Arrangement of food, Location of Storage facilities, Security, Stock control types of Stores received, Record maintained. Issuing Control – Requisition, transfer note, Pricing the issues, Posting in stock registers.

UNIT – III

INVENTORY CONTROL, SALES CONTROL & LABOUR COST CONTROL.

INVENTORY CONTROLL: Importance, Objectives, method, levels and technique, Physical Inventory & Perpetual Inventory.

SALES CONTROL: Procedure of Cash Control, Machine system, ECR, NCR, Present machines, POS, reports, Thefts, Cash Handling.

LABOUR COST CONTROL- Staffing, Payroll, Overtime

LABOUR COST CONTROL- Staffing, Payroll, Overtime.

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UNIT – IV

BEVERAGE CONTROL

Purchasing, Receiving, Storing, Issuing, Production Control – Standard Recipe, Standard Portion size, Beverage Budget, Types of Budget, Planning of Budget, Beverage Control – Types of Control, Bar frauds, Books maintained

UNIT– V

MENU MERCHANDISING

Menu Merchandising- Menu Control, Menu Design & Layout-Components required to design a good menu. Types of Menu. Menu as Marketing Tool, Pricing of Menus, Menu Engineering- Definition, Menu Engineering Worksheet-Classification of selling items into four Quadrants, Limitations of Menu Engineering. MIS reports, calculation of actual Cost-Daily food cost- Monthly Food Cost-Statistical Revenue Reports-Cumulative and non-cumulative.

COURSE OUTCOMES

1. The student should know about the concept of control & Purchasing procedure
2. The student should know about the receiving control, storage SOPs & Issuing Control.
3. The student should have an ability to know about Inventory, Sales & Labour Cost control.
4. The student should have an ability to know about the Beverage Control and Beverage Budget.
5. The student should have an ability to know in detail about Menu Merchandizing

EXAMINATION:

1. Part-A for 20 Marks (with 10 Questions-**Compulsory**)
2. Part -B for 40 Marks (5 Questions to be answered out of 7 of equal weightage selecting atleast one from each UNIT)

TEXT BOOK

1. **Food and Beverage: Management and Cost Control –Jagmohan Negi -Kanishka Publishers, Distributors (2006)**
2. F&B Cost Control -5th Edition – Jack E Miller – Wiley Publishers -2011

REFERENCE BOOKS

1. Menu Planning for the hospitality industry by Jaksa Kivela- Globle Books Subscriptions - 2008
2. F&B Service & Management by Bobby George Sandeep Chatterjee 2nd Edition –Jaico Publications 2009
3. Fundamentals of Menu Planning by paul J McVety -3rd Edition -John Wiley & Sons-2008

PRACTICALS

**BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting
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QUANTITY TRAINING KITCHEN

BHM: 351P

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 8

Duration of Exam: 6 Hours

Nature of Exam: Practical

Credits: 4

COURSE OBJECTIVES :

- 1) Student should Practice how to prepare Basic Gravies & Masalas.
- 2) Student should do indenting & Practice to prepare various dishes of all the regions of India as per the traditional way for 150 Pax with a minimum of 5 dishes in each menu.
- 3) Student should practice North Indian & South Indian Breakfasts.
- 4) Student should practice millet cooking.

CONTENTS: At least two menus from the following regions/Cuisines of India

1)Tamilnadu, 2) Chettinadu 3) Kerala 4) Karnataka 5) Andhra 6) Hyderabad 7) Lucknowi (Dum Pukth) 8) Gujarati 9) Goan 10) Rajasthani 11) Bengali 12) Kashmiri 13) Punjabi

Note: one menu as mentioned below and the other menu will be the choice of the chef of institution.

<u>Basic gravies</u> Makhni Gravy Shahi gravy Khorma gravy Khadai Gravy Nilgiri gravy Onion tomato masala	<u>Tamilnadu cuisine</u> Ingi rasam Kottu Paratha Plain Rice & Puliodarai (tamarind rice) Kozhi varthtu curry Egg/ veg lappa Vegetable poriyal Venghaya sambar Paruppu Payasam
<u>Chettinadu cuisine</u> Aattu Nenjelumbu Thakkali sadam <u>Banana Dosai</u> Chettinad kozhi curry Kal dosa <u>Poondu Vengaya Kulambu</u> Muranaga kayai sambar <u>Pal Paniyaram</u>	<u>Kerala cuisine</u> Moru Rasam Meen moilee Vazakkai Thoran Kerala sambar Coconut Rice Malabara parata Kerala papad Adapradhaman
<u>Karnataka cuisine</u> Nuchinunde Mysore bonda Bisibele bhath Erulli tomato gojju Chitrhana	<u>Andhra cuisine</u> Mirchi bajji Kottimeera Kodi Gongura pappu Gutti Vankaya Nimma pulihora

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Kholisaaru Akki roti Chiroti	Plain rice pallichutney Paala paayasam
<u>Hyderabadi Cuisine</u> Marag Kachi gosh ka biriyani Mirchi ka salan Dahi Ka chutney Qubooli Khushka Rumali Roti Nizami Hundi Double ka metha	<u>Lukhnow (Dum pukth)cuisine</u> Paalak ke shammi Murgh Khorma Navarathan Khorma Gobi musallam Khushka Waqui parata Ananas ka muzaffar
<u>Gujarath cuisine</u> Khandvi Salli zardaloo Murgh Undiyu Gujarathi Khadi Muli nu Daal Kichidi Plain rice Methi Thepla Lapsi	<u>Goan cuisine</u> Patoleo Tomato rice Chicken Xaccuthi Khatkhate Dal Kokum Bibinca
<u>Rajasthani cuisine</u> Aam ka panna Masala bhata Laal maas Panch mel Daal Aloo mangodi ka sabzi Gate ka pulao Missi roti Malpua	<u>Bengali cuisine</u> Jhal muri Luchi Bheguni bhaja Ghee bhath Pather jholi Cholar daal Rashgulla
<u>KASHMIRI cuisine</u> Sheer chai Tabak maaz Mutton Rogan josh Tiranga pulao Baqherkhani Kashmiri dum aloo Firni	<u>Punjab Cuisine</u> Dhaniya shorbha Panner tikki Murgh Makhni Muttar pulao Aloo Gobhi Adhraki Lachcha paratha Maa de daal Gulab Jamun
<u>North Indian Breakfast</u> Aloo Paratha Poha Cholae Bhature Khicidi	<u>South Indian Breakfast</u> Idli Dosa Vada Iddiappam Appam

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Dhokla Mint Chutney Vada Pav	Chutney Sambar Puttu
<u>Additions</u> Ragi (Finger Millet) Masala Vada Barnyard Millet (Sanwa) Rasam Foxtail Millet (Kangni) and Sprouts Salad Little MilleBiryani Pearl Millet (Bajra) Kheer Beverage Pairing: A traditional South Indian Ragi Malt	<u>Additions</u> 5 course millet based continental menu Millet Arancini Vegetable and Millet Chowder Mediterranean Millet Salad Millet Stuffed Bell Peppers Millet Panna Cotta with Berry Compote Beverage Pairing: A refreshing Millet and Mint Mojito

COURSE OUTCOMES:

- 1) Student should prepare Basic Gravies & Masalas.
- 2) Student should be able to do indenting & should prepare various dishes of all the regions of India as per the traditional way for 100 Pax with a minimum of 5 dishes in each menu.
- 3) Student should be able to do North Indian & South Indian Breakfasts.
- 4) Student should be able to do Millet Cooking

TEXT BOOKS:

1. Cuisines of India the art & tradition of Indian Regional Cooking by Smitha Chandra & Sanjeev—Publisher-ECCO—1st Edition—2010-- ISBN- 10: 0060935189
2. Modern Cooking Vol-I - Thangam E. Philip 5th Edition-2003.

REFERENCE BOOKS :

1. Tandoor—The great Indian Barbeque—Ranjit Rai—Publisher—Overlook Press ISBN-10: 1585671444, ISBN-13: 9781585671441
2. Taste of India,--Madhuri Jaffrey,--John Wiley & Sons -3rd edition—2010—ISBN: 9780890099407.

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held on 11/07/2024**

BEVERAGES SERVICES

BHM: 352P

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

OBJECTIVE:

- 1) To identify the tools & equipments used for bar operations.
- 2) Student should able to match the wines with Food.
- 3) Student able to write the French classical menu with wines.
- 4) To develop the skills for service of different types of Wines, Spirits, Beer,
- 5) To develop the skills of preparing Cocktails with different base and Service

Contents:

Service of Wines

Service of Red Wine - White/Rose Wine -Sparkling Wines - Fortified Wines - Aromatized Wines - Cider, Perry & Sake

Service of Beer

Service of Bottled-canned Beers - Draught Beers

Service of Spirits

Service styles – neat/on-the-rocks/with appropriate mixers

Service of Whisky – Vodka – Rum – Gin – Brandy – Tequila

Service of Aperitifs

Service of Bitters– Vermouths

Service of Liqueurs

Service styles – neat/on-the-rocks/with cream/en frappe

Service from the Bar - Liqueur Trolley

Matching Wines with Food

Menu Planning

Menu Planning with accompanying Wines–Continental Cuisine & Indian Regional Cuisine

Table laying & Service of menu with accompanying Wines

Preparation and Service of Cocktails& Mocktails

Preparation and service of Cocktails & Mocktails of different Base

Demo—Molecular Drinks

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COURSE OUTCOMES:

- 1) Should able to identify the correct tools & equipments used for bar operations.
- 2) Student should able to pair the wines with Food.
- 3) Student should write the French classical menu with wines.
- 4) Student should develop the skills for service of different types of Wines, Spirits, Beer.
- 5) Should able to develop skills in preparing cocktails with different base in different methodology and should able to serve the cocktail in appropriate glassware.

TEXT BOOK :

1. F&B Service Mgt. Bobby- George & Sandeep Chatterjee-Jaico Publishing House -2009
2. Text book of F&B Service – S.N.Bagchi & Anita Sharma 1st Edition, 2004, Aman Publications, New Delhi

REFERENCE BOOKS :

1. Food and Beverage Service- R Singarelaven –2nd Edition Oxford University Press- 2011
2. Food and Beverage – F&B Simplified- Vara Prasad & Gopi Krishna- Pearson Publications – 2013—1st Edition.
3. Food and Beverage Service –A Training Manual—3rd edition 2013—Sudhir Andrews—The McGraw Hill.

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LAUNDRY OPERATIONS

BHM: 353P

Continuous Internal Evaluation: 40

Semester End Exam: 60

Category: DSC

Periods per week: 2

Duration of Exam: 3 Hours

Nature of Exam: Practical

Credits: 1

COURSE OBJECTIVES:

- 1) To know the functioning of major equipments used in laundry physically (Field Visit)
- 2) To Practice Ironing of Linen
- 3) To know handling room linen & maintaining Registers/Records
- 4) To know about tailoring and Practicing stitching Buttons & Hemming etc.
- 5) To Identify the stains and learning step by step procedure and chemicals used

CONTENTS :

- 1) Major equipment used in laundry (field visit)
- 2) Ironing of linen (Uniforms, table linen etc)
- 3) Handling Room Linen- Maintaining Register /Record – Replenishing Floor Pantry.
- 4) Tailoring- Stitching buttons, hemming.
- 5) Selection and Designing of Uniforms
- 6) Common stains removal – procedure and chemicals used.

COURSE OUTCOMES:

- 1) Should know the functioning of major equipment used in laundry physically
- 2) Should know the process of laundering on Automatic Commercial Machines physically
- 3) Should know Ironing of Linen
- 4) Should know the stitching of buttons, hemming etc.
- 5) Should Identify the stains and should able to do step by step procedure and chemicals used in the process.

Text Book

Hotel Housekeeping Operation and Management- G Raghubalan and Smritee Raghubalan-Oxford
– 2nd edition 2009

Recommended Books:

1. Housekeeping Operations, Design and Management - Malini Singh, Jaya B George - Jaico Publishing House-2008
2. Hotel, Hostel and Hospital Management – 5th Edition- Joan C Branson - Book Power- 2004
3. Hotel, Hostel & Hospital House Keeping – Branson, Joan C & Lennox, Margaret, 2003.

FRONT OFFICE OPERATIONS

BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on 11/07/2024

BHM: 354P
Continuous Internal Evaluation: 40
Semester End Exam: 60
Category: DSC

Periods per week: 2
Duration of Exam: 3 Hours
Nature of Exam: Practical
Credits: 1

COURSE OBJECTIVES:

- 1) To Practice arrival procedures & Registration of guests on PMS.
- 2) To practice Operations of Bell desk.
- 3) To Practice preparing of bills on PMS software and settlements of bills.
- 4) To Practice departure procedures on PMS and role play should be practiced as bell boy.
- 5) To Practice preparing night audit report on PMS.

CONTENTS

- Arrival Procedures & Registration of Guests (Practice on PMS) - Role Play along with Bell Boy & Arrival Errand Cards.
- Operations of Bell desk Left luggage procedure - scanty baggage procedure - miscellaneous services – Control of bell boys and attitude.
- Front Office Cashiering (Practice on PMS) - Modes of Settlements of bills – Cash - Encashment certificate & Credit (Direct & Indirect)
- Departure procedure (Practice on PMS) – Role Play along with Bell Boy & Departure Errand Cards.
- Night Audit Operations (Practice on PMS) – Preparing Night Auditors Report with all relevant information.

COURSE OUTCOMES:

- 1) Should able to do entries of arrivals & Registration of guests on PMS.
- 2) Should able to act as Bell boy at bell desk.
- 3) Should able to prepare the bills on PMS software and settle the bills the guest and take print outs.
- 4) Should able to entries of departure procedures on PMS and should act as bell boy.
- 5) Should able to prepare night audit report on PMS.

TEXT BOOK

Hotel Front Office - Jatashankar Tewari - Oxford University Press- 2009—2nd edition.

REFERENCE BOOK

- 1) Front Office Management -S K Bhatnagar – 2nd Edition - Frank Brothers & Co – 2010
- 2) Hotel Front Office Operations, Accounting and Management—Arvind Kumar Saraswati & Sunita Badhwar –1st edition—2013—Naman Publisher & Distributors, ISBN-978-93-81735-09-1

B.H.M. & C.T.

SYLLABUS

FOR

4th -SEMESTER
(C.B.C.S.)

INDUSTRIAL
TRAINING

FOURTH SEMESTER
INDUSTRIAL TRAINING.

BHMCT Scheme & Syllabus (CBCS) approved in Board of Studies meeting held on 11/07/2024

BHM: 401 IT
Continuous Internal Evaluation: 40
Semester End Exam: 60
Category: SEC

Duration of Training: 16 Weeks
Duration of Exam: 3 Hours
Nature of Exam: Viva Voce
Credits: 16

OBJECTIVES

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

Period of Training:

- 16 weeks of Training is divided into
- a. 4 Weeks in Kitchen
 - b. 4 Weeks in F&B Service
 - c. 4 Weeks in Housekeeping
 - d. 4 Weeks in Front Office

Objectives:

1. Know the organizational structure of the unit
 - a. State the ownership and the group or chain to which the unit belongs.
 - b. Draw the unit level organizational structure.
 - c. Name the sections of the departments
 - d. State the activities of the departments and the coordination or cooperation of other departments.
2. Understand the basic layout / facilities / design of the different departments and ancillary sections.
 - a. Draw the layout of the departments including the supporting back areas.
 - b. Explain the routine activities in the sections trained.
3. Understand the preliminary tasks to be completed before commencement of training every day.
 - a. List the basic jobs given.
 - b. Other activities of the section.

Note: For the purpose of training report students are advised to note down only those features that are available for training experience in their respective units of training.

Allocation of Marks

Continuous Internal Evaluation: 40 Semester End Exam: 60

Continuous Internal Evaluation: 40

- 1) Submission of Training Certificate -- 10 Marks
- 2) Submission of Training log book – 10 Marks
- 3) Submission of Materials and information collected from the Hotels – 10 Marks
- 4) Regularity / Punctuality/ Appraisals – 10 Marks

Semester End Exam: 60

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- 1) Submission of Project Report on the IET of the Hotel – 30 Marks
- 2) PPT presentation and Viva – 30 Marks.

RESPONSIBILITIES OF THE TRAINEE

1. It is mandatory for the student to complete industrial training in stipulated period as given by the Osmania University Almanac for award of the BHM& CT Degree.
2. Should undergo Industrial training in consent with College only.
3. Should be punctual.
4. Should maintain the training logbook up-to-date.
5. Should be attentive and careful.
6. Should be keen to learn and maintain high standards and quality of work.
7. Should interact positively with the hotel staff.
8. Should be honest and loyal to the hotel and towards their training.
9. Should get their appraisals signed regularly from the HOD's or training manager.
10. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
11. Should attend the training review sessions / classes regularly.
12. Should be prepared for the arduous working condition and should face them positively.
13. Should adhere to the prescribed training schedule.
14. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
15. Should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE /PRINCIPAL

1. Should give proper briefing to students prior to the industrial training.
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate regularly with the hotel especially with the training manager.
5. Should visit the hotel, wherever possible, to check on the trainees.
6. Should sort out any problem between the trainees and the hotel.
7. Should brief the students about the appraisals, attendance, marks, logbook and training report.
8. Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
9. Should ensure institute procure “training completion certificate” from the hotel after completion of Training.
10. It is the responsibility of the Principal to check the genuinity of the certificate/training at the hotel and take a appropriate step and intimate accordingly to Osmania University.
11. College authority should intimate the concerned hotel, about the guidelines issued by Osmania University along with NOC before commencement of IT.

RESPONSIBILITIES OF THE HOTELS:

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1. Should give proper briefing session/orientation/induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should co-ordinate with the institute regarding training program.
6. Should monitor the trainees regarding attendance during training. The same should be recorded on the Training Certificate/ Letter of Attendance.
7. Should check with trainees regarding appraisals, training report, log book etc.
8. Should inform the institute about truant trainees.
9. Should allow the students to interact with the guest as per the hotel Policy.
10. Should specify industrial training's "Dos and Don'ts" for the trainee.
11. Should ensure issue of completion certificate directly to the institute on the last day of training.
12. Ensure the safety of Industrial Trainees, special care should be taken in case of Girl student industrial Trainees.

COURSE OUTCOMES.

1. Should know the organizational structure of the Hotel in general and in particular hotel with name of the sections of the departments
2. Should Understand and in a position to draw the basic layout / facilities / design of the different departments and ancillary sections.
3. Should understand the preliminary tasks to be completed and other activities in the departments.
4. Above all he should be ready to take up a job in particular department of his interest and should be ready to face the interviews for the placements in the 3rd year.