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UNIVERSITY SCHOOL OF MANAGEMENT STUDIES



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DEAN

UG/MPU/URMS/2018-19/457

Dated: July 10th, 2018

To

The Director,
Honorary Doss Chandiwala Institute of Hotel Management and
Catering Technology,
New Delhi.

Subject: Approval of Revision of Scheme & Syllabus of Bachelor in Hotel Management and Catering Technology, to be implemented from the Academic Session 2018-19.

This is to inform you that the Academic Council of the University in its 44th Meeting held on 30th May, 2018 has approved the Revision of Scheme & Syllabus of Bachelor in Hotel Management and Catering Technology, to be implemented from the Academic Session 2018-19.

You are accordingly requested to take further necessary action in this regard for the implementation of the above mentioned Scheme & Syllabus.

(Prof. Neena Sinha)
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				their uses in the kitchen.
2	BHCT 103	Foundation Course in Front Office	<ol style="list-style-type: none"> 1. how the hospitality industry is structured including the size, target markets, levels of service, ownership, and affiliation, and reasons for traveling. 2. Explain how a hotel and the front office are organized. 3. Trace the progress of the guest through the guest cycle and explain how front office systems, forms, structure, equipment, and technology to help support each phase of the cycle. 4. Duties & responsibilities of the staff in the different sections. 5. Types of rooms. food plan, Tariff and room rent. 	<ol style="list-style-type: none"> 1. Understand the evolution, meaning, categorization and classifications of Hotel. 2. Understand the various sections of Front office in the Hotel. 3. Know the attributes and hierarchy of front office staff. 4. Understand and able to classify Hotels 5. Basic Terminologies of front office 6. Role of Front office in enhancing guest experience.
3	BHCT 105	Foundation Course in Food & Beverage Service	<ol style="list-style-type: none"> 1. Basic knowledge associated with the Food and Beverage Service and origins and development of food and beverage service in Five Star hotels. 2. Organizational hierarchy, food and beverage service areas of the five star hotels. 3. Learn about various types of menu including Table d'hote, Ala carte menus and French Classical Menus. 	<ol style="list-style-type: none"> 1. Develop general knowledge on the origins and development of food service in hotels, restaurants, and institutions 2. Identify trends likely to affect food service in the coming years. 3. Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service 4. Describe managerial responsibilities as they relate to food service functions including menu planning, & preparation.
4	BHCT 107	Foundation Course in Accommodation Operations	<ol style="list-style-type: none"> 1. Basics of Housekeeping Department and its operation in establishments. 2. Functioning and importance of housekeeping control desk. 3. Art and science of cleaning in housekeeping. 	<ol style="list-style-type: none"> 1. Basics of Housekeeping Department 2. Importance and Organization of Housekeeping 3. Daily, Routine and other activities of Housekeeping 4. Room types and their Amenities 5. Housekeeping Cleaning Techniques, Equipment and Chemicals
5	BHCT 109	Indian Heritage & Culture	<ol style="list-style-type: none"> 1. The various aspects of the culture and heritage of India. 2. The contributions of heritage in the areas of Tourism 3. World Famous Heritage Sites Monument and Museum in India and Abroad 4. The impact of Indian culture in different countries of the world. 	<ol style="list-style-type: none"> 1. List Heritage sites that bear witness to multiple cultural identities, list monuments, artifacts, books, manuscripts and historical objects across world. 2. Analyze the Cultural Diversity of India. 3. Understand the influence of Indian Heritage & Culture in term of tourism resource. 4. Analyze the impact of Indian culture in different countries of the world
6	BHCT 111	Business Communication	<ol style="list-style-type: none"> 1. Prerequisites of Business Communication. 2. The use of basic mechanics of Grammar. 	<ol style="list-style-type: none"> 1. To demonstrate his/her ability to error-free expression while making an optimum use of correct Business Vocabulary & Grammar.

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			<p>3. Effective Organizational Communication skills.</p> <p>4. The nuances of Business communication.</p> <p>5. The correct practices and strategies of effective and impactful writing in reports, circulars, letters, etc</p> <p>6. Written and spoken English as an effective communication tool.</p>	<p>2. To distinguish between various levels of organizational communication and to surpass communication barriers while developing an understanding of Communication as a process in an organization.</p> <p>3. To draft effective business letters and presentations with brevity and clarity.</p> <p>4. To stimulate his/her critical thinking by developing clean and lucid writing skills.</p> <p>5. To demonstrate his/her verbal and non-verbal communication ability through presentations.</p> <p>6. To participate in an online and offline learning environment successfully by developing the implication-based understanding of Paraphrasing, deciphering instructions, interpreting guidelines, discussion boards & Referencing Styles.</p>
7	BHCT 151	Basic Food Production Operations -I	<p>1. Understand the culinary world, by having a glimpse of professional kitchens.</p> <p>2. Learn the basic outlines that need to be kept in mind focusing on the health, hygiene and safety procedures followed in the kitchen.</p> <p>3. Demonstrate recipes of basic stocks, soups, sauces, and salads used in the kitchens.</p> <p>4. Develop skills in Egg cookery, Potato cookery, Rice Cookery and Pasta cookery to produce required dish.</p>	<p>1. Demonstrate basic culinary skills and techniques in food production with safety and hygiene.</p> <p>2. Identify and demonstrate proper use of kitchen tools, materials, and equipment.</p> <p>3. Describe application of stocks and prepare soups according to classification.</p> <p>4. Demonstrate cooking methods with ability to make Mother sauces and their derivatives</p>
8	BHCT 153	Basic Front Office Operations-I	<p>1. Grooming, etiquettes and manners that can be applied to the hotel workplace.</p> <p>2. Learn how to communicate while giving professional services to the guests</p> <p>3. Use of F.O. Equipments & Stationary</p> <p>4. handle situations of various types and different guests and calm the situation and make the best of it</p> <p>5. the major task performed by concierge and bell desk personnel</p> <p>6. Preparation of various marketing letters at front office</p>	<p>1. Importance of Grooming</p> <p>2. Qualities and etiquettes required by a front office personnel</p> <p>3. Importance of communication</p> <p>4. Identification of various equipments used in Front office.</p> <p>5. Professional Telephone Etiquettes</p> <p>6. Importance of Tariff Card & it's uses</p> <p>7. Situation handling in hotel front office</p>
9	BHCT 155	Basic Food & Beverage Service Operations-I	<p>1. Ability to learn about Restaurant Etiquettes and basics of Food and Beverage Service.</p> <p>2. Identification and functional knowledge of Restaurant Equipments along with Table Laying and Cover Set up</p> <p>3. Ability to learn about rules for laying table and ability to take</p>	<p>CO1 To demonstrate knowledge of the key functional areas of the food & beverage operations.</p> <p>CO2 To learn the standard operating procedure for handling guests while doing service in the restaurant.</p> <p>CO3 To examine the appropriateness of the different</p>

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			orders from the guest	methods of food & beverage service while handling customer expectations.
10	BHCT 157	Basic Accommodation Operations-I	<ol style="list-style-type: none"> 1. Basics of Housekeeping Department 2. Types of Rooms and different types of amenities placed in rooms 3. Housekeeping Manual & Mechanical equipments 4. Chemicals used for cleaning 5. Art and science of cleaning in housekeeping 	<ol style="list-style-type: none"> 1. Basics of Housekeeping department 2. Daily, Routine and other activities on guest floor by Housekeeping 3. Room types and their amenities 4. Housekeeping basic cleaning techniques, equipment and chemicals
11	BHCT 159	Bakery & Confectionery-I	<ol style="list-style-type: none"> 1. Understand different types of Light & Heavy Equipments and Basic Ingredients as well as Ancillary Ingredients. 2. Understand different types of bread making methods. 3. Introduce to different types of breakfast breads served in India and in continental cuisine. 4. Introduce to Swiss roll / Yule-log and Butter pudding . 5. Introduce to types of Tarts . Types of bread rolls & soup sticks 7. Introduce about Brownie & Crème caramel (through all making steps). 8. Understand different types of Cakes & Pastries methods fault and remedies. 	<ol style="list-style-type: none"> 1. Distinguish the different types of flour & shortening used in Bakery. 2. Identify different types of nuts, rising agent, yeast, sugar and various thickening agents. 3. Understand all sequential steps for breads making. 4. Identify types of breakfast breads & rolls in Indian cuisine and in continental cuisine 5. Buy and process best quality of basic & ancillary ingredients. 6. Understand about rich cakes like brownie. 7. Understand the process of selection, storage and use of ingredients. 8. Differentiate types of Cakes & pudding methods, fault and remedies. 9. Understand the role of all heavy & light equipments and tools especially from bakery.
12	BHCT 161	Hospitality Grooming, Etiquettes & Manners (NUES)*	<ol style="list-style-type: none"> 1. Projecting the right first impression 2. Polishing manners to behave appropriately in social and professional circles 3. Enhanced ability to handle casual and formal situations in terms of personal grooming, communication skills, and current affairs. 4. Developing and maintaining a positive attitude and being assertive. 	<ol style="list-style-type: none"> 1. Understand the concept of hospitality etiquette to deal with diversity. 2. Improve pronunciation, voice modulation, and diction. 3. Buildup business manners: handshake, gifts, visiting cards, office behavior etc. 4. Handle difficult situations with grace, style, and professionalism
SEMESTER II				
13	BHCT 102	Foundation Course in Food Production - II	<ol style="list-style-type: none"> 1. Identify kitchen commodities and basic Ingredients used in Kitchen. 2. Plan and design menu. 3. Understand different types of breakfast concept served in Indian and international menus. 4. Select and process meat with the understanding of their physical and chemical Characteristics. 5. Classify fish and describe fish cuts with their uses and proper 	<ol style="list-style-type: none"> 1. Identify different kitchen ingredients, fats and oil used in kitchen. 2. Plan and design various menus with an understanding of different types of menus as per the meal. 3. Identify types of breakfast served in Indian cuisine and in continental cuisine 4. Describe different meat and fish with their characteristics, selection, storage and uses.

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			<p>storage.</p> <p>6. Introduce Hors D'oeuvre, salads and different types of popular salad dressings</p> <p>7. Describe different types of cakes & pastries with their making, faults & Remedies</p>	<p>5. Explain different types of Cakes & Pastries with their method of preparation, fault and remedies.</p>
14	BHCT 104	Front Office Operations	<p>1. This Course or course enables the students to understand the infrastructure of the hotel front office department</p> <p>2. The phases of guest cycle</p> <p>3. The types of reservations, how reservations are made, and how reservations are confirmed and maintained.</p> <p>4. Describe the basic functions common to property management systems</p> <p>5. The function and operation of the various systems, forms, equipment, and computer applications found in the front office.</p> <p>6. Construct an efficient reservation system that records crucial information while avoiding problems in processing various types of reservations.</p>	<p>1. Layout of various sections of front office</p> <p>2. Understand the inter and intra departmental communication of the front office department</p> <p>3. Functions of Property Management System</p> <p>4. Importance, Modes, Tools of reservation.</p> <p>5. Define the procedure, types and sources of reservation</p> <p>6. Describe the importance and phases of guest cycle</p>
15	BHCT 106	Food & Beverage Service Operations	<p>1. Understand various restaurant services.</p> <p>2. Understand type of meal.</p> <p>3. Acquire the requisite technical skills for competent service of Food and Beverage</p> <p>4. Understand different non-alcoholic beverages with their preparation and services</p> <p>5. Develop knowledge of the restaurant control system</p>	<p>1. Understand the difference among various services e.g. American Service, Russian Service, English Service, French Service</p> <p>2. Understand the various types of Meals used in star hotels.</p> <p>3. Understand the Food & Beverages Outlets Operation Control System.</p> <p>4. Understand about the non- Alcoholic beverage.</p> <p>5. Identify the various room service management techniques that can be adapted in a hotel</p>
16	BHCT 108	Accommodation Operations	<p>1. The intricacies of public area cleaning and material management.</p> <p>2. Concept of scheduling and staffing in the housekeeping department.</p> <p>3. Importance of environment friendly housekeeping practices.</p>	<p>1. Routine of Housekeeping Services</p> <p>2. Handling Guests and Guest Requests</p> <p>3. Methods of cleaning different surfaces</p> <p>4. Allocation of Manpower in Housekeeping department</p> <p>5. Emerging Practices and Trends in Housekeeping</p>
17	BHCT 110	Environmental Science (NUES)*	<p>1. Sustainability & efforts taken for Environment Protection</p> <p>2. Functioning of Ecosystem</p> <p>3. Environmental Management System</p> <p>4. Environmental Pollution and Remedies</p>	<p>1. Learn & apply the knowledge of Sustainability & efforts taken for Environment Protection.</p> <p>2. Learn about ecosystem & its functioning.</p> <p>3. Learn & apply the knowledge of Environmental Management System</p> <p>4. Learn & apply the knowledge about Environmental Pollutions and their remedies</p>

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18	BHCT 112	Hospitality Accounting	<ol style="list-style-type: none"> 1. The fundamentals of financial accounting and overview management accounting. 2. The basic financial concepts those are essential for personal and professional life of hotelier. 3. Concepts of financial accounting through financial reports. 	<ol style="list-style-type: none"> 1. Understand all basic accounting terms, concepts /standard & principles of Accounting. 2. Demonstrate the maintenance of hotel accounting record and business assets. 3. Evaluate the value of money and value of financial planning through income statement and positional statement. 4. Describe the role of accounting department in any hotel, weighted of auditing and non cash transactions.
19	BHCT 152	Basic Food Production Operations-II	<ol style="list-style-type: none"> 1. Understand types, Cuts & preparation of Poultry and fish. 2. Plan continental menus consisting of dishes like soup/ Appetizer, Protein/Meat course, Starch/Potatoes and legumes from continental cuisine. 	<ol style="list-style-type: none"> 1. Demonstrate Cuts & preparation of Poultry and fish dishes. 2. Demonstrate proper pairing of dishes in accordance to color, nutritional value and portion size of the dish. 3. Prepare soup, sauces and Main Course with their accompaniments and garnishes. 4. Display and prepare pre-plated Continental food by understanding proper plating technique.
20	BHCT 154	Basic Front Office Operations-II	<ol style="list-style-type: none"> 1. Taking reservation in personal or on call 2. Reconfirm tentative reservations into valid reservations and fulfilling guest queries 3. To handle situations of various types and different guests 4. Working on PMS in making reservations and giving a check in 5. Situations on basis of charging 6. Basic etiquettes of telephone handling 	<ol style="list-style-type: none"> 1. Importance of reservation and taking reservation calls 2. Know the procedure of amending /revising a reservation 3. Know various modules present in a PMS 4. Know how to deal with various situations related to tariff fixation 5. GDS used by various hotels and lines 6. Importance of Travel Itinerary
21	BHCT 156	Basic Food & Beverage Service Operations II	<ol style="list-style-type: none"> 1. Ability to learn about Breakfast Service and basics of Room Service Tray and Trolley Set up. 2. Identification and functional knowledge of Non alcoholic Beverages along with service of tea, coffee, soft drinks, squashes etc. 3. Ability to learn and demonstrate Procedure For Service of a Meal. 	<p>CO1 To demonstrate knowledge of the Breakfast Service including English, Continental, Indian and American Breakfast.</p> <p>CO2 To learn the about Procedure For Service of a Meal</p> <p>CO3 To demonstrate the knowledge of Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee.</p>
22	BHCT 158	Basic Accommodation Operations-II	<ol style="list-style-type: none"> 1. Housekeeping cleaning areas and different cleaning procedures 2. Mini bar management & room designing 3. Public area cleaning and material management 	<ol style="list-style-type: none"> 1. Types of Housekeeping services 2. Methods of cleaning different surfaces 3. Handling Guest complaints and room designing 4. Inspecting guestroom and public area and handling the related checklist
23	BHCT 160	Computer Applications for Hospitality Industry	<ol style="list-style-type: none"> 1. The fundamental concepts of basic Computer System structure. 2. Bridge the fundamental concepts of programming languages, peripheral devices, primary and 	<ol style="list-style-type: none"> 1. Understand the Computer Structure and working process. 2. Identify and analyze computer hardware, software (programming concept) and network components.

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			<p>secondary memory with the present level of knowledge of the students.</p> <p>3. Familiarize with operating systems (Windows) with particular attention to Hospitality and Service Management.</p> <p>4. Explain the Network Technologies and structure for data and information sharing using different network devices and also over the internet.</p>	<p>3. Install, configure, and remove software and hardware.</p> <p>4. Use technology ethically, safely, securely, and legally</p>
24	BHCT 162	Personality Development (NUES)*	<p>1. The importance of good grooming, etiquette and manners.</p> <p>2. Review the approach towards hospitality guests (internal/ external)</p> <p>3. Becoming an inspirational role model</p> <p>4. Projecting the right first impression.</p>	<p>1. Possess the personality development techniques and communication skills.</p> <p>2. Improve Body Language, Poise, and Eye Contact.</p> <p>3. Develop an integrated sense of personal identity, a positive sense of self, and a personal code of ethics.</p> <p>4. Acquire the skills to manage stress and conflict</p>

SEMESTER III

25	BHCT 201	Indian Cuisine and Culture	<p>1. Enumerate and describe the factors that affect regional eating habits in various parts of India with their cooking methods and techniques.</p> <p>2. Understand the preparation of basic varieties of gravies used in Indian cuisine with their regional derivatives and local ingredients used.</p> <p>3. Discuss the major religions culture found in India and their role in molding India's cuisine.</p> <p>4. Introduce to History, manufacturing, safety guidelines of Tandoor and preparation of dishes and breads in it.</p> <p>5. Describe Indian sweets with the festival and regional delicacies mentioning their History, ingredients and equipments used.</p>	<p>1. Enumerate and describe the factors that affect regional eating habits in various parts of India</p> <p>2. Acquire knowledge on Tandoor History, marination and cooking of dishes and various breads.</p> <p>3. Understand festival and regional delicacies of Indian sweets with their History and classification</p> <p>4. Describe Regional cuisine of India (East, west, North South) with their geographical Location, History, ingredients, equipments and cooking methods.</p> <p>5. Explain the various basic gravies used in preparation of Indian dishes</p>
26	BHCT 203	Front Office Management -I	<p>1. Front office procedures, checkout and settlement procedures along with documentation and SOP's.</p> <p>2. Describe the various steps involved in the hotel guest cycle.</p> <p>3. Explain the correct procedure of dealing with difficult situations and emergencies.</p> <p>4. Latest Trends adopted by hotels, with real life examples of Innovation and technology.</p>	<p>1. Perform activities effectively and efficiently to the standards expected in the operation required in the hotels.</p> <p>2. Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle.</p> <p>3. Comprehend the integrated functions of the front office in the hotel industry.</p> <p>4. Learn real life examples procedures and technology adopted by hotels.</p>
27	BHCT 205	Restaurant & Bar Management-I	<p>1. To develop the insight of the students on bar and bar related operations.</p>	<p>1. To Identify the physical components and requirements of a beverage operation.</p>



			<p>2. Learn about the basic and detailed knowledge of different sort of alcoholic beverages.</p> <p>3. To differentiate between: infused, fermented, and distilled beverages.</p> <p>4. To identify, suggest and serve different kinds of alcoholic beverages in a professional manner.</p> <p>5. To recognize various new and old-world wines</p>	<p>2. To explain the main steps involved in the production of wine, beer and aperitif.</p> <p>3. To learn the different regulatory bodies and laws of wine production.</p> <p>4. To demonstrate and understand the food and wine pairing technique.</p>
28	BHCT 207	Accommodations Management-I	<p>1. Importance of linen room operation & procedures.</p> <p>2.Importance of Laundry operation & procedures.</p> <p>3.Textile terminology and Fabrics.</p> <p>4.Importance and concept of Security in hotels.</p>	<p>1.Types of Linen and Operation of Linen Room</p> <p>2.Operation of Uniform Room and Sewing Room</p> <p>3.Process of Laundry Operation</p> <p>4.Fabrics, Fibers and Textiles</p> <p>5.Importance of Security Aspects in Housekeeping</p> <p>6.Situation Handling</p>
29	BHCT 209	Airlines, Travel & Tourism Management	<p>1. The types of transportation used across globe.</p> <p>2. The importance and history of Aviation</p> <p>3. The functions of travel and tourism organizations at International and National Level.</p> <p>4. The travel documents and how to describe them.</p> <p>5. The basic physical geography related to various airline routes.</p> <p>6. The concept of GMT and world time zones</p>	<p>1. Identify and define basic terms related to aviation and tourism management.</p> <p>2. Outline the process and procedures related to travel documentation.</p> <p>3. Describe various types of travel documents.</p> <p>4. Outline the facilities provided on ground & while flying.</p> <p>5. Learn the Check in Procedures for passengers</p> <p>6. Travel Agencies & their role</p> <p>7. Various Online Travel Agencies.</p>
30	BHCT 211	Management & Organizational Behaviour	<p>1.Help the student to understand the Concept, Functions, Levels and Theories of Management</p> <p>2. Help the students to develop cognizance of the importance of human behaviour.</p> <p>3.Describe how people behave under different conditions and understand why people behave as they do.</p> <p>4. Enable students to synthesize related information and evaluate the most logical and optimal solution that would be able to predict and control human behaviour and improve results.</p>	<p>1. Demonstrate the applicability of the concept, functions and theories of Management.</p> <p>2. Analyze individual and group behaviour, and understand the implications of organizational behaviour on the process of management.</p> <p>3. Understand the behavior of people in the organization.</p> <p>4. Identify different motivational theories and evaluate motivational strategies used in a variety of organizational settings.</p> <p>5. Evaluate the appropriateness of various leadership styles and conflict management strategies used in organizations.</p> <p>6. Explain how organizational change and culture affect working relationships within organizations.</p>
31	BHCT 251	Quantity Food Production Operations -I	<p>1.Understand the professional requirements of kitchen personnel and importance of hygiene</p> <p>2.Conceptualize the management and functioning of Quantity Kitchen</p>	<p>1. Prepare good quality Regional Indian bulk food with safety and Hygiene.</p> <p>2.Plan Menu and demonstrate kitchen equipments required in bulk/quantity cooking</p>

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			<p>3. Know in detail about Indian Regional cuisine with their ingredients, popular dishes, methods of cooking and Festive delicacies.</p> <p>4. Acquire the requisite technical skills in Banquet menus and cooking.</p> <p>5. Identify practices to reduce, reuse & recycle waste with an emphasis on quality and quantity production.</p>	<p>3. Demonstrate and prepare basic Indian Gravies with understanding of standard Recipes.</p> <p>4. Prepare various popular regional dishes of different states of India.</p>
32	BHCT 253	Restaurant & Bar Operations-I	<p>1. Bar Operations, Bar Layout & Bar Equipment</p> <p>2. Service of Wines</p> <p>3. Service of Bottled & Draft Beer</p> <p>4. Food & Wine Pairing</p>	<p>1. Learn about Bar Operations, Bar Layout & Bar Equipment</p> <p>2. Learn and demonstrate service of various types of Wines</p> <p>3. Learn & demonstrate service of Bottled & Draft Beer</p> <p>4. Learn & apply the knowledge of Food & Wine Pairing</p>
33	BHCT 257	Accommodation Operations-I	<p>1. Linen room operation & procedures</p> <p>2. Laundry operation & procedures</p> <p>3. Fiber identification techniques</p> <p>4. Safety Aspects</p> <p>5. Basic Hand sewing techniques</p>	<p>1. Types of Linen and Operation of Linen Room</p> <p>2. Operation of Uniform Room</p> <p>3. Laundry Operation</p> <p>4. Fiber identification techniques</p> <p>5. Safety Aspects</p> <p>6. Hand sewing techniques</p>
34	BHCT 259	Bakery & Confectionery-II	<p>1. Demonstrate a working knowledge of patisserie products and illustrate the knowledge through facile production of patisserie items.</p> <p>2. Understand the various products of bakery and confectionery as an integral part of Global cuisine</p> <p>3. Different working temperatures for bakery products.</p> <p>4. Writing recipes of different breads, cookies, pastries and gateaux.</p>	<p>1. Demonstrate the understanding of fundamentals of bakery and confectionery.</p> <p>2. Recognize & comply safe working practices.</p> <p>3. Illustrate the use of tools and machinery used in bakery and confectionery.</p> <p>4. Demonstrate entrepreneurship skills for setting up a home-based bakery unit</p>
35	BHCT 261	Advanced Computer Applications for Hospitality Industry (Web Designing) (NUES)*	<p>1. Familiarize with MS Office, multimedia, internet and Web technologies.</p> <p>2. Explain the representation of data and information in computer systems,</p> <p>3. Use standard word Processor, spreadsheets, Power-point presentation and web designing to develop Hospitality & Hotel businesses.</p>	<p>1. Solve basic systems problems by applying word-processing, spreadsheet and presentation software techniques</p> <p>2. Use technology ethically, safely, securely, and legally.</p> <p>3. Design basic business web pages using current HTML/CSS coding standards</p>
SEMESTER IV				
36	BHCT 202	Quantity Food Production Management	<p>1. Understand volume cookery with its uses in various types of catering establishment through planning, purchasing and indenting for mass production.</p> <p>2. Describe various types of Frozen desserts with special equipments required and precautions to be</p>	<p>1. Describe volume cookery with its planning, purchasing and indenting required for mass production.</p> <p>2. Enlist and explain various frozen desserts with special equipments required and precautions needed while preparation.</p> <p>3. Describe about chocolate History,</p>

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			<p>taken while preparation.</p> <p>3. Acquire knowledge about chocolate History, manufacturing and storages.</p> <p>4. Describe Types of fast food with their evolution & Franchising</p>	<p>manufacturing and storages.</p> <p>4. Explain various types of fast food with their evolution & Franchising</p>
37	BHCT 204	Front Office Management - II	<p>1. Front office accounting terminologies and concept.</p> <p>2. Describe the various steps involved in Front office guest accounting and night auditing.</p> <p>3. Explain the correct procedure of dealing with difficult situations and emergencies.</p> <p>4. Latest Trends adopted by hotels with real life examples on sales techniques and marketing approach.</p>	<p>1. Explain and discuss front office accounting procedures, checkout and settlement procedures, night audit functions and verification.</p> <p>2. Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle.</p> <p>3. Comprehend the scope of Hospitality Industry as an International Business.</p> <p>4. Understand real life examples of marketing strategies and technology adopted by hotels.</p>
38	BHCT 206	Restaurant & Bar Management - II	<p>1. Manufacturing process of Spirits and Liqueurs</p> <p>2. Learn the art of making Cocktails along with equipments used for the purpose.</p> <p>3. Learn about Bar control and licenses.</p> <p>4.. The processing, manufacturing and service of cigar and cigarettes.</p>	<p>1. To analyze the bar and its entire operations in the hotel industry.</p> <p>2. Develop an understanding of the concepts of Alcoholic Beverages.</p> <p>3. To understand bar management process and procedures.</p> <p>4. To learn the spirits making procedures.</p>
39	BHCT 208	Accommodation Management - II	<p>1. Art of Floral decoration and Horticulture.</p> <p>2. Importance of ergonomics in guestroom planning and other hotel facilities for staff and guests.</p> <p>3. Concept of Inventory and commercial cleaning in the housekeeping department.</p>	<p>1. Principles and Styles of Flower arrangement and color schemes</p> <p>2. Basics of Horticulture i.e. Equipment and basic requirements</p> <p>3. Need and process of renovation</p> <p>4. Outsourcing cleaning- types and cons/pros</p> <p>5. Concept of Inventory Control</p> <p>6. Need and importance of Ergonomics in Housekeeping</p>
40	BHCT 210	Hospitality Engineering & Maintenance	<p>1. Role and importance of engineering department in hotels</p> <p>2. Hotel Building & equipment repair and maintenance</p> <p>3. Fuels & Electricity types and their usage in hotel</p> <p>4. Heat, Ventilation, Refrigeration and air condition system</p> <p>5. Water & Sanitary management system</p> <p>6. Fire types, prevention & control</p>	<p>1. Identify the need, importance and organization of engineering department</p> <p>2. Well versed about repair & maintenance of hotel building and machinery</p> <p>3. Gain thorough knowledge about Fuel & Electricity</p> <p>4. Gain depth knowledge about water & sanitary management, heat, ventilation, refrigeration & air conditioning</p> <p>5. Learn about fire safety measures used in hospitality industry</p>
41	BHCT 212	Event Management	<p>Describing and discussing the role and scope of event coordination as it is practiced in the various event genres.</p> <p>2. Conducting a thorough assessment of event needs and resources..</p>	<p>1. Analyze and demonstrate the skills required to research, design, plan, coordinate, and evaluate an actual event through the documentation and submission of a portfolio</p> <p>2. Differentiate between event</p>

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			<p>3. Conducting standard and customary ethical, legal, risk management, safety, and security analysis for an event.</p> <p>4. Demonstrating knowledge and skills in a practical event environment.</p>	<p>management and event leadership</p> <p>3. Analyze an event strategic marketing plan.</p> <p>4. Critically analyze a sustainable event's strengths, weaknesses, opportunities, and threats using a SWOT analysis</p>
42	BHCT 252	Quantity Food Production Operations - II	<p>1. Understand and prepare Indian Regional Snacks & sweets with their ingredients, methods of cooking and Festive delicacies.</p> <p>2. Prepare American and Chinese snack popular in India</p> <p>3. Acquire the requisite technical skills in Banquet menus and cooking.</p> <p>4. Identify practices to reduce, reuse & recycle waste with an emphasis on quality and quantity production.</p>	<p>1. Prepare good quality Regional Indian bulk food with safety and Hygiene</p> <p>2. Acquire pre-preparation and preparation skill of Indian regional dishes</p> <p>3. Prepare various popular regional and International snacks and Indian sweets.</p>
43	BHCT 254	Front Office Operations-II	<p>1. Preparation of Guest Folio, - filling up, View folio, Post Charges, Posting Guest Charges, Telephone, Laundry, Room Charge, Food & Beverage and Other Charges Accounting & Totaling Guest Folios 2. & 3. 6. Awareness of exchange rates of commonly accepted foreign currency 7. Field Visits (Self) Assignments to observe Cashiers' Desk in classified Hotels and 1. Small Hotels 8. VTL, City Ledger Formats 9. etc. 10. Night Auditing Reports 11. Auditing of Bill Statement 12. 13. Role play-selling techniques 14. Mock Situations – Role plays</p> <p>2. Bills compilation, Presentation, Settlement</p> <p>3. Night Auditing Procedures and Reports</p> <p>4. Maintenance of reports and registers</p>	<p>1. Practice on Bills Compilation, Presentation, Settlement</p> <p>2. Preparing & Filling of Forms of Traveler's Cheques, Cash Sheet, Visitors Paid Outs, Allowances and Discounts</p> <p>3. Handling Credit Cards, TC, Travel Agent Vouchers</p> <p>4. Practice selling techniques at Front Desk</p>
44	BHCT 256	Restaurant & Bar Operations-II	<p>1. Service of Spirits</p> <p>2. Service of Liqueurs</p> <p>3. Cocktail making & Mixology</p> <p>4. Service of Cigars & Cigarettes</p>	<p>1. Learn and demonstrate service of Spirits</p> <p>2. Learn & demonstrate service of Liqueurs</p> <p>3. Learn & apply the knowledge of Cocktail Making & Mixology</p> <p>4. Learn & demonstrate service of Cigars & Cigarettes</p>
45	BHCT 258	Accommodation Operations-II	<p>1. Role of Housekeeping department in Floral decoration and Horticulture</p> <p>2. Theme based restaurant & uniform designing</p>	<p>1. Flower arrangement styles</p> <p>2. Basics of Horticulture i.e. Equipments and basic requirements</p> <p>3. Theme based designing of restaurant</p> <p>4. Uniform designing & cost calculation</p>

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6	BHCT 260	Bakery & Confectionery-III	<ol style="list-style-type: none"> 1. Demonstrate a working knowledge of bakery products and illustrate the knowledge through facile production of patisserie items. 2. Understand the various products of bakery and confectionery as an integral part of Global cuisine. 3. Analyze the acceptable methods for the preparation of Frozen Desserts and Chocolate making. 4. Writing recipes of different Frozen Desserts and Gateaux. 	<ol style="list-style-type: none"> 1. Demonstrate the understanding of Frozen Desserts and Chocolate making. 2. Recognize & comply safe working practices in bakery and confectionery. 3. Illustrate the use of tools and machinery used in bakery and confectionery. 4. Demonstrate entrepreneurship skills for setting up a home-based bakery unit.
47	BHCT 262	Hospitality Professional Skills – I (NUES)*	<ol style="list-style-type: none"> 1. Interview Skills & Techniques 2. Group Discussion and team building 3. PPT Presentation Skills 4. Conversational Skills 5. Writing skills for being a good manager 	<ol style="list-style-type: none"> 1. Learn interview skills & techniques, their purpose, types, guidelines 2. Understand steps to succeed in group discussion 3. Learn team development, importance of team building and management characteristics 4. Understand importance of power point presentation skills 5. Learn importance of learning conversational as well as writing skills
SEMESTER V & VI				
48	BHCT 361/362	Industry Internship	<ol style="list-style-type: none"> 1. To enable students to gain relevant experience working within the Hospitality 2. Expand the student's knowledge of a particular area(s) of hotel industry. 3. To network and demonstrate useful contacts for future employment/business opportunities 4. To enable students to develop their practical and managerial skills in the working environment. 	<ol style="list-style-type: none"> 1. To show professional behavior necessary for job success and growth. 2. Coherent personal and professional goals. 3. Students will identify and address personal strengths and weaknesses in light of demands and expectations of employment. 4. Acquire exposure to a professional field and comprehend of professional etiquette.
49	BHCT 301/302	Introduction to International Cuisine	<ol style="list-style-type: none"> 1. Introduce international cuisines with their History, Regions, Equipments, Ingredients, Cooking Methods Techniques and Popular Dishes 2. Understand types of Icings & Meringues with their uses. 3. Classify Herbs and wines and explain their uses in cooking. 	<ol style="list-style-type: none"> 1. Develop knowledge on various international cuisines with their history, popular dishes and cooking methods. 2. Impart knowledge on types of Icings & Meringues with their uses. 3. Describe the use of herbs & wine in cooking with their uses.
50	BHCT 303/304	Advanced Front Office Management	<ol style="list-style-type: none"> 1. Understanding of Room rate pricing and revenue management techniques applied in Front Office. 2. Dealing with various situations at the front desk daily and in time of a crisis. 3. Gaining an insight into problem solving in the hotel and to appreciate the role played by the manager in the efficient running of the different sections in the front 	<ol style="list-style-type: none"> 1. To explore the tools and technique of management accounting for analysis to understand different pricing strategies. 2. To be able to analyze the affairs of the personnel management. 3. To prepare contingency plan in crisis management. 4. To make strategic decisions at different level at Front office

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			office 4. Comprehending the integrated functions of the front office in the hotel industry	
51	BHCT 305/306	Advanced Food & Beverage Service Management	<ol style="list-style-type: none"> 1. Layout & planning of Functional & Ancillary areas of F&B outlet 2. Concept of Gueridon Service & Flambe Cooking 3. Function Catering – Off Premises & On Premises & Types of Buffet 4. MICE Management 	<ol style="list-style-type: none"> 1. Understand the Planning & Managing F&B Outlets considering the planning for staff requirement. Space requirement & Layout of different areas. 2. Learn about the Concept of Gueridon service, advantages & disadvantages and different types of Trolleys 3. Discuss about the Banquet and Off-Premise Operations and Management 4. Understand the Concept of MICE in Hospitality Industry
52	BHCT 307/308	Advance Accommodation Management	<ol style="list-style-type: none"> 1. Planning and organizing of Housekeeping department 2. Concept of budgeting and scheduling of staff 3. Energy conservation and Pest control in reference to hotel housekeeping 	<ol style="list-style-type: none"> 1. Planning and organizing Housekeeping department 2. Manpower planning and scheduling of Housekeeping staff 3. The role of Executive Housekeeper 4. Types of budget and Budgetary control 5. Planning of housekeeping operations and SOP designing 6. Integrated pest management and controlling of different pests
53	BHCT 309/310	Hotel Law & Corporate Governance	<ol style="list-style-type: none"> 1. The designed curriculum prepares students for careers and leadership through a hotel management foundation with an emphasis on the hotel industry law. 2. Provides students with an integrated presentation of contract concepts as they apply to the legal aspects of hospitality management 3. Students examine relevant central and state cases and statutes. 4. The overall objective is to enable students to recognize, analyze, and evaluate legal issues for the purpose of making and articulating appropriate decisions in the workplace. 	<ol style="list-style-type: none"> 1. Analyze and act in a diversity of business contexts 2. Impact business through effective communication and teamwork in term of corporate governance 3. Analyze dilemmas and make thoughtful, principled decisions 4. Know their strengths and enhance their professional skill set
54	BHCT 311/312	Hygiene, Sanitation & Food Science	<ol style="list-style-type: none"> 1. Contamination and sanitary techniques followed by hotels to maintain Hygiene and sanitation practices. 2. Effect of microorganisms on food and food preservation techniques. 3. Nutrients classification with planning and maintaining nutritive value of food and Nutrition concepts and principals to improve the nutritional health in hospitality. 4. New norms followed by hotel 	<ol style="list-style-type: none"> 1. Realize the need, concept and importance of food service and nutrition in hospitality industry, community and self-growth. 2. Learn principles of HACCP and rules and regulations adopted by various hotels and restaurant industry. 3. Identify various new trends adopted by hotels especially, in view of current scenario. 4. Demonstrate facts related to product licensing and understanding

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			industry related to maintain food quality standard.	additive proportion.
	BHCT 351/352	Advanced Food Production Operations	<ol style="list-style-type: none"> 1. Introduce international culinary world, thus giving them a glimpse of various cuisines across the globe. 2. Outline the focus on the health, hygiene and safety procedures followed in professional kitchen. 3. Select meat, chicken, fish and their processing techniques. 	<ol style="list-style-type: none"> 1. Prepare Basic menus of various International cuisines. 2. Demonstrate proper use of kitchen tools, materials and equipment. 4. Demonstrate culinary skills and technique while preparing dishes 5. Demonstrate plating of various Dishes.
56	BHCT 353/354	Advanced Front Office Operations	<ol style="list-style-type: none"> 1. Guest handling based on Standard operating procedures 2. Importance of effective managements of Problem Handling 3. Front office Staffing & Fixing of Room Rate 4. Emergency Situation 	<ol style="list-style-type: none"> 1. Evaluate the importance of SOP for front office. 2. Identify the desirable solutions for hospitality professionals in problem handling. 3. Importance of pricing techniques and staffing 4. Identify the major emergency situations and crisis management
57	BHCT 355/356	Advanced Food & Beverage Service Operations	<ol style="list-style-type: none"> 1. Service Procedures & protocols for Formal & informal banquets 2. Preparation of Duty Roaster in F&B Outlets 3. Basics of Gueridon & Flambe Cooking 4. Supervisory Skills & importance of SOPs 5. Designing & Layout of Bar 	<ol style="list-style-type: none"> 1. Understand the Skills required for the effective supervision & Practice on SOPs 2. Learn about the different Types of Buffet & Set-ups for Buffet 3. Calculate the space for banquets 4. Understand the Service Procedures in Formal & Informal Banquets
58	BHCT 357/358	Advanced Accommodation Operations	<ol style="list-style-type: none"> 1. Event planning 2. Team cleaning 3. Staffing 4. SOP for guestrooms and public area 5. Pest control exposure and energy conservation activities 	<ol style="list-style-type: none"> 2. Understand the planning, organizing, executing, and evaluating for team cleaning process. 3. Plan duty roster for the department 4. Learn about standard operating procedures for guest rooms and public area 5. Learn different energy conservation activities and about pest control exposure too.
59	BHCT 359/360	Hospitality Management & Etiquettes (NUES)*	<ol style="list-style-type: none"> 1. Dining etiquettes which will enable them to learn social behavior. 2. Developing and maintaining a positive attitude and being assertive. 3. The skills needed for approaching different types of interviews. 4. Creating an extra edge to establishes trust and credibility. 	<ol style="list-style-type: none"> 1. Explain the aspects of dining etiquettes. 2. Identify and explain the importance of general manners and etiquette habits necessary for success in guest service and the hospitality industry. 3. Discuss procedures and techniques required for hospitality interviews. 4. Identify and discuss techniques for dealing with special circumstances relating to proper etiquette and guest service
SEMESTER VII				
60	BHCT 401	Research Methodology	1. Introductory aspects of Research Methodology	1. Have basic knowledge of Research Methodology

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			<p>2. Research Process 3. Sampling and Data collection 4. Report Writing and Presentation</p>	<p>2. Research Process 3. Sampling and Data collection 4. Report Writing and Presentation</p>
61	BHCT 403	Entrepreneurship Development	<p>1. Entrepreneur & Entrepreneurship in India 2. Raising & Managing Finance for New Ventures 3. Entrepreneurial Marketing and E-business 4. Entrepreneurial Development Programmes (EDP)</p>	<p>1. Learn about Entrepreneur & Entrepreneurship in India 2. Learn & apply the knowledge of Raising & Managing Finance for New Ventures 3. Learn & apply the knowledge Entrepreneurial Marketing and E-business 4. Learn about various Entrepreneurial Development Programmes (EDP)</p>
62	BHCT 405	Hospitality Sales & Marketing	<p>1. The concepts of sales and marketing with regards to the hospitality industry. 2. The marketing process for different types of products and services provided in the hospitality sector. 3. The ability to understand the process of hospitality sales, personal selling and sales management and its various applications in promoting a brand. 4. The ability to enhance and enrich brand management and public relations in the hotel industry.</p>	<p>1. Students will demonstrate strong product knowledge in the area of sales and marketing and its application in the hospitality sector. 2. Students will demonstrate effective ways to implement the marketing process in different ways so as to effectively sell hospitality products and services. 3. Students will demonstrate analytical skills in identification and implementation of entire sales process with an ability to handle personal selling and brand management.</p>
Core Elective I: Advanced Food & Beverage Management:				
63	BHCT 407	Food & Wine Philosophy	<p>1. Development of food and wine from the ancient world to present day 2. List specific cultural examples of food and wine traditions. 3. Acquire the requisite technical skills for competent service of Food and Beverage 4. Become well-versed in expanded, macro-approaches to food and wine 5. Develop competence in the professional practices related to food and wine businesses in terms of both production and service.</p>	<p>1. Demonstrate industry knowledge of global food and wine sectors, and a strong command of the European regions.. 2. Apply best practices in food and beverage production and service operations. 3. Efficiently analyze quality and methodology in food and wine production, and how they adhere to international and local regulations. 4. Demonstrate ability to scale food and wine production and service according to diverse situations and contexts, including types of industry structures</p>
64	BHCT 409	Modern Gastronomy	<p>1. Acquire knowledge about the basic principles of nutrition and food science, and apply it in the field of gastronomy. 2. Describe food in the context of its anthropology i.e. Evolution of Modern Era, Food history, Culture and nutritional science. 3. Approach food and cooking as an art process and to be competent in food presentation and plating</p>	<p>1. Identify evolution of Modern Era Food and its Culture Relation. 2. Understand the effects of food on human health and society 3. Evaluate the fundamental chemical and Physical theories of Molecular Gastronomy. 4. Apply concepts, theories and analysis in the development of novel recipes, dishes and food for various lifestyle people.</p>

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			<p>style.</p> <p>4. Have Comprehensive information about food related concepts, techniques like Sous Vide , Cook Chill & Cook Freeze and to gain new product information.</p> <p>5. Ability to conduct research and develop ideas on various suitable lifestyle cooking.</p> <p>6. To have Sustainable Food & Beverage Production through Sustainable Culinary Practices in Food operations.</p>	<p>5. Understand various food presentation, plating and food photography Style.</p> <p>6. Focus on sustainable food practices and proper waste disposal.</p>
65	BHCT 411	Food & Beverage Controls - I	<p>1. Food & Beverage Controls which includes Purchasing to Inventory Control.</p> <p>2.Purchasing Control including standard purchase specifications and methods of purchasing in hotels.</p> <p>3.Concept & Objective of Receiving Controls which includes the critical element of maintaining records in the records department.</p> <p>4.Storing and Issuing Control including location, facilities, security and procedures.</p> <p>5.Importance of Inventory Control and the knowledge of Physical and Perpetual Inventory systems.</p>	<p>1.Learn about the Concept of F&B Controls</p> <p>2.Demonstrate the entire process of Purchase Control.</p> <p>3.Analyze the concepts and objectives of Receiving Control.</p> <p>4.Implement the right procedures of Storing, issuing and Inventory Control.</p>
Core Elective II: Advanced Rooms Division Management:				
66	BHCT 413	Revenue Management	<p>1.The importance of revenue management</p> <p>2.How to use holistic revenue management strategies in your hotel</p> <p>3.Understanding the current and potential guests.</p> <p>4.How to look at your target audience's buying behavior in order to optimize revenue.</p>	<p>1. Be empowered with industry best practices, which can be applied across the vast diversification the hotel industry to empower those to optimize profits</p> <p>2.Understand what revenue management is, why it's important</p> <p>3.How revenue management can increase profit through booking curve management</p> <p>4. How effective yielding can improve a hotel's profits</p>
67	BHCT 415	Interior Decoration	<p>1.Basics of Interior Designing</p> <p>2.Different types of color schemes in interior decoration</p> <p>3.Walls and wall finishes</p> <p>4.Floors and floor coverings</p> <p>5.Types of furniture and it's placement in guest rooms</p> <p>6.Lighting and accessories</p>	<p>1.Principles and Elements of Design.</p> <p>2.Types of colour schemes</p> <p>3.Different types of wall finishes, door and window finishes</p> <p>4.Types of floor and floor coverings with their cleaning procedures</p> <p>5.Types of guestroom furniture and it's placement</p> <p>6.Lighting types and principles of light installation</p> <p>7.Classification and placement of accessories</p>

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68	BHCT 417	Linen & Laundry Operations & Management	<ol style="list-style-type: none"> 1.Linen Control 2.Laundry basic engineering & operations 3.Laundry process 4.Stain removal 	<ol style="list-style-type: none"> 1.Costing of Linen 2.Linen Storage and inventory management 3.Laundry layout and operations 4.Different types of laundry chemicals 5.Types and removal of stains
69	BHCT 451	Advanced Hospitality Professionals' Skills (NUES) *	<ol style="list-style-type: none"> 1.To encourage the overall development of students by focusing on soft skills. 2.Identify and explain the significance of general manners and etiquette for success in the hospitality industry. 3.To understand the importance of professional gesture and body language. 4.To encourage students to enhance soft skills like hand shake, conflict handling and leadership. 	<ol style="list-style-type: none"> 1. Actively participate in group discussion / meetings / interviews & deliver presentations. 2. Develop conflict management skills and apply those skills through the high-impact practice of experiential learning. 3. Know the quality and attribute of leader.
Core Elective (Practical) I: Advanced Food & Beverage Management:				
70	BHCT 453	Advanced Baking & Culinary	<ol style="list-style-type: none"> 1. Introduce modern Italian, Indian & French menu. 2. Demonstrate various types of Homemade Pastas. 3. Understand modern & molecular gastronomy. 4. Prepare Menus with Wine Pairings 5. Demonstrate various Bakery and confectionery products 	<ol style="list-style-type: none"> 1. Plan & prepare various modern Italian, Indian & French menus. 2. Plan and execute theme based menus. 3. Demonstrate modern & molecular gastronomic skills and techniques. 4. Demonstrate various types of Homemade Pastas. 5. Prepare high – end bakery & Confectionery products
71	BHCT 455	Advanced Food & Beverage Service Management - I	<ol style="list-style-type: none"> 1. Menu Costing, Pricing & Service of International Specialty Food items 2. Planning and Operation of F & B Outlets 3. Software Applications in Generation of F & B Reports 4. F & B Store Management 	<ol style="list-style-type: none"> 1. Learn, apply & demonstrate the knowledge of Menu Costing, Pricing & Service of International Specialty Food items 2. Learn and apply the knowledge of Planning and Operation of F & B Outlets 3. Learn & demonstrate the application of Software in generating F & B Reports 4. Learn & apply the knowledge of F & B Store Management
Core Elective (Practical) II: Advanced Rooms Division Management :				
72	BHCT 457	Advanced Front Office Management - I	<ol style="list-style-type: none"> 1. Yield Management Calculations 2. Budgets preparation at Front Office 3. Personnel Management applications 	<ol style="list-style-type: none"> 1. Know Management Challenges in Using Revenue Management 2. Understand budgeting for a Point-of-sale Front Office 3. Applications of Personnel Management
73	BHCT 459	Advanced Accommodation Management - I	<ol style="list-style-type: none"> 1. Laundry and Stain removal methods 2. Model guest room designing and towel origami 	<ol style="list-style-type: none"> 1. Learn about layout, flow process, handling machines, planning and designing of a laundry in a hotel 2. Learn different types of stains and their removing methods. 3. Understand criterion for model guestroom designing process 4. Learn different towel origami

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designs used in hotel guestrooms

SEMESTER VIII

74	BHCT 402	Innovating the Customer Experience	<ol style="list-style-type: none"> 1. Innovation & Innovative Models in Hospitality Industry 2. Components of Innovative Marketing Mix and its impact 3. Understanding Customer Decision Making Process 4. Customer Engagement & Retention 	<ol style="list-style-type: none"> 1. Learn about Innovation & Innovative Models in Hospitality Industry 2. Learn & apply the knowledge of Components of Innovative Marketing Mix and its impact 3. Understanding Customer Decision Making Process 4. Learn & apply the knowledge of Customer Engagement & Retention
75	BHCT 404	Hospitality Customer Relationship Management	<ol style="list-style-type: none"> 1. To make the students understand the conceptual framework of Customer Relationship Management. 2. To disseminate knowledge regarding CRM and its strategies to build strong customer relationships. 3. To enable the students understand the technological and human issues relating to implementation of Customer Relationship Management in the organizations 	<ol style="list-style-type: none"> 1. Understand the basic concepts of Customer relationship management. 2. To understand the management of CRM in different stages so as to build strong customer relations. 3. Learn basics of Customer relationship management with reference to its implementation in the hospitality sector. 4. Understand E-CRM and its importance and effectiveness in increasing customer loyalty.
76	BHCT 406	Human Resource Planning & Management	<ol style="list-style-type: none"> 1. Basic concepts of Human resource planning and Management 2. Recruitment, selection, training and development concepts 3. Techniques of Performance Appraisal 4. Laws related to employee welfare in hotels 	<ol style="list-style-type: none"> 1. Learn objectives, importance and challenges of HR management and planning. 2. Understand the process of recruitment, selection, training and development process; their importance and techniques 3. Describe importance, techniques and limitations of performance appraisal 4. Summarize different employees. Labour laws and their classification
Core Elective I: Advanced Food & Beverage Management:				
77	BHCT 408	Kitchen & Restaurant Planning	<ol style="list-style-type: none"> 1. To understand the nuances of restaurant and kitchen layout. 2. An awareness of all aspects of planning and design in the development of a new-refurbishment of a food service area, i.e., restaurant and kitchen. 3. To focus on quality and quantity management of the restaurant and kitchen. 4. Provide an opportunity for the student to investigate the effects of cost and associated problems, in designing and maintaining food and beverage areas. 	<ol style="list-style-type: none"> 1. Organize a restaurant and kitchen using specific layout techniques. 2. To able to acknowledge the different equipment's pertaining to restaurant and kitchen operation. 3. To calculate the space and sizes for the professional layout of restaurant and kitchens. 4. Apprise the architectural considerations for restaurant environment.
78	BHCT 410	Advanced Food Production Management	<ol style="list-style-type: none"> 1. Demonstrate acceptable sanitation and food handling procedures of cold kitchen. 2. Develop an advanced 	<ol style="list-style-type: none"> 1. Evaluate the quality of food products against established standards. 2. Demonstrate skills of preparing



			<p>understanding of the quality management techniques involved in the area of food preparation.</p> <p>3. Analyze the acceptable methods for the preparation of selected food products.</p> <p>4. Illustrate the advanced skills in handling food service management.</p> <p>5. Recognize the pre-requisite for HACCP and FSSAI.</p>	<p>event based food products.</p> <p>3. Describe legal and financial requirements in commercial food establishments.</p> <p>4. Showcase ability to lead in team.</p> <p>5. Differentiate indigenous ingredients, staple foods & signature dishes of the popular global cuisines.</p>
79	BHCT 412	Food & Beverage Controls - II	<p>1. Food & Beverage production Control Practices which includes Cost Control, Yield, F&B ratios, Forecasting</p> <p>2. Sales Controlling that includes the calculation of selling price and frauds in billing, POS</p> <p>3. Concept & Objective of Budgetary Control</p> <p>4. Standard Costing, Cost Variances, Sales & Profit Variances</p> <p>5. Menu Planning, Engineering & Merchandising</p> <p>6. Different types of MIS reports</p>	<p>1. Learn about the Concept of F&B Controlling</p> <p>2. Discuss about the Sales and Budgetary Control</p> <p>3. Analyze the cost, sales & Profit Variance</p> <p>4. Understand about the concept of Menu Management & engineering</p> <p>5. Explain about the different MIS reports like Revenue report (Cumulative & Non Cumulative)</p>
Core Elective II: Advanced Rooms Division Management:				
80	BHCT 414	Hospitality Quality Management & Guest Satisfaction	<p>1. Training in Rooms Division</p> <p>2. Importance of Service Quality, Guest Loyalty and Culture</p> <p>3. Understanding of Total Quality Management</p> <p>4. Handling situations on Operations Management, Safety & Security of guests</p>	<p>1. Understand training functions in Rooms Division</p> <p>2. Have a thorough understanding of service quality, guest loyalty and culture</p> <p>3. Gain understanding of Total Quality Management</p> <p>4. Handle situations on Operations Management, Safety & Security of guests</p>
81	BHCT 416	Ambience Management	<p>1. Ambience Management</p> <p>2. Setting up of a new property</p> <p>3. Facility planning and designing of hotel rooms</p> <p>4. Latest technology based trends in housekeeping</p>	<p>1. Ambience management by Housekeeping</p> <p>2. Set up in a New Hotel</p> <p>3. Controlling techniques of Internal environment</p> <p>4. Thumb rules and factors considered in facility planning</p> <p>5. Designing hotel room ambience</p> <p>6. Latest technologies used in housekeeping and benefits of technologies.</p>
82	BHCT 418	Tour Operations & Management	<p>1. The Tour operating business</p> <p>2. Functions of a tour operator</p> <p>3. Tour planning</p> <p>4. Marketing, communication and future trends</p>	<p>1. Understand functions of tour operator</p> <p>2. Gain understanding of tour operating business</p> <p>3. Understand marketing, communication and future trends</p> <p>4. Plan a Tour</p>
83	BHCT 452	Project Report	<p>1. Learner to experience the rigours of a business environment with the real life situations in the industry.</p> <p>2. Management as a divergent</p>	<p>1. Develop and apply multidisciplinary concepts, tools, and techniques.</p> <p>2. Deal with operational problems related to various departments</p>



			process. 3. Develop and understanding involvement of Indian and Multinationals hotel industry	3 Groom the students for Hospitality Industry by training them in Business Environment scenarios.
Core Elective (Practical) I: Advanced Food & Beverage Management:				
84	BHCT 454	Advanced Baking & Culinary Management - II	1. Prepare & demonstrate Artistic bakery products like wedding cakes, sugar art, modern garnishes and plated desserts. 2. Present Progressive Indian Plating & prepare 3 Course plated European Menus with Wine Pairing. 3. Understand charcuterie products and related condiments on a modern menu 4. Understand the steps involved in making of Ice-Cream & Sorbets 5. Prepare and serve a variety of sandwiches.	1. Demonstrate Artistic Bakery skills of preparing wedding cakes, sugar art, modern garnishes and plated desserts. 2. Explain the importance of charcuterie products and related condiments on a modern menu 3. Prepare and serve a variety of sandwiches in accordance with recipe and customer requirements 4. Explain steps involved in making of Ice-Cream & Sorbets 5. Demonstrate Progressive Indian Plating & prepare 3 Course plated European Menus with Wine Pairing.
85	BHCT 456	Advanced Food & Beverage Service Management - II	1. Establishing SOPs and managing F & B Outlets. 2. Staffing, Scheduling & Training of F& B Staffs. 3. Market Study of F& B Outlets	1. Learn, apply & demonstrate the knowledge of Establishing SOPs and managing F & B Outlets. 2. Learn and apply the knowledge of Staffing, Scheduling & Training of F& B Staffs. 3. Learn & apply the knowledge of Market Study of F& B Outlets.
Core Elective (Practical) I: Advanced Rooms Division Management				
86	BHCT 458	Advanced Front Office Management - II	1. Usage of Different forms & Formats for training 2. Skills Training 3. Case of Total Quality Management 4. Role plays and current competitive Strategies	1. Use different forms & Formats for training 2. Manage Skills Training 3. Total Quality Management by case study method 4. Role plays and current competitive Strategies
87	BHCT 460	Advanced Accommodation Management - II	1. Theme based model guestroom designing and floral decorations in hotel 2. Interior designing	1. Understand the concepts and criteria of doing theme-based model guestroom designing and floral decoration in different areas of the hotel 2. Learn concepts of interior designing in a hotel guestroom.

Dr. Arvind Kumar Saraswati,
Academic Coordinator,
Convener- Syllabus Revision/Modification Committee
BCIHMCT

Director, Administrative Coordinator, Programme Coordinator; HOD- Food Production, Food & Beverage Service, Front Office, Housekeeping; Examinations; Training & Placement; Library; All Concerned Faculties.





LESSON PLAN (Theory)

Session: 2020-2021

Subject: Subject: Advance Housekeeping Operation Management I

BHCT-407

Topic: Planning & Organizing

UNIT: I (Week 1)

Objective: After completing this topic, students should be able to-

- A brief introduction of the syllabus
- Calculate the staff requirement using the staffing guide.
- Discuss various aspects of scheduling housekeeping staff.
- Describe the various ways of motivating staff.

Teaching/Learning Aids:

- Academic Blog for housekeeping (<https://gagansonihousekeeping.blogspot.com/>)
- Zoom – Online platform for conducting sessions
- What's App

Time	Topic –Key Points	Lesson Content	Trainers Activity	Media/Material & Equipment
X Batch Monday 3pm-3.50 pm Wednesday 4pm-4.50 pm Saturday 9.30-10.20am	Introduction Determining Staff Strength	Syllabus Thumb rules for determining staff strength; Staffing Guide;	Quick review of the previous semester topics.	<ul style="list-style-type: none"> • Hotel Housekeeping Operations by Smriti Raghubalan • Hotel, Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox • Housekeeping Training Manual by Sudhir Andrews
Y Batch Tuesday 4pm-4.50 pm Thursday 9.30-10.20am Friday 3-3.50 pm	Preparing a Duty Roster Job Analysis	Factors and considerations	<ul style="list-style-type: none"> • Numerical for calculating staff strength and preparing duty roster. • Differentiating between job description & specification 	



Signature
(Faculty)


Signature
(Programme Coordinator)

Signature
(Principal)





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Ref No.: 2020-2021/ Gagandeep Soni/ Week 1/ (ONLINE MODE- CLASSES FROM MONDAY TO SATURDAY)

Subject: Accommodation Operations
Semester: 7th Semester

Course Code: BHCT 407

Date From: 24/08/2020

Till: 29/08/2020

Day & Date	Batch	Time	Remarks
Monday 24-08-2020	Batch X	3pm-3.50 pm	Classes conducted through online platform ZOOM
Tuesday 25-08-2020	Batch Y	4pm-4.50 pm	
Wednesday 26-08-2020	Batch X	4pm-4.50 pm	
Thursday 27-08-2020	Batch Y	9.30-10.20am	
Friday 28-08-2020	Batch Y	3-3.50 pm	
Saturday 29-08-2020	Batch X	9.30-10.20am	

Name of the topic covered: Planning and Organizing

Sub Topic: Scheduling, Determining Staff Strength, Motivating staff, Job analysis, time and motion study

Objective: 1. To ensure that the students understand the concept of job analysis.
2. To ensure that the students are aware about the scheduling process followed in the housekeeping department.

Content: Factors determining staff strength, scheduling, types of shifts, alternative scheduling techniques, job analysis-job title, job description, job specification, area inventory list, and frequency schedule.

Teaching Methodology: Zoom – Online platform for conducting sessions. what's App. power point presentation, and discussion of topic.


Learning Outcome: Students were able to understand the basic planning and organizing process followed in the housekeeping department.

Learners Activities: Every student was asked questions individually to test the knowledge gained from the online teaching sessions conducted during the week. Video links were shared for the coming week sessions.

References: Housekeeping Operations and Management by Sudhir Andrews
Hotel Housekeeping Operations & Management by G. Raghubalan


Rate learner's outcome on the Rating Scale 1-5(Poor to Excellent): 4 to 5
(1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent)


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Ref No.:2019/ Faculty Name/Week No.: 2020/ Gagandeep Soni/ Week 7

Subject: Accommodation Operations

Course Code: BHCT 108

Semester: 2nd Semester

Date From: 2nd March, 2020

Till: 6th March, 2020

Day & Date	Batch	Time	Remarks
Monday 02/03/20	Batch X and Y	9.30-10.20 & 11.20-12.10	
Tuesday 03/03/20	Batch X	2.50-3.40 pm	
Wednesday 04/03/20	Batch X	2.50-3.40 pm	Revision, Clearing doubts
Thursday 05/03/20	Batch Y	2.50-4.30 pm	
Friday 06/03/20	Batch Y	2.50-3.40 pm	Revision, Clearing doubts

Name of the topic covered: ORGANISING OPERATIONS

Sub Topic: Manning and Scheduling/Cleaning of Different surfaces

Objective: 1. To ensure that the students are aware about calculating staff for a particular shift.
2. To enable the students for making a duty roster.

Content: Night shift duties and responsibilities, Numerical for making a duty roster, staff allocation, creating daily and rotational schedules.

Teaching Methodology: White Board and Marker, Numerical, Question answer session.

Learning Outcome: Students know how to make a duty roster for morning and evening shifts.

Learners Activities: Calculating relievers and allotting offs to all employees while making a roster.

References: Housekeeping Operations and Management by Sudhir Andrews
Hotel Housekeeping Operations & Management by G. Raghubalan

Rate learner's outcome on the Rating Scale 1-5(Poor to Excellent): 5
(1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent)



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Session: 2019-2020

WEEK 1 & 2

Subject: ACCOMMODATION OPERATIONS
UNIT: I
Date from:

Paper Code: BHCT-108
Topic: Daily Routine Management
Till:

Objectives: After completing the topic, students should be able to-

1. Know the guest floor etiquettes to be followed by the housekeeping staff while working on the guest floor.
2. Learn what is the concept of opening the department?
3. Understand the procedure of cleaning guest rooms.
4. Learn about handling procedure of VIP guest rooms, long staying guest, and DND rooms.
5. Understand the concept of turndown service.
6. Learn to differentiate turndown service and second service.

Teaching/Learning Aids: Power Point Presentation, Lecture, White Board and Marker


Day & Time	Topic - Key Points	Lesson Content	Trainers Activity
WEEK 1 & 2		<ul style="list-style-type: none"> • Introduction of the Syllabus- Daily Routine Management, Public Area Cleaning, Cleaning of Different surfaces, Organizing Operations, Material Planning, Emerging Trends in Accommodation Operations 	Revision: Glossary terms for the topic
	Daily Routine Management	<ul style="list-style-type: none"> • Guest floor etiquettes • Opening the department • Procedure of cleaning guest room. • Handling procedure of VIP guest rooms, long staying guest, and DND rooms 	Discuss with students about different types of room status they have learnt in previous semester
	Daily Routine Management	<ul style="list-style-type: none"> • Turndown service • Second service • Handling DND rooms • Guestroom inspection • Supervisor's checklist 	Assignment: Given the hypothetical situation related to filling the guestroom checklist for- <ul style="list-style-type: none"> • Occupied room • Departure room Zero defect room checklist

Student Assessment Criteria: Question Answer Session, Discussion

Reference Material: Hotel Housekeeping Operations and Management by G. Raghubalan, Housekeeping Trainer's Manual by Sudhir Andrews



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	Practical Observation Sheet	Rev.No.00 Date: 29/2/20
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Ref No.:2019/ Faculty Name/Week No. 2020/Gagandeep Soni/Week 7

Practical Lab: Housekeeping

Semester: 2nd semester

Week: 7

Time: 9.30-11.10 am

Subject: Basic Accom. Op. II

Subject code: 22158

Group	Strength	Present	Remarks
A	32	23	Students performed the allotted task with utmost dedication.
B	29	19	
C	30	20	
D	27	12	

Practical Topic: Mini bar Management

Learning Objectives: To ensure that the students are aware about mini bar handling process.

Method, Techniques and Process involved: Mini Bar Management	Equipments Used/Required: Lecture method, Wi-Fi
Skills demonstrated/learning: Mini bar definition and importance, alcoholic and non alcoholic beverages in a mini bar, snack items, duties and responsibilities of the housekeeping department for minibar management.	Further Assignments/ Practice: Completion of journals for the work done till date.
Students Evaluation: Students were evaluated for their journal, grooming, and punctuality.	Learning Outcome: The students were enthusiastic in completing the task assigned.

Rate learner's outcome on the Rating Scale 1-5 (Poor to Excellent): 5
(1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent)



(Signature Faculty)


(Signature HOD)



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Ref No.:2019-2020/ Neha Sahni / week I

Date: 28th August 20 Semester: 5th Semester

Time: 10:40am to 12:30pm

Subject: Adv. F&B Service Operations-II

Subject code: bhct-355

Date	Strength	Topic covered	Remarks
28.08.20	43(X Batch)	Syllabus Discussion	Practical was not held for Y Batch because of holiday on 29.08.20(Muharram)

Learning Objectives:

Method, Techniques and Process involved: Zoom Cloud and screen share	Equipment Used/Required: Virtual class
Skills demonstrated/learning: <ul style="list-style-type: none"> • Content of Syllabus: <ul style="list-style-type: none"> ○ Supervision ○ MICE ○ SOPs ○ Duty Roster 	Further Assignments: Students were asked to make word documents for writing journals
Students Evaluation: We started with the grooming check of the students and then move further with the discussion of syllabus, few keywords were discussed i.e: Blue Print, SOP, MICE, Project Time, and Ancillary Areas.	Learning Outcome: Virtual class was done effectively, since it was the first virtual class hence there was less attendance

Rate learner's outcome on the Rating Scale 1-5(Poor to Excellent): 5


 Neha Sahni
 (Signature Faculty)


 (Signature HOD)



 (Signature Program Coordinator)


 (Signature Principal)



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Practical Observation Sheet

Practical Lab: Restaurant(1515-1640)**Semester/Year:** 7th/4th**Week :** 01**Group:** B**Strength:** 28**Present:** 19**Date:** 22/23/24/25/18-01-19**Subject:** Food & Beverage service-V**Subject code:** BHCT 457

Practical (Title/Menu with region/Country): Discussion on Syllabus Content Standard Operating Procedures	Learning Objectives: To make students learn about – <ul style="list-style-type: none"> • Evaluation process for practical • Benefits of SOPs • Different types of SOPs
Method, Techniques and Process involved: <ul style="list-style-type: none"> • Discussion on the topic • Demonstration 	Equipments Used/Required: <ul style="list-style-type: none"> • White board & Marker
Skills demonstrated/learning: <ul style="list-style-type: none"> • Discussion on evaluation process for practical <ul style="list-style-type: none"> ○ Grooming ○ Punctuality ○ Performance ○ Journal • Concept of SOPs in Restaurants • Types of SOPs: <ul style="list-style-type: none"> ○ Tool Procedure ○ Rule procedure ○ Job procedure 	Further Assignments/ Practice: <ul style="list-style-type: none"> • Assign 4 students for the supervision in the restaurant with 1st years
Faculty Remarks/Feed Back: Students interacted well during the practical, concept was clear. Could not take practicals on 7, 8, 9-aug-2019 as got busy in admissions for the batch 2019-23. Hence practicals were adjusted with Mr. Nikhil Sharma & Divya Thakur. Monday Time table was followed on 14.08.19 & 16.08.19, hence no practical was held this week	Students Remark/Feedback Students shared their feedback that they wants to recap few previous topics like: <ul style="list-style-type: none"> ○ Tobacco ○ Wines & Spirits ○ Liqueurs ○ Cocktails ○ IRD Tray set-up Hence decided to take each topic in each practical, which helps them for their interviews.

Signature of Faculty: _____

HOD's Signature: _____

Principal: _____

