

B.Sc. DEGREE  
IN  
HOSPITALITY & HOTEL ADMINISTRATION

**CURRICULUM**

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
NOIDA  
(NCHMCT)

AND  
JAWAHARLAL NEHRU UNIVERSITY  
(JNU)

## SEMESTER - I

### MINIMUM CONTACT HOURS & CREDITS FOR EACH SUBJECT

No.	Subject code	Subject (Credits)	Contact Hours per Semester	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production -I (02 credits)	30	-
2	BHA102	Foundation Course in Food Production -I (Pr) (04 credits)	-	120
3	BHA103	Foundation Course in Food & Beverage Service – I (02 Credits)	30	-
4	BHA104	Foundation Course in Food & Beverage Service – I (Pr) (01 Credits)	-	30
5	BHA105	Foundation Course in Rooms Division Operations– I (02 credits)	30	-
6	BHA106	Foundation Course in Rooms Division Operations– I (Pr) (02 credits)	-	60
7	BHA107 Or BHA108	Customer Relation Management <b>OR</b> Employability Skills (02 credits)	30	
8	BHA109	Communication Skills-I (02 credits)	30	
9	BHA110	Environmental Studies (02 credits)	30	-
10	BHA111	Yoga/Stress Management-I (Pr) (01 credit)	-	30
TOTAL:			180	240
GRAND TOTAL			420	

### WEEKLY TEACHING SCHEME (18 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production – I (Theory)	02	
2	BHA102	Foundation Course in Food Production – I (Practical)	-	08
3	BHA103	Foundation Course in Food & Beverage Service - I (Theory)	02	
4	BHA104	Foundation Course in Food & Beverage Service-I (Practical)	-	02
5	BHA105	Foundation Course in Rooms Division Operations-I(Theory)	02	-
6	BHA106	Foundation Course in Rooms Division Operations-I(Practical)	-	04
7	BHA107 Or BHA108	Customer Relation Management <b>OR</b> Employability Skills	02	-
8	BHA109	Communication Skills-I	02	
9	BHA110	Environmental Studies	02	-
10	BHA111	Yoga/Stress Management-I (Practical)		02
TOTAL:			12	16
GRAND TOTAL			28	

### EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production – I (Theory)	100	-
2	BHA102	Foundation Course in Food Production – I (Practical)	-	100
3	BHA103	Foundation Course in Food & Beverage Service-I (Theory)	100	-
4	BHA104	Foundation Course in Food & Beverage Service-I (Practical)	-	100
5	BHA105	Foundation Course in Rooms Division Operations-I(Theory)	100	-
6	BHA106	Foundation Course in Rooms Division Operations-I(Practical)	-	100
7	BHA107 Or BHA108	Customer Relation Management <b>OR</b> Employability Skills	50	-
8	BHA109	Communication Skills-I	100	-
9	BHA110	Environmental Studies	100	-
10	BHA111	Yoga/Stress Management-I (Practical)	-	50
TOTAL:			550	350
GRAND TOTAL			900	

\* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

## BHA101 - FOUNDATION COURSE IN FOOD PRODUCTION – I

### 1. Preamble

Course Title	Foundation course in Food Production-I (Theory)
Course Code	BHA101
Credits	02
Number of Hours per Group	30 class hours

### 2. Course Description

It is important to understand that why introduction to culinary arts is important in the world of hospitality. To become a chef is long process. Cooking is dynamic profession- one that provides some of the greatest challenges as well as some of the greatest rewards. Learners will be exposed to the required international standards by inculcating necessary knowledge, skill and mind-set which assist them both in professional & personal front. It teaches many 'tricks of the trade' and will fuel a desire in students to take up kitchen operations as exciting career.

Keeping in mind the growing demand of educated manpower in the culinary world, the module will focus on introduction to culinary arts with emphasis on basics of food production and bakery.

### 3. Learning Outcomes

#### Knowledge

1. Discuss the Culinary voyage
2. Examine and tabulate the organization structure
3. Identify and examine Hygiene and safety
4. Enumerate the aims and objectives of cooking

#### Competencies

1. Illustrate the basics of cooking principles
2. Demonstrate principles of Stocks, Soups and Sauces
3. Explain the role of ingredients – shortening, raising, flour
4. Apply the principles of Plant based culinary arts and prepare simple menus
5. Classify egg and fish
6. Demonstrate the baking process

#### Mindset

1. Appreciate the importance of hygiene and basic cooking principles in food production.
2. Critique the various continental and Indian dishes extending to bakery

## BHA101 - FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)

**Unit-1:INTRODUCTION TO COOKERY:** Hygiene – Personal, Food, Environment, Uniforms & protective clothing, Safety procedure in handling kitchen equipment, Attitude & Personnel Ethics, Food Production – Industry, Traditional Cookery & Origin of modern cookery, Indian Culinary History, Ayurveda & Vegetarianism

**Unit-2:ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS & OBJECTS OF COOKING FOOD:** Classical Brigade & Modern Staffing, Duties and responsibilities of various chefs in Catering Establishments, Professional ethics and etiquettes in workplace, Aims of cooking (Including senses through food), Outcomes of cooking process, Techniques used in cooking, Basic principles of Safety Precautions, Waste Segregation, **ROLE OF INGREDIENTS:** Fats & Oils (Shortenings), Raising Agents, Flour – All purpose, Whole wheat, Multigrain, Millets, Gluten free, Sugar – Importance, Types, Cooking stages, Water – pH, Application in cooking, as commodity

**Unit-3: BASIC COOKING PRINCIPLES: HEAT TRANSFER AND COOKING METHODS:** Moist Heat, Dry Heat, Dry Heat using Fat, Microwave; **STOCKS:** Definition and Types, Components of stock, Method, Storage and Usage; **THICKENINGS & SAUCES:** Definition, Thickening Agents, Basic Sauces and Derivatives, Proprietary and Contemporary sauces, Deglazing

**Unit-4: SOUPS & SALADS:** Definitions, Classification with examples, International Soups, Components of Salads, **PLANT BASED CULINARY ARTS,** Importance, Vegetables & Fruits – Identification & Classification, Effect of Heat, Storage, **UNDERSTANDING EGG AND FISH:** Classification & Selection, Usage, Precaution, Cuts of Fish

**Unit-5: BASIC PRINCIPLES OF BREAD & CAKE MAKING:** Ingredients used in bread making and their roles, Beneficial role of microbes- probiotics, Steps in bread making, Methods of bread making, Bread faults, **CAKES:** Ingredients used in cake making, Methods of cake making, Cake faults

## BHA102-FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS) PART 'A' – COOKERY

Course Title	Foundation course in Food Production-I (Practical)
Course Code	BHA102
Credits	04
Number of Hours per Group	120 class hours

**Unit-1: ORIENTATION (INTRODUCTION TO KITCHEN):** Equipment - Identification, Description, Uses & handling, Hygiene - Kitchen etiquettes, Practices, Garbage disposal, Safety and security in kitchen, Knife Handling precautions, **Végétales & Fruits:** Vegetables – Classification, Cuts - julienne, jardinière, macédoines, brunoise, paysanne, mignonette, dices, cubes, shred, mirepoix, Preparation of salad dressing

**Unit-2: BASIC COOKING METHODS AND PRE-PREPARATIONS:** Blanching of Tomatoes and Capsicum, Preparation of concasse, Boiling, Parboiling (potatoes, Beans, Cauliflower, etc.), Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc., Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, Potatoes)

**Unit-3: STOCKS AND THICKENING & BINDING AGENTS:** White and Brown stock, Fish stock, Emergency stock, Fungi stock, **Thickenings** – Roux (White, Blond, Brown), Beurre Manie, Panada, Liaison, Other starch/Protein, **Sauce and Gravies:** Béchamel, Espagnole, Velouté, Tomato, Hollandaise, Mayonnaise, Basic Gravies – White, Brown

**Unit-4: EGG & FISH COOKERY - PREPARATION OF VARIETY OF EGG DISHES:** Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poaches, Scrambled, Omelette (Plain, Stuffed, Spanish), En cocotte (eggs Benedict), **Fish:** Identification and Classification, Cuts & Folds of Fish

**Unit-5: DEMONSTRATION & PREPARATION OF SIMPLE MENU:** Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé, Broth; Simple Egg preparations: Scotch egg, Assorted omelettes, Oeuf Florentine, Oeuf Benedict, Oeufs Farcis, Oeuf Portugese, Oeuf Durs Mayonnaise; Simple potato preparations, Boiled, Baked, Mashed, Roasted, French fries, Allumettes, Lyonnaise potatoes; Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables; Fish Preparations: Fish only, a la anglaise, colbert, meuniere, poached, baked

## **PART 'B' - BAKERY & PATISSERIE**

**Unit-1: INTRODUCTION ABOUT THE TRADE:** Identification of light & heavy Equipment, Handling & uses of equipment, Identification of commodities and their uses, Ingredients - Qualitative and quantitative measures

**Unit-2: INTRODUCTION TO BREAD MAKING PROCESS:** Demonstration of pan breads (White, Milk and Brown), Discussion of varieties like burger buns, hot dogs, fruit buns etc., **LOAVES:** Demonstration on garlic bread and varieties (cheese loaf, masala loaf), Demonstration on French baguette; **ARTISAN BREADS:** Demonstration on Artisan breads (whole wheat bread & multigrain bread, honey & oats bread, braided breads), Quick Breads - Banana bread, ginger bread, corn bread chocolate brownie; **RICH DOUGHS:** Discussion about balancing of recipes, Demonstration of brioche, savarin, doughnuts, baba au rhum, Discussion about other varieties, **VARIETY OF ROLLS:** Demonstration on Bread rolls (soft rolls, cheese and herb rolls, cinnamon rolls, dinner rolls, cloverleaf rolls, garlic rolls, oregano), Demonstration of hard rolls, Vienna rolls, soup sticks, grissini, Discussion of varieties,

**Unit-3: INTRODUCTION ABOUT SIMPLE CAKES (FOAMING METHOD):** Demonstration & Preparation Fatless Sponge, Genoise, Angel food cake, Swiss roll, Chiffon cake; **INTRODUCTION TO POUND CAKES (CREAMING METHOD):** Demonstration of pound cake, Discussion of varieties plain cake fruit cake, plum cake, madeira cake Dundee cake; **DEMONSTRATION OF MADELEINES:** Demonstration of variety of muffins rum & raisin, blueberry, lemon, orange choco chip, Discussion of varieties, Evaluation of the product

**Unit-4: INTRODUCTION TO COOKIES & BISCUITS:** Demonstration and Preparation of simple cookies like: Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri colour biscuits, Chocolate chip, Cookies, Chocolate Cream Fingers, Bachelor Buttons, Oatmeal cookies, Cats tongue biscuit

**Unit-5: HOT / COLD DESSERTS:** Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee), Bavaoise, Diplomat Pudding, Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding

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## **BHA103- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (Theory)**

### **1. Preamble**

Course Title	Foundation course in Food & Beverage Service-I (Theory)
Course Code	BHA103
Credits	02
Number of Hours per Group	30 class hours

### **2. Course Description**

This course will impart basic knowledge of food service. This will teach student about different types of catering establishments, which includes different types of menus and their planning. This will also prepare them for entry level jobs in food service outlets by enabling them with food service skills.

### **3. Learning Outcome**

#### **Knowledge**

At the end of the program, the participants will be able to:

1. List the various types of F&B Operations.
2. Define Various F&B Outlets.
3. Recall the courses of the French Classical Menu
4. Memorise the accompaniments of classical dishes.
5. Translate the basic F&B Terms in French.
6. List the attributes of a good waiter
7. Repeat the Do's and Don'ts of telephone handling
8. Recall difference between the French Classical set up and the Indian cover set up

#### **Competencies**

At the end of the program, the participants will be able to:

1. Identify various F&B Equipment's
2. Differentiate different meals of the day.
3. Describe various styles of service in F&B Outlets.
4. Sketch the triplicate KOT System used in F&B Outlets,
5. Use the basics of meeting, Greeting and seating of guests in a training restaurant
6. Demonstrate the mis- en –place preparation in a restaurant.
7. Differentiate between A la carte and Table d'hote Service.
8. Practice table laying as per the rules of the French classical menu,

#### **Mind Set**

At the end of the program, the participants will be able to:

1. Design menus according to the principles of menu planning.
2. Delight the guest by handling service in a training environment.

## **BHA103- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (THEORY)**

**Unit-1: INTRODUCTION TO HOSPITALITY INDUSTRY**-Success trigger of hospitality industry, Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial/institutional/transport

such as air, road, rail, sea, etc. Indian concept of hospitality (Values & ethics viz – a vis world), Overview of F & B Service in India

**Unit-2: DEPARTMENTAL ORGANISATION & STAFFING:** F & B Outlets-Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs – Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F & B operations – hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments)

**Unit-3: F & B SERVICE EQUIPMENT**-Cutlery, Crockery, Glassware, Flatware, Hollowware & All other equipment used in F& B service (French terms related to the above). Preparation for service-Organizing. **MEALS & MENU PLANNING**- Origin of menu, Objectives of menu planning, Types of menus, mise-en-scene & organizing mise-en-place. Courses of French classical menu, Sequence, French names of dishes, Types of meals, Early morning tea, Breakfast (English/American/Continental/Indian/ Buffet), Bruch, Lunch, Afternoon/high tea, Dinner, Supper

**Unit-4: DINING SERVICES** –Silver service, Pre plated service, Cafeteria service, Room service, Buffet service, Gueridon service, & Live counters Lounge service, Food court, Butler service, Family service, Russian service, Indian form of service & Oriental service

**Unit-5: SALE CONTROL SYSTEM. A)** KOT/Bill control system b) Making bill c) Cash handling equipment d) Record keeping (Restaurant Cashier)

**BHA104-FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (PRACTICAL)**

Course Title	Foundation course in Food & Beverage Service-I
Course Code	BHA104
Credits	01
Number of Hours per Group	30 class hours

**Unit-1: INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT**-Overview, Importance of grooming, Grooming standards & checklist, Familiarization & identification of food service areas & ancillary areas with tools & equipment, Soft skills—Importance & Service drivers

**Unit-2: PREPARATION OF SERVICE**-Mise-en-scene, Mise-en-place, & Opening, operating & closing duties, **SOCIAL SKILLS**- Handling guest complaints, Telephone manners & Dining & service etiquettes. Listening skills, delighting the guest, Storytelling, Spontaneity, Gaining guest loyalty & seeing off the guest

**Unit-3: APPLICATION OF MENU PLANNING EXERCISE FRENCH CLASSICAL MENU & INDIAN MENU**-Examples from each courses, Cover of each course, Accompaniments

**Unit-4: TABLE LAY-UP & SERVICE**-A la carte cover, Table d'hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill

**Unit-5: SOCIAL SKILLS**- Listening Skills, delighting the guest- story telling, spontaneity, gaining guest loyalty & seeing off the guest. Handling guest complaints, telephone manners, dining & service etiquettes.

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## **BHA105-FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (Theory)**

### **1. Preamble**

Course Title	Foundation Course in Rooms Division Operations- I (A) (Theory)
Course Code	BHA105
Credits	01
Number of Hours per Group	15 class hours

### **2. Course Description**

Front office is not just a department but it is a way of thinking and a deeply embedded attitude towards hospitality. This is a field for all those who love to interact with people, who are presentable with a disarming smile and who believe that hospitality & professionalism is second nature to them. The Front Office is one of the key areas of any hotel; the student should therefore be well versed of all the functions carried out in the department.

The course seeks to introduce to the students all the aspects of the hospitality and hotel industry, including Hotel Classification, Rooms Division and hotel organization, guest rooms, basis of charging and Guest Relationship. In addition, the student is also given inputs relating to service recovery and Interdepartmental cooperation.

This course will enable the participant to perform the basic operations of the department like taking reservations, performing check-ins, up selling and handling during the stay activities, including guest management.

### **3. Learning Outcomes**

By the end of the course, learners will be able to

#### **Knowledge**

1. Explain hospitality with reference to its importance, evolution and domestic and international Hotel companies
2. Classify the hotels on the basis of specific parameters.
3. Illustrate the Organization structure of Hotels and Rooms Division department.
4. Differentiate between the types of rooms and clarify the basis of charging room tariff and different meal plans.
5. Elaborate the stages of guest cycle and related front Office function areas
6. Describe and demonstrate the procedure of reservation and guest registration.
7. Determine the techniques of upselling and Service recovery process
8. Discuss Interdepartmental cooperation- rooms division

#### **Competencies**

1. Create organizational charts depicting the lines of responsibility among positions, departments and divisions.
2. Perform the tasks of taking a reservation, registration and handle the guest -during the stay operations

3. Apply Room selling techniques
4. Solve guest complaints and maintain ideal guest relations
5. Cooperate effectively at intra and inter departmental levels
6. Exhibit professionalism and etiquettes required of a front office personnel

#### **Mind set**

1. Appreciate the role of Rooms division in guest satisfaction.
2. Advocate the need to create guest delight.
3. Appreciate the need for identifying guest expectations and meeting those.
4. Differentiate between the tangible and intangible service product.
5. Acknowledge the need for seamless co-operation among all departments for creating guest delight.

### **BHH105- FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS- I (A) (THEORY)**

**Unit-1: INTRODUCTION TO HOSPITALITY & HOTEL INDUSTRY-** Origin & Evolution & Domestic & International hotel companies, Hotel organization- Full service/ limited service, Revenue & Non-revenue producing departments, Staff organization-Rooms division hierarchy (Including Engineering Department)

**Unit-2: CLASSIFICATION OF HOTELS-** Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership & affiliation. **TYPES OF ROOMS-**Room sizes (with reference to HRACC), SMART rooms & differently abled guest rooms, Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, Types of Room rates (Special rates). Meal plans- (EP, BP, CP, AP, MAP etc.)

**Unit-3: GUEST CYCLE-**Stages of Guest cycle, related front office function areas. **Pre- arrival – Reservations -I** (Confirmed – Guaranteed / Non-guaranteed, Tentative/Waitlisted). **Pre-arrival – reservations –II** -Reservation procedure (FIT: DFIT & FFIT, group, VIP). **Sources-**Direct, CRS, GDS, Intersell agencies. **Modes of reservations –** Verbal & Written. Amendments &cancellations

**Unit-4: ARRIVAL –I** -Bell desk & valet services, Functions, Procedures, **Arrival –II –a)** Creating registration record b) Assigning room& rate c) Establishing the method of payment d) Issuing room key e) Fulfilling special requests, DFIT, FFIT, Walk-in, VIP & Group, express check –In, self-registration, **Room selling techniques-**Upselling

**Unit-5: DURING THE STAY-**Concierge, Mail & message handling, Room change procedure, Special procedure, Wake-up call, Newspaper delivery & transport arrangements. **Service recovery** -Guest relations, Handling complaints, Follow-up procedures, Complaint handling Apps/ escalation Matrix & Root cause analysis

#### **1. Preamble**

Course Title	Foundation Course in Rooms Division Operations- I (B) (Theory)
Course Code	BHA105
Credits	01

Number of Hours per Group	15 class hours
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## 1. Course Description

"Creating a home away from home" is the motto of the hotel industry's housekeeping division. The Housekeeping Division takes great satisfaction in upholding the highest levels of cleanliness and excellence with great comfort and safety. All lodging facilities aim to provide their customers with hygienic, aesthetic, peaceful, and welcoming environments that provide complete value for the customer's money.

Your hotel stay will be delightful thanks to housekeeping!

Both the management and the guests concur that maintaining a clean and orderly room environment is a must to demand a fair wage and receive repeat business, resulting in devoted clientele and higher earnings and profitability.

Hence, working in the hospitality industry, and housekeeping in particular, may be very lucrative. To succeed in any industry or profession, one must understand the fundamentals first. This course is designed keeping in mind the needs of a future housekeeper.

The first module will concentrate on the fundamental housekeeping concepts that are necessary as the foundation elements to pursue housekeeping as a rewarding profession.

## 2. Learning Outcomes

By the end of the course, learners will be able to

### Knowledge

1. Elucidate the importance & opportunities of Housekeeping department in Hospitality Industry & allied sector
2. Describe the attributes of Housekeeping personnel
3. Determine the role of the pantry and allied functions associated to it
4. Enumerate on the sequence & procedure of cleaning as per room status
5. Formulate the daily routine followed by GSA for all shifts
6. Summarize the application of housekeeping in hospitality section other than hotels
7. List the inventory maintained in the housekeeping pantry

### Competencies

1. Identify different cleaning surfaces found in a hotel
2. Systemize the cleaning process based on science of cleaning
3. Illustrate the layout of single/double/twin/suite rooms.
4. Execute the cleaning of different surfaces
5. Prepare room status reports
6. Demonstrate room cleaning procedures

### Mind set

1. Encourage an acceptance for a wide perspective towards housekeeping opportunities offered in hotel and allied industry.

2. Advocate the need of different levels /stages of cleaning required.
3. Appreciate the planning needs required in housekeeping operations.

### **BHA105- FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS- I (B) (THEORY)**

**Unit-1: INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING.** Importance, Opportunities and application in the hospitality and allied sectors

**Unit-2: HOUSEKEEPING DEPARTMENT-** Areas of responsibility with a brief description of sub departments in housekeeping, Attributes of housekeeping personnel in keeping with the organization chart, Inter departmental coordination of rooms division with other departments.

**Unit-3: PREPARING TO CLEAN-** A) Housekeeping pantry B) Significance C) Layout D) List of inventory-maintained E) Assembling supplies and stocking the cart/ caddy F) Room Status Reporting G) Setting priority of scheduling cleaning

**Unit-4: GUEST ROOMS: UPKEEP AND MAINTENANCE.** Sequence and procedure of cleaning A) Departure room B) occupied room C) Vacant room D) Differently abled room E) OOO/ DND/DL rooms F) Turndown service G) Second service

**Unit-5: DAILY ROUTINES** to be followed by Housekeeping Attendants in Morning, Evening and night shift. **Concept of invisible housekeeping- Housekeeping in hospitality sectors apart from hotels-** Hospitals, Residential apartments, Mall, Club, Shops, Suffixes, F & B outlets, Institutes, Airports, Railway stations, Metro station & Cruise liners

### **BHA106-FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (Practical)**

Course Title	Foundation Course in Rooms Division Operations- I (A) -Practical
Course Code	BHA106
Credits	01
Number of Hours per Group	30 class hours

**Unit-1: GROOMING ETIQUETTE-** Introduction to service culture, **Service product**, Guest Relationship-Business protocol & Professionalism. Moments of Truth, Creating a WOW factor (Guest delight) & Guest satisfaction

**Unit-2: SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL,** Job description & Job specifications, Layout of Front Office- FO equipment

**Unit-3: APPLICABLE TAXES & CHARGES-** Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS

**Unit-4: RESERVATION PROCEDURES**-Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest & room orientation-Check-in procedure, PMS, Formats

**Unit-5: DURING THE STAY ACTIVITY PROCEDURES**- Mail handling, Message handling, Paging, Special requests, Room change procedure & Complaint handling. Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons & Mini bar

Course Title	Foundation Course in Rooms Division Operations- I (B) -Practical
Course Code	BHA106
Credits	01
Number of Hours per Group	30 class hours

**Unit-1: INTRODUCTION TO THE MODULE/ ICE BREAKER**-Importance of cleaning and maintaining guest rooms & Public Area, **Familiarization to cleaning Equipment** (manual & mechanical) & agents with minimum 5 popular brand names, **Guest room & bathroom supplies** with positioning (layout of single, double, twin & Suite room)

**Unit-2: PREPARING TO CLEAN**-setting up of maid's trolley/ caddy different types of pantry and set up

**Unit-3: GUEST ROOM CLEANING.** A) Bed making as per industry standards including Turndown service. B) Daily cleaning of Guest room & bathroom. C) De-briefing & going off Duty- Formats filled by a Housekeeping attendant- Room Status Report, Linen exchange slip, Room attendant work report, Key Register

**Unit-4: DEMONSTRATION OF ENTIRE SHIFT OPERATIONS. Morning shift**- routine operations (Including the daily -cleaning of the following rooms). A) Departure room B) Occupied room. C) Vacant room. **Evening shift** – Routine operations

**Unit-5: DEALING WITH SPECIAL SITUATIONS** – entering a guest room, reporting maintenance, Lost and found, DND, service refused, scanty baggage, damage in the room, handling guest requests etc.

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## **BHA107 - CUSTOMER RELATIONS MANAGEMENT**

### **1. Preamble**

Course Title	Customer Relations Management
Course Code	BHA107
Credits	02
Number of Hours per group	30 class hours

### **2. Course Description**

Customer is considered as a God in hospitality Industry. Customer satisfaction is of prime importance for any repeat business. Endeavour should be to make every customer a brand ambassador. Cyclic feedback and remedial action is a key to the service excellence. This course demonstrates building and delivering great customer experiences. Many companies neglect this, but the physical execution and emotional impact of customer experiences, companies and brands may ultimately determine customer satisfaction, loyalty and commercial success. This course is very useful for developing brand loyalty programme and facilitates continued patronage. This module illustrates the latest trends in service excellence and hospitality practices. This course is very useful for Hospitality staff to create wow factor.

### **3. Learning Outcomes**

By the end of the course, learners will be able to

#### **Knowledge**

1. Describe types of customers
2. Illustrate Philosophy of guest
3. Discuss sense of ownership
4. Explain Benchmarking
5. Define Personalized services
6. Clarify Customer feedback
7. Examine Customer metrics
8. Explain service excellence

#### **Competencies**

1. Design a loyalty programme for a hotel
2. Measuring customer feedback
3. Generate repeat client age
4. Analyze Customer retention techniques
5. Handling awkward situation
6. Guest complaint redressal system

#### **Mindset**

1. Appreciate the role of customer feedback
2. Proactively designing a hotel brand loyalty programme
3. Advocate the importance of guest retention

**Unit-1: DEFINITION OF CUSTOMER**-Types of Customers, Ownership & Value, Characteristics – Customer Value, Total Cost of Ownership, Philosophy of Guest

**Unit-2: SERVICE EXCELLENCE & EXPERIENCE**-Creating standards in services, Benchmarking, Principles of Customer Service, Personalized services & Quality and feedback

**Unit-3: DEFINING LOYALTY**-Understanding loyalty segment, Loyalty schemes, Customer retention techniques, creating service excellence

**Unit-4: CUSTOMER METRICS**- Uses of customer metrics, Creating Guest Centric system, Emerging trends in guest retention & Creating excellence

**Unit-5: GUEST CONTACT & CURRENT HOSPITALITY PRACTICE**-Guest Relations, Service culture, Handling awkward difficult situation, Guest communication, Guest preferences and guest history, Complaint Management System, Guest satisfaction tracking system & Mystery Audits

### **BHA108 EMPLOYABILITY SKILLS**

#### **1. Preamble**

Course Title	Employability Skills
Course Code	BHA108
Credits	02
Number of Hours per group	30 class hours

#### **2. Course Description**

All aspirants of hospitality industry must know how to deal with people at the emotional level (peers, subordinates, superiors, guest etc.). By improving soft skills, students can build and sustain effective relationships that will result in successful career.

This essential employability skills course is a framework to build & develop the students with employability skills. These skills play an important role in the development of the students' overall personality, thereby enhancing their career prospects. The soft skills training provides strong practical orientation to the students and helps them in building and improving their skills in communication, the effective use of language, business correspondence, presentations, team building, leadership, time management, group discussions, interviews, and inter-personal skills. This training also helps students in career visioning and planning, effective resume writing and dealing with recruiters.

The training in soft skills has two parts. One part involves developing attitudes and attributes, and the other part involves fine-tuning communication skills to express attitudes, ideas, and thoughts well.

#### **3. Learning Outcomes**

By the end of the course, learners will be able to

##### **Knowledge**

1. Explain importance of behavioral skills.
2. Describe elements of team skills.
3. List the importance of time management & leadership skills.
4. Identify elements of interview process.

## Competencies

1. Practice behavioural skills
2. Practice psychological tests.
3. Do goal setting & write resume.
4. Do team-based projects.
5. Practice group discussion

## Mind-set

1. Develop all-round personalities with a mature outlook to function effectively in different circumstances
2. Take part effectively in various selection procedures adopted by the recruiters.
3. Become self-confident individuals by mastering inter-personal skills, team management skills, and leadership skills.
4. Develop broad career plans, evaluate the employment market, identify the organizations to get good placement, match the job requirements and skill sets.

**Unit-1: BEHAVIOURAL SKILLS:** Effective listening, non-verbal communication, Social skills. Paraphrasing, SWOT analysis, Role plays of guest handling. Interpersonal relationships. Cross-cultural communications.

**Unit-2: PSYCHOLOGICAL TESTS:** Aptitude and personality assessment, suggestions for improvement. **Leadership Skills:** Concepts of leadership, leadership styles, insights from great leaders

**Unit-3: TEAM SKILLS:** Team building and leadership, evolution of groups into teams, group dynamics, emergence of leadership, intra-group dynamics, inter-group dynamics, and conflict management, inter dependency, assessment of team-based projects

**Unit-4: TIME MANAGEMENT:** Pareto's Principle, Parkinson's Laws, Murphy's Laws, Law of Clutter, prioritization, Goal Setting (Career Visioning and Planning), effective time management

**Unit-5: SELECTION PROCESS:** Overview of selection process, practice of psychological tests, effective resume writing, dealing with placement consultants and recruiters, references – how to get effective references from past and current employers. **Group Discussions:** Concepts and Practice. **Interview Techniques:** Effective interview techniques, mock interviews, stress interviews, review and feedback

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## **BHA109-COMMUNICATION SKILLS-I**

### **1. Preamble**

Course Title	Communication Skills-I
Course Code	BHA109
Credits	02
Number of Hours per Group	30 Class hours

### **Course Description**

In today's global world, the importance of English cannot be denied and ignored since English is the most common language spoken everywhere. With the help of developing technology, English has been playing a major role in many sectors including hospitality, medicine, engineering, and education which is the most important arena where English is needed. In addition to this, especially, high-quality jobs need good understanding ability and speaking in English. The students of Hospitality Management deal with people professionally from different parts of the world. They need to be interactive, working together as a team, as a leader and expressing ideas and views confidently in English.

### **2. Learning Outcomes**

By the end of the course, learners will be able to

#### **Knowledge**

1. Comprehend the relevant & proper usage of grammar
2. Describe the basic features of conversation
3. Explain the rules of language proficiency
4. Express the importance of English language
5. Assess the writing, speaking, reading & listening abilities of self/individual

#### **Competencies**

1. Demonstrate English language proficiency with confidence
2. Analyze & evaluate the appropriate grammar and language usage
3. Integrate different communication exercises
4. Compare the various language modules

#### **Mindset**

1. Advocate the English language proficiency for professional
2. Conceptualize the training of staff for language
3. Defend the advantages of the English language.

**Unit-1: FUNDAMENTALS OF COMMUNICATION**-Need, Purpose, Nature, Models, Barriers to communication & overcoming the barriers

**Unit-2: LISTENING ON THE JOB**- Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening & Listening computerization and note taking

**Unit-3: EFFECTIVE SPEAKING**- Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Audience analysis & Defining the purpose of a speech, organizing the ideas and delivering the speech

**Unit-4: NON-VERBAL COMMUNICATION**- Definition, its importance and its inevitability, Kinesics: Body movements, facial expressions, posture, eye contact etc. A) Proxemics: The communication use of space B) Paralanguage: Vocal behaviour and its impact on verbal communication. **COMMUNICATIVE USE OF ARTIFACTS** – furniture, plants, colours, architects etc.

**Unit-5: SPEECH IMPROVEMENT**-Pronunciation, stress, accent, importance of speech in hotels, Common phonetic difficulties, Connective drills exercises & Introduction to frequently used foreign sounds. **USING THE TELEPHONE**- The nature of telephone activity in the hotel industry, the need for developing telephone skills & developing telephone skills

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## BHA110-ENVIRONMENTAL STUDIES

### 1. Preamble

Course Title	Environmental Studies
Course Code	BHA110
Credits	02
Number of Hours per Group	30 Class hours

### 2. Course Description

Rapid urbanization, industrialization & growing population have given rise to a rising environmental concern worldwide. The concern continues to grow about the impact of hospitality operations on the natural environment. Environmental issues often are limited to only the natural environment & tend to focus on issues of global climate change, pollution, habitat/ecosystem degradation & resource consumption. The hospitality industry has addressed environmental sustainability concerns in a variety of ways. Hotel environmental programs come in many shades of green but most sprout the same way. This module focuses on the various environmental issues & their solutions; it is concerned with the growth of the hotel industry keeping in mind the sustainable development & ecological balance of nature.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Illustrate the various environmental concerns for the hotel industry
2. Explain the environment management system
3. Elaborate the 3 R's (Reduce-Reuse-Recycle) principle of waste management
4. Describe the sustainable development model in order to maintain the ecological balance
5. Explain the energy conservation methods & modes
6. Identify the latest equipment & devices to keep a check on air quality control

#### Competencies

1. Apply the techniques of environment & waste management system into the practice
2. Demonstrate the water conservation methods & rain harvesting procedures
3. Evaluate the impacts of hotel industry on the environment sustainability

#### Mind set

1. Authenticate the pollution prevention & controlling methods
2. Advocate the environmental friendly practices
3. Appreciate & encourage the energy efficient & effective practices

**Unit 1: MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES:** Definition, scope and importance, Need for public awareness.

**Unit 2: NATURAL RESOURCES:** Renewable and non-renewable resources: Natural resources and associated problems. a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people. b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems. c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies. f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyles.

**Unit 3: ECOSYSTEMS** • Concept of an ecosystem IV • Structure and function of an ecosystem. • Producers, consumers and decomposers. • Energy flow in the ecosystem. • Ecological succession. • Food chains, food webs and ecological pyramids. • Introduction, types, characteristic features, structure and function of the following ecosystem: - a. Forest ecosystem b. Grassland ecosystem c. Desert ecosystem d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

**Unit 4: BIODIVERSITY AND ITS CONSERVATION** • Introduction – Definition: genetic, species and ecosystem diversity. • Biogeographical classification of India • Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values • Biodiversity at global, National and local levels. • India as a mega-diversity nation V • Hot-spots of biodiversity. • Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts. • Endangered and endemic species of India • Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.

**Unit 5 : ENVIRONMENTAL POLLUTION DEFINITION** • Cause, effects and control measures of :- a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution e. Noise pollution f. Thermal pollution g. Nuclear hazards • Solid waste Management : Causes, effects and control measures of urban and industrial wastes. • Role of an individual in prevention of pollution. • Pollution case studies. • Introduction to Risk Assessment, Disaster management: floods, earthquake, cyclone and landslides.

**Unit 6: SOCIAL ISSUES AND THE ENVIRONMENT** • From Unsustainable to Sustainable development • Urban problems related to energy • Water conservation, rain water harvesting, watershed management • Resettlement and rehabilitation of people; its problems and concerns. Case Studies • Environmental ethics: Issues and possible solutions. • Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case Studies. • Wasteland reclamation. • Consumerism and waste products. • Environment Protection Act. • Air (Prevention and Control of Pollution) Act. • Water (Prevention and control of Pollution) Act • Wildlife Protection Act • Forest Conservation Act • Issues involved in enforcement of environmental legislation. • Public awareness.

**Unit 7: HUMAN POPULATION AND THE ENVIRONMENT** • Population growth, variation among nations. • Population explosion – Family Welfare Programme. VII • Environment and human health. • Human Rights. • Value Education. • HIV/AIDS. • Women and Child Welfare. • Role of Information Technology in Environment and human health. • Case Studies.

**Unit 8: FIELD WORK** • Visit to a local area to document environmental, assets river/forest/grassland/hill/mountain • Visit to a local polluted, site-Urban/Rural/Industrial/Agricultural • Study of common plants, insects, birds. • Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5 lecture hours)

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## BHA111 YOGA/STRESS MANAGEMENT-I

### 1. Preamble

Course Title	Yoga/Stress Management-I
Course Code	BHA111
Credits	01
Number of Hours per Group	30 classes

### 2. Course description

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

#### Competencies

1. Practice general guidelines for Yogic Practice.

#### Mindset

1. Yogic Practices for Health and Wellness

**Unit-1: Introduction:** Meaning, History and Development of Yoga, The fundamentals of Yoga, Yogic Practices for Health and Wellness, General guidelines for Yogic Practice.

**Unit-2: Prayer:** Concept and recitation of Pranava:- akara, ukara, makara, bindhu, natham. **Cleansing Practice** (Technique, Contraindications and Benefits): Kapalabhati

**Unit-3: Chalana Kriya/Loosening Practice** (Technique, Contraindications and Benefits): Neck Movement (Griva Shakti Vikasaka I, II, III, IV), Shoulder Movement, Bhujja Valli Shakti Vikasaka

**Unit-4: Yogasana-I: Standing Posture-**To start with Padmasana/sukhasana, Tadasana, Vrikshasana, **Sitting Posture-**Bhadrasana, Vajrasana, Ardha-Ushtrasana & Ushtrasana, **Prone Posture-**Makarasana, Bhujangasana, Shalabhasana. **Supine Posture (Lying on back)-** Uttanapadasana, Ardhalasana, & Setubandhasana

**Unit-5: Pranayama** (Technique, Contraindications and Benefits): AnulomViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka), Bhramari (without Kumbhaka), **Dhyana** (Technique and Benefits)-Body Awareness, Breath Awareness & Yoga Nidra

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## **SEMESTER – II**

### **MINIMUM CONTACT HOURS & CREDITS FOR EACH SUBJECT**

No.	Subject code	Subject (Credits)	Contact Hours per Semester	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	30	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	120
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	30	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	30
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	30	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	60
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	30	
8	BHA209	Communication Skills-II (02 credits)	30	
9	BHA210	Basics of Tourism (01 credits)	15	
10	BHA211	Application of Computers & IT (Pr) (01 credits)	-	30
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)		30
TOTAL:			165	270
GRAND TOTAL			435	

### **WEEKLY TEACHING SCHEME**

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	02	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	08
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	02	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	02
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	02	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	04

7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	02	
8	BHA209	Communication Skills-II (02 credits)	02	
9	BHA210	Basics of Tourism (01 credits)	01	-
10	BHA211	Application of Computers & IT (Pr) (01 credits)	-	02
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)	-	02
TOTAL:			11	18
GRAND TOTAL			29	

#### **EXAMINATION SCHEME**

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II	100	-
2	BHA202	Foundation Course in Food Production – II (Pr)	-	100
3	BHA203	Foundation Course in Food & Beverage Service – II	100	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr)	-	100
5	BHA205	Foundation Course in Rooms Division Operations-II	100	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr)	-	100
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism	50	-
8	BHA209	Communication Skills-II	100	-
9	BHA210	Basics of Tourism	50	
10	BHA211	Application of Computers & IT (Pr)		50
11	BHA212	Yoga/Stress Management-II (Pr)	-	50
TOTAL:			500	400
GRAND TOTAL			900	

\* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

## BHA201- FOUNDATION COURSE IN FOOD PRODUCTION-II

### 1. Preamble

Course title	Foundation course in Food Production-II
Course code	BHA201
Credits	02
Number of Hours per group	30 class hours

### 2. Course Description:

Globalization and media have changed the mindset of many youngsters to adopt food production as a career choice. This course is designed to familiarize students to an amazing world of Indian cuisine rich in spices and flavours which have travelled from all over the world and enriched Indian Cuisine. It will enable the learner to prepare Indian dishes of varied textures and flavours depicting the cultural diversity of Indian Cuisine. The emphasis is on Indian culinary delights, skills and modern trends.

### 3. Learning Outcomes

By the end of the course, learner will be able to.

#### Knowledge

1. Understand the basics of Menu Management in arrangement and efficient use of resources
2. List about contemporary practices in selection in meat cookery
3. Explain Pie doughs & basic commodities – dairy – milk, cream, cheese, butter
4. Enlist the features, ingredients and techniques involving preparation of Indian dishes.
5. Group the variety of Millets, rice, pasta & noodles

#### Competencies

1. Develop Menu Building and Recipe Writing
2. Understand Food Cost, Standard recipe & Quality control principles
3. Demonstrate basic quality factors, cuts, variety meats & storage of different meats and fishes
4. Categorize dairy products Milk, Cream, Cheese, butter and extend their use.

#### Mindset

1. Interpret the characteristics of basic menu building, planning and designing as SOPs.
2. Develop sensory evaluation through market surveys - meats and fishes
3. Appreciate diversity of Indian Cuisine and Culture

## BHA201- FOUNDATION COURSE IN FOOD PRODUCTION-II (THEORY)

**Unit 1: MENU MANAGEMENT-** a) Arrangement of resources b) Efficient use of resources c) Menu building d) Recipe writing e) Food cost f) Menu costing g) Quality control principles. **INVENTORY CONTROL-** a) Standard recipes b) Standard yield c) Food storage

**Unit 2: MEAT COOKERY-** a) Composition, structure and basic quality factors b) Cuts of Meat c) Variety meats (offals) d) Poultry. **RICE, CEREALS & PULSES-** a) Introduction b) Classification and identification c) Cooking of rice, cereals and pulses, d) Varieties of rice and other cereals

**Unit 3: CONFECTIONERY** –a) Flour Based b) Sugar Based c) Pie Doughs d) Basic Pastries e) Shortcrust, Laminated, Choux, Danish f) Meringue



**Unit 4: DAIRY PRODUCTS:** - a) Milk, Butter, Cream, Cheese b) Ghee and Cottage Cheese c) Storage. **NON-DAIRY ALTERNATIVES-** a) Nut milk (Almond, Cashew, etc.) b) Coconut milk c) Soya milk d) Rice milk

**Unit 5: BASIC INDIAN COOKERY - CONDIMENTS & SPICES-**a) Introduction to Indian spices & vegetables b) Role of spices in Indian cookery. **MASALAS-** a) Blending of spices b) Different masalas used in Indian cookery (Wet & Dry masalas) c) Composition of different masalas d) Varieties of masalas available in regional areas e) Special masala blends, **Introduction to Indian Cookery:** - a) Historical Background b) Culture c) Religion d) Equipment e) Staple diets

### **BHA-202-FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)**

Course title	Foundation course in Food Production-II (Practical)
Course code	BHA202
Credits	04
Number of Hours per group	120 class hours

### **PART A - COOKERY**

**Unit 1: MEAT** – Identification of various cuts, Identification of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Poultry-Identification & Classification Cuts of chicken

**Unit 2: IDENTIFICATION, SELECTION AND PROCESSING** of Meat and poultry, Slaughtering and dressing

**Unit 3: PREPARATION OF INDIAN MENU-POPULAR INDIAN GRAVIES** – Makhani, Kadai, Lababdar, Rice dishes, Breads, Main course, Basic Vegetables, Paneer, Chicken Preparations, Indian Breakfast Items. Indian snacks

**Unit 4: PREPARATION OF CONTINENTAL MENU. SALADS & SOUPS-** Waldorf salad, Russian salad, salade niçoise, Cream (Peas, Spinach, Mushroom, Tomato, Chicken), Puree (Lentil, Peas, Carrot) & International soups

**Unit 5: CHICKEN AND MUTTON PREPARATIONS-**Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef. **SIMPLE POTATO PREPARATIONS-** Basic potato dishes, **VEGETABLE PREPARATIONS-** Basic vegetable dishes

### **PART B - BAKERY & PATISSERIE**

**Unit 1: INTRODUCTION TO PASTRIES:** a) Demonstration of shortcrust pastry and pate sucre b) Discussion of varieties of tarts (Lemon curd, Florentine, Chocolate tart, and Apple pie, Date & Nut pie, Lemon meringue pie)

**Unit 2: DEMONSTRATION OF CHOUX PASTRY. A)** Preparation of chocolate éclairs, mocha éclairs, profit rolls suchard, mount blanc, Croquembouche. **Introduction to Laminated Pastries a)** Demonstration of puff pastry (different methods) b) Discussion of varieties of vol au vent, cheese straws, patties, cream horns, palmiers, turnovers

**Unit 3: COLD SWEET-** Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse Lemon soufflé

**Unit 4: HOT SWEET-**Bread & butter pudding, Caramel custard, Albert pudding Christmas pudding

**Unit 5: INDIAN SWEETS-**Simple ones such as chicuti, gajjar halwa, kheer

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## BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II

### 1. Preamble

Course title	Foundation course in Food & Beverage Service-II (Theory)
Course code	BHA203
Credits	02
Number of hours per group	30 class hours

### 2. Course description

This course imparts knowledge of alcoholic beverages of the world and develop skills and mindset for service of the same

**Learning Outcomes:** At the end of the program, the participants will be able to:

#### Knowledge

1. Recall different types of non-alcoholic beverages
2. Define different types of wines.
3. Classify different types of Mixed drinks
4. Discuss different types of alcoholic beverages
5. List popular Liqueurs of the world
6. Name shapes and sizes of cigars

#### Competencies

1. Draw the layout of a Bar
2. Tabulate cocktails based on base and modifiers

#### Mindset

1. Enthrall guests in a training restaurant by preparing classical cocktails as per standard

## BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (THEORY)

**Unit 1: NON – ALCOHOLIC BEVERAGES**-Classification (Nourishing, stimulating & refreshing beverages). **Tea-a)** Origin & manufacturer b) Types & brands. **Coffee- a)** Origin & manufacturer b) Types & brands. **Juices & soft drinks. Cocoa & malted beverages. Expansion & Growth (Local Players). Local beverages:-** Lassi, Jal jeera, Aam ka panna, Thandai, Buttermilk, Kokum, Panagam & Sherbet

**Unit 2: EXECUTIVE BAR-** a) Introduction, definitions & licenses b) Bar layout – Physical layout of bar c) Bar stock – Alcoholic & non- alcoholic beverages available. d) Bar equipment e) bar card. **ALCOHOLIC BEVERAGES-a)** Introduction, definition & classification b) Production of alcohol- Fermentation process & Distillation process

**Unit 3: WINES-** a) Definition & history b) Classification & production with examples (Table/still/natural, Sparkling, and Fortified & Aromatized) c) Vine species & grape varieties d) Old world wines (France & Italy – famous wines from these countries, wine regions, wine laws, Spain, Germany & Portugal). New world wines – Famous wines of USA, Australia & New Zealand, India, Chile & Argentina, South Africa; Storage of wines, Food & Wine Harmony-Traditional /contemporary

**Unit 4: BEER-** Introduction & definition-Types of beer, Storage. Other fermented beverages (Cider, Sake, Perry, Mead, Toddy, Fenny, Pulque) **SPIRITS-** Introduction, definition, classification & popular brands of: Whisky, Rum, Gin, Brandy,

Vodka, Tequila, Other spirits (Absinthe, Aquavit, Pastis, Schnapps, Arrack, Mezcal. **Different proof systems (Definitions)**-American proof, British proof (Sikes scale) & Gay Loussac (OIML Scale). **Cigars**-Cigars – Shapes, sizes, parts & colors & brand names.; Care & storage of cigar

**Unit 5: APERITIF**- a) Introduction & definition b) Popular types of aperitifs (Vermouth (Definition, types & brand names) & Bitters (Definition, types & brand names) **LIQUEURS**- a) Definition & history b) Broad categories of liqueurs (Herbs, Citrus, Fruit, Bean & Kernel) c) Popular liqueurs (Name, color, predominant flavor & country of origin). **COCKTAILS & MIXED DRINKS**- Definition & history, Classification. Recipe, preparation & service of popular cocktails (Pink gin, Mojito, Martini – Dry & Sweet, Manhattan – Dry & Sweet, Dubonnet, Rob-Roy, Bronx, White lady, Pink lady, Sidecar, Bacardi, Alexander, Tom Collins, Gin fizz, Flips, Noggs, Champagne cocktail, Between the sheets, Daiquiri, Bloody Mary, Screwdriver, Tequila sunrise, Gin sling, Planters punch, Singapore sling, Pina Colada, Rusty nail, B & B, Black Russian, Margarita, Gimlet – Dry & Sweet, Cuba libre, Whisky sour, Blue lagoon – Harvey wall banger)

#### **BHA204- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (PRACTICAL)**

Course title	Foundation course in Food & Beverage Service-II (Practical)
Course code	BHA204
Credits	01
Number of hours per group	30 class hours

**Unit 1:** Tea/ Coffee/ other non-alcoholic beverages preparation & service

**Unit 2: SPECIAL FOOD SERVICE**-(COVER, ACCOMPANIMENTS & SERVICE. TABLE LAY –UP & SERVICE- Classical Hors d' oeuvre (Oyster, Caviar, Smoked salmon, Pate de Foi Gras/ snail, Melon, Grapefruit, asparagus), Cheese, dessert (fresh Fruits & nuts)

**Unit 3: SERVICE OF WINE, MISE EN PLACE, CCESSORIES & EQUIPMENTS**-Task-01- service of red wine, service of wine/ rose wine, service of sparkling wine, service of Fortified wine, service of Aromatized wines. (care/ precautions of wines). service of cider, Perry & sake

**Unit 4: SERVICE OF APERITIF, MISE-EN-PLAC, GLASSWARE & EQUIPMENTS**- Task-01: Service of bitters, Task-02: Service of Vermouths. **SERVICE OF SPIRITS**- Service styles-neat or straight-up/ on the rocks/ with appropriate mixers, Task-01: service of Whiskey, Task-02: service of Vodka, Task-03: service of Rum, Task-04: service of Gin, Task-05: service of Brandy, Task-06: service of Tequila & Task-07: service of other spirits

**Unit 5: SERVICE OF LIQUEURE**-- Service Styles- neat/ on the rocks/ with crème/ frappe. **MATCHING WINES WITH FOOD**- Task-01: Menu Planning with accompanying wines-International cuisine, Indian regional cuisine, Task-02: Table laying and service of menu with accompanying wines. International cuisine, Indian regional cuisine

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## BHA205-FOUNDATION COURSE IN ROOM DIVISION OPERATIONS – II

### 1. Preamble

Course Title	Foundation course in Room Division Operations – II (A) (Theory)
Course Code	BHA205
Credits	01
Number of Hours per Group	15 class hours

### 2. Course Description

The Front Office is the nerve center of a hotel property. This course encompasses the accounting fundamentals which are critical to the operational and management processes and leads to the control mechanism in the form of night audit. This course provides inputs on the departure and post departure activities.

This course introduces the aspects of managing the front office. Guest safety and security and emergency procedures are main focus of attention. In addition, the module focuses on the key aspect of using reports and Statistics as significant tools to support decision making. It highlights the emerging trends of the rooms division driven by technology and innovation. The course will enable the student to develop competencies required to supervise the Front office department.

### 3. Learning Objectives

By the end of the course, learners will be able to

#### Knowledge

1. Explain the concept of Guest accounting, cash & credit control
2. Describe and demonstrate the procedure of guest check out
3. Discuss the Post departure and Night Audit process.
4. Determine the Emergency handling procedures pertaining to hotel safety and security.
5. Elaborate on the Statistical ratios.
6. Review the Emerging trends in Rooms division department.

#### Competencies

1. Create and maintain guest accounts and record and track financial transactions
2. Perform departure and post departure activities including Night Audit.
3. Implement guest safety and security procedures and handle Emergency situations as per the SOPs
4. Prepare the hotel statistics and analyze their significance
5. Prepare innovative designs of products and services with the application of latest technology

#### Mind set

1. Acknowledge the significance of accuracy and honesty in financial transactions.
2. Appreciate the importance of guest/ employee/hotel safety and security.

3. Evaluate the value of statistics and their continuous monitoring in hotels.

### **BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS-II (A) (THEORY)**

**Unit 1:- GUEST ACCOUNTING, FUNDAMENTALS** (Folio, Voucher, Ledger, Accounts, POS). Creation & maintenance of Accounts (Charge privileges, Cash & credit monitoring, Account maintenance & Record keeping systems) **TRACKING TRANSACTIONS-** Cash payments, Charge purchase, Account corrections, Account allowance, Account transfer Cash advance

**Unit 2: DEPARTURE- I** -Check out & settlement, Departure procedure, DFIT, FFIT, Group, VIP, Modes of payment (Cash, Credit card, Bill to company, foreign currency & combined methods) **DEPARTURE-II** -Additional check out options, Express checkout, Self-check-out, kiosk, interactive checkout, mobile app checkout, Late checkout.

**Unit 3: POST DEPARTURE-** Unpaid account balances, Account collection, Account ageing & Record generation. **NIGHT AUDIT** –Importance, Role of night auditor & The night audit procedure

**Unit 4: SITUATION HANDLING -EMERGENCY** procedures (Medical, Fire, Robbery/ theft, Accident, Natural calamity, Bomb threat & Terrorist attack) Guest safety & security- a) Electronic locking systems b) Surveillance & access systems. **EMERGING TRENDS IN ROOM'S DIVISION-** a) Use of technology b) Product innovation

**Unit 5: MIS-** a) Importance b) Statistical ratios (Occupancy%, Multiple occupancy%, House count, Bed occupancy%, Domestic occupancy%, Foreign occupancy %, Occupancy multiplier, ARR/ADR, ARG/ Rev PAC, RevPAR, Yield)

### **BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (B) (THEORY)**

#### **1. Preamble**

Course Title	Foundation course in Room division operations – II-B (Theory)
Course Code	BHA205
Credits	01
Number of Hours per Group	15 class hours

#### **2. Course Description**

High standards of cleanliness and general hotel maintenance are the responsibility of housekeeping. The control desk is the location from which all housekeeping operations are conducted. It is also accountable for maintaining an inventory of the linen used in restaurants, banquet halls, meeting spaces, health clubs, and other establishments. Entire hotel's staff is provided with uniforms by the department and is responsible to maintain the laundry and repair work as well. It also satisfies the hotel's requirements for linen and guest laundry in large hotels.

Additionally, it improves the hotel's landscaped areas and showcases floral décor. This module will give the trainee the chance to branch out into housekeeping sub departments as we go from the basics to the aesthetics.

Understanding each of these sub departments can lead to new job prospects. The market is witnessing an increase in demand for consultants in these housekeeping-related ancillary services.

#### **Learning Objectives**

By the end of the course, learners will be able to

### **Knowledge**

1. Distinguish between various front and back of the house areas
2. Account for the problems faced during public area cleaning and their solutions
3. Discuss the importance of control desk in housekeeping department
4. Describe the lost & found procedure in housekeeping department
5. Explain the handling of keys and key control
6. Describe the types of laundry & various services in laundry
7. Define various international laundry symbols
8. Define the stain removal procedure and various precautions to be followed while removing stains
9. Describe the uniform exchange procedure

### **Competencies**

1. Design the frequency chart of cleaning front & back of the house areas
2. Plan the schedule/calendar for public area cleaning
3. List down the activities of Linen room, uniform room & sewing room
4. Illustrate various formats maintained at control desk
5. Demonstrate the wash cycle procedure used for different linen items
6. Execute the linen exchange procedure
7. Identify laundry agents & equipment's used in housekeeping department
8. Design various formats prepared during guest laundry cycle
9. Identify the various types of stains
10. List the various tools & equipment's used in sewing room
11. List the basic ingredients of flower arrangements & their uses
12. Select indoor plants as per the requirements.
13. Handling guest request and resolving issues.

### **Mindset**

1. Appreciate the role of sub departments of housekeeping in hotel operations.
2. Build a positive attitude towards providing housekeeping services.
3. Assert optimism towards handling of guest request and other related procedures.

## **BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II B (THEORY)**

**Unit 1:- PUBLIC AREA** – Upkeep and Maintenance-Introduction, a) Front of the house and back of the house b) Role in creating first impression c) Frequency of cleaning various Front of the house (-Entrance, Main gate,-Periphery,- Parking,-Landscaped areas,- Main porch ,Main door, Lobby, Public rest rooms, Executive Offices, Business Centre, Elevators, Escalators, corridors and Staircases , F & B areas, Leisure areas), d) Frequency of Cleaning back of the house areas (Employee cafeteria, Administration and Sales offices, Employee areas, Housekeeping areas).  
**SCHEDULE FOR PUBLIC AREA CLEANING** -Problems faced during PA cleaning and their solutions

**Unit 2:- CONTROL DESK**- Importance, Opening the house, Reporting staff placement, Handover of each shift - Handling Keys & Key Control, Lost & found Procedure, Maintenance follow ups, Guest special request, Forms, Formats, records & registers maintained at control desk

**Unit 3:- FABRIC CARE OPERATIONS-** a) Linen room (Activities performed, Linen exchange procedures, Storage of linen). b) Laundry (Types of Laundry, Services offered in a laundry i.e. Washing, Finishing , Dry Cleaning & Stain Removal, Wash cycle for different Linen Items, Laundry Cycle in a hotel, Laundry equipments and machines, Laundry Agents as per industry standards ( any five brands), International laundry symbols, Guest Laundry & Guest laundry cycle with formats

**Unit 4:- STAIN REMOVAL-** a) Identification of stain b) Classification of stain based on the origin c) General Procedures and precautions to be followed while removing stains from Fabrics. **UNIFORM ROOM-** a) Activities b) Uniform Exchange procedure c) Advantages of providing uniforms to staff. **Sewing room** (Activities, Tools & Equipment)

**Unit 5:- HORTICULTURE-** a) Generic Care & Selection of indoor plants b) Flower Arrangement (Basic Ingredients used, Types/ Styles of flower arrangement, Principles of flower arrangement & Conditioning of plant material). **Customization and personalization of guest rooms to enhance guest experience**

#### **BHA206-- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (PRACTICAL)**

Course Title	Foundation course in Room division operations – II (A) (Practical)
Course Code	BHA206
Credits	01
Number of Hours per Group	30 class hours

**Unit 1:** Accounting formats, PMS

**Unit 2:** Introduction to checkout procedures, PMS, Formats used at check out

**Unit 3:** Departure procedure –PMS, Formats used at check out

**Unit 4:** Post departure procedures, Night audit procedure, PMS

**Unit 5: Situation handling-** SOP, Formats used, Group presentation, Numerical

Course Title	Foundation course in Room division operations – II (B) (Practical)
Course Code	BHA206
Credits	01
Number of Hours per Group	30 class hours

**Unit 1: TEAM CLEANING-**Introduction, **PUBLIC AREA CLEANING-** Cleaning of cloak rooms, cleaning back of the house areas. Property Management system –All control desk related activities, Handling guest complaints and Special requests

**Unit 2: HOTEL LINEN** (F& B and Room Linen)-Types of Linen and their Sizes, Identification of Fabrics commonly used, 5 Popular Brands of Hotel linen. Laundering and Finishing of Fabrics (White cotton, Colored cotton, Wool, Silk and delicate, Blended Fabric, Bath Linen & Finishing of Uniforms)

**Unit 3 STAIN REMOVAL** - Stain identification & removal from fabrics (Lipstick, Ballpoint ink, Nail polish, Paint, Grease, Tea/ coffee, Wine, Curry & Blood)

**Unit 4: UNIFORM SELECTION AND DESIGN-** (Chef Uniform, Restaurant Associate, Housekeeping Associate, Maintenance Staff, Front office Associate)

**Unit 5: FLOWER ARRANGEMENT** (Minimalistic Arrangements, Mass Arrangements, Miniature Arrangements, Creative Arrangements). **Customization of rooms-** Towel Art

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## BHA207 - HOTEL SECURITY

### 1. Preamble

Course Title	Hotel Security
Course Code	BHA207
Credits	02
Number of Hours per group	30 class hours

### 2. Course Description

Hotel with robust security in place means a better, safer, guest experience. Even when hotels have strong security policies and procedures in place, they are still vulnerable to cyber-attacks, break-ins, theft, fraud, and other crimes. That's why it's vital to take precautionary measures and continually evaluate security programs. When department managers and other employees think more about safety and security, you can prevent a lot of theft and minimize dangers. The rising threat has made it mandatory for all organizations to hire a team of officers to maintain security in the establishment. Besides hiring security manpower hospitality organizations must provide training to all personnel so that they are capable of responding to emergencies.

This module focuses on the various security threats & enumerates the role of each employee towards creating a secure environment with reference to freedom from fear, anxiety as well as protection against terrorism, thefts, fire & accidents.

### 3. Learning Outcomes

**By the end of the course, learners will be able to**

#### Knowledge

1. Differentiate between safety & security.
2. Explore the possible security issues for hospitality sector.
3. Illustrate the various positions in hotel security with duties & responsibilities.
4. Explain the different types of security tools & equipment.
5. Explain the use of modern technology in enhancing the security systems in hospitality establishments.
6. Describe the key control procedure.
7. Illustrate the procedures for dealing with lost & found/scanty baggage.

#### Competencies

1. Demonstrate the role to be played by each section employee for dealing with emergency situations like terror attack, bomb threat, fire, accident, theft & handling sickness/death of a guest.
2. Practice & train the basics of first aid to the employees.
3. Organize fire drills on regular basis in order to ensure fire safety.

#### Mindset

1. Authenticate the security measures present in the hotel.
2. Advocate the correct security procedures & methods to keep secured environment.
3. Appreciate & encourage the attentiveness of the employees following the security practices.

### **BHA207 - HOTEL SECURITY**

**Unit 1: SECURITY & SAFETY**-Definition, Differentiation between safety & security, Potential threats to the guests, employees & property & Importance & advantages of security

**Unit 2: SECURITY HIERARCHY**-Hotel security hierarchy, Duties & responsibilities of different positions, Qualities of security personnel, Role of hotel security & Employees security training & reviews. Security Systems & Equipment- Security equipment & its usage. Advanced Security systems (Integrated Surveillance System, Advanced lock, Access control system), Security communication system & training.

**Unit 3: SECURITY PROCEDURES & PROTOCOLS**-Different security procedures & protocols (Scanty baggage, lost & found & other scenarios), Securing Hotel premises (Swimming pool, Hotel entrance & periphery, Guest areas, Back Area & entrance, Guestrooms, F & B outlets), Car Inspection, Baggage Scanning, Exit & Entrance Manning, Patrolling, VIP security procedure, Fire Safety Procedure, Mock Fire Drills, Fire Fighting Equipment & Law enforcement liaisoning

**Unit 4: KEY CONTROL PROCEDURE**-Various kinds of locks, Types of keys & Key control procedure

**Unit 5: COMPREHENSIVE EMERGENCY SITUATION RESPONSE PLANS**-Terror Attack Bomb Threat, Theft/Fraud, Natural Disaster, Accident, Murder, Handling sickness/Injuries/Death & Cyber Crime

### **BHA208-SUSTAINABLE TOURISM**

#### **1. Preamble**

Course Title	SUSTAINABLE TOURISM
Course Code	BHA208
Credits	02
Number of Hours per group	30 class hours

#### **1. Course Description**

Sustainability is not just an academic discipline but a necessity to save our planet and to preserve it for future generations. Businesses especially need to understand that they do not exploit the environment in such an extent that in long term business and environment both are destroyed. Tourism although is a less pollutant industry but its dependence on environment is so huge that sustainability needs to be at the fulcrum of tourism policy planning. This course module gives an understanding of how to use the best practices of sustainability in Tourism and Hospitality sector.

#### **2. LEARNING OUTCOMES**

By the end of the course, learners will be able to

### **Knowledge**

1. Define sustainable tourism
2. Discuss socio economic and environmental impacts of Tourism
3. Enumerate the role of sustainability in hospitality industry

### **Competencies**

1. Apply the techniques of environment & waste management system into practice I hospitality industry
2. Demonstrate the benefits of environmental friendly practices in promotion of tourism
3. Evaluate the impacts of hotel industry on the environment sustainability

### **Mind set**

1. Authenticate the pollution prevention & controlling methods
2. Advocate the sustainable tourism practices in tourism and environment
3. Appreciate & encourage the energy efficient & effective practices

## **BHA208-SUSTAINABLE TOURISM**

**Unit 1: INTRODUCTION TO SUSTAINABLE TOURISM-** (Definition, Principles of sustainable tourism, Current issues and trends, Concepts and benefits of Swachh Bharat Mission, Role of technology in sustainability practices)

**Unit 2: ROLE OF SUSTAINABILITY IN HOSPITALITY INDUSTRY-** (Sustainability management principles for hotels, Sustainability management practices with a focus on continuous improvement, Reporting, communication and promotion, Mandatory sustainability parameters for star classification of hotels in India & Cost-benefit analysis of sustainable practices in hotels)

**Unit 3: SOCIO-ECONOMIC IMPACTS-** (Supporting local economic opportunities through jobs and partnerships, Minimizing negative socio-economic impacts and avoiding harm, Responsibly promoting intangible heritage and traditions)

**Unit 4: ENVIRONMENTAL IMPACTS-** (Conserving resources and improving efficiency, Reducing emissions and minimising various types of pollution, Minimising single plastic usage, Supporting conservation and maximising benefits for wild life and biodiversity protection)

**Unit 5: DIFFERENT ENVIRONMENTAL ACCREDITATION CERTIFICATES FOR HOTELS/RESTAURANTS.** (Ecotel- 5 globes, LEED, TERI, ISO14001, BIO Hotels, Eco Hotels Certified, LEAF, Other accreditations, Green building concept)

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## BHA209-COMMUNICATION SKILLS-II

### 1. Preamble

Course Title	Communication Skills-II
Course Code	BHA209
Credits	02
Number of Hours per Group	30 class hours

In hospitality industry, the customers come from various parts of the world and English is the most common spoken language across the world. This course helps students to practice spoken English in many different situations created in roleplays.

### 2. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Listen to texts and practice good listening.
2. Describe Phonetic Symbols consonants & Vowels with illustrations in use
3. Increase vocabulary from different texts and dictionary

#### Competencies

1. Use paraphrasing of English language in working conditions
2. Use basic grammar
3. Integrate different communication exercises

#### Mindset

1. Advocate the importance of spoken English language proficiency for professional

## BHA209-COMMUNICATION SKILLS-II

**Unit 1: LISTENING:** Listening to texts, listening to CDs, Trials of a good listener

**Unit 2: THE PRONUNCIATION:** Phonetic Symbols consonants & Vowels with illustrations in use. **Listening & Comprehension:** Interpretation of texts based on the question-answer. Interaction among students

**Unit 3: READING SKILLS:** Techniques of reading. Reading comprehension of unseen pages, Identifying the context & the central idea. **Vocabulary & word formation:** From different texts & dictionary.

**Unit 4: BASIC GRAMMAR:** Prescriptive/descriptive approaches grammaticality – acceptability –appropriateness-grammar in context- grammar in spoken & written. **Practice:** Exercise on different grammatical constructions, Identification of the grammatical devices forms different texts like newspapers, poems, stories, etc.

**Unit 5: WORDS & PHRASES** used for conversation: Making statements, questions, order & suggestions – denying – rejecting-disagreeing-possibility-ability, permission, obligations, etc. (Dialogues, Public speech & Telephonic Conversation)

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## BHA210-BASICS OF TOURISM

### 1. Preamble

Course Title	Basics of Tourism
Course Code	BHA210
Credits	01
Number of Hours per group	15 class hours

### 2. Course Description

The world is shrinking today. There is an increasing desire of the population to explore beyond their boundaries. Tourism has become a popular global leisure & business activity. Today, tourism is a major source of income for many countries. Besides the economic impact of tourism, it has wide spread social and cultural implications. The tourism helps people to understand and appreciate different mind sets and cultural diversity.

This course brings the insight to the tourism and its components and explains the various travel motivators that encourages the travellers to travel. It also discusses the impact of the tourism on various aspects of our life. With the changing world the tourism is also changing its shape, so the course also discusses the emerging trends of the tourism industry. Hospitality being an integral part of tourism industry is included in the course so as to provide an insight to the learner regarding its history and present and also the employment opportunities within the industry. The learner gets to identify his place as a hospitality professional in the larger umbrella of tourism sector and he gets apprised of the attitude, aptitude, grooming and soft skills required for a hospitality professional.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Discuss tourism industry and its environment, social, cultural & economic impact
2. Explain the types and various constituents of tourism
3. Discuss the evolution of hospitality industry.
4. Describe constituents of hospitality industry
5. Explain the departmental organization of hotels
6. Differentiate among tourist organizations
7. Identify the different travel motivators
8. Identify the factors responsible for sustainable tourism
9. Categories intermediaries in Tourism industry.

#### Competencies

1. Demonstrate the attributes of a hospitality professional
2. Analyse the future trends in the tourism service industry

#### Mind-set

1. Appreciate the role of tourism industry in development of the region
2. Consider tourism and hospitality as an exciting career option

## BHA210-BASICS OF TOURISM

**Unit 1: INTRODUCTION TO TOURISM** Overview, Definition of Tourist, Tourism, Visitor, Excursionist, Inbound and Outbound. **Constituents of Tourism**-Primary (Transportation, Accommodation, Food and Beverage, Entertainment and attractions, information and shopping) & Secondary (Banks, Hospitals, Insurance Companies, Communication and others

**Unit 2: TRAVEL MOTIVATORS AND TOURISM PRODUCT**-Business, Leisure, Religious, VFR, Adventure, Health, etc. Tourism product of India- Beaches, Hill stations, wild Life sanctuaries and heritage. **INTERMEDIARIES OF TOURISM**- Travel agents, Tour Operators, Escorts and guides & Online Travel Portals

**Unit 3: IMPACT OF TOURISM AND MAINTAINING SUSTAINABILITY**- Economic, Social, Cultural, Political & Environmental. **TOURISM ORGANISATIONS**-International & Domestic. **EMERGING TRENDS OF TOURISM (Alternative Tourism)** Special interest tourism: -Ecotourism, Senior citizen tourism, Wildlife tourism, Rural tourism, Ethnic tourism & Space tourism

**Unit 4: HOSPITALITY INDUSTRY**-Overview of Hospitality, Brief history, Present scenario. **Hospitality and Hotel Industry**-Hotel Industry as a part of Hospitality sector, Hotel core and support areas. **Future trends in Hospitality**

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## BHA211-APPLICATION OF COMPUTERS & IT (PRACTICAL)

### 1. Preamble

Course Title	Application of Computers & IT (Practical)
Course Code	BHA211
Credits	01
Number of Hours per Group	30 class hours

### 2. Course Description

This course aims to impart computer knowledge that will enable them the ability to handle and analyse data for decision making and present it to the person concerned in the form of presentations and/or reports in the fast-moving business world. It also enables students to design certificate, pamphlet and posters.

### 3. Learning outcomes

The Learning Outcomes of this course are as follows:

1. Describe the various concepts and terminologies used in computing, computer networks and the internet.
2. Examine document creation for report making and communication.
3. Identify and make good presentations.
4. Analyses various computations using various functions in the area of accounting and finance and represent the business data using suitable charts.
5. Manipulate and analyse the business data for a better understanding of the business environment and decision-making.
6. Identify the spreadsheet knowledge acquired through this paper in solving real-life problems that help in decision making.

## BHA211-APPLICATION OF COMPUTERS & IT (PRACTICAL)

**Unit 1: COMPUTING:** Concept of computing, Data and information; Computing Interfaces: Graphical User Interface (GUI), Command Line Interface (CLI), Touch Interface, Natural Language Interface (NLI); data processing; applications of computers in business.

**COMPUTER NETWORKS:** Meaning of computer network; objectives/ needs for networking; Applications of networking; Basic Network Terminology; Types of Networks; Network Topologies; Distributed Computing: Client Server Computing, Peer-to-peer Computing; Wireless Networking; Securing Networks: firewall.

**BASIC INTERNET TERMINOLOGY:** I.P. Address, Modem, Bandwidth, Routers, Gateways, Internet Service Provider (ISP), World Wide Web (www), Browsers, Search Engines, Proxy Server, Intranet and Extranet; Basic Internet Services; Internet Protocols: TCP/IP, FTP, HTTP(s), Uses of the Internet to Society; Cyber Security: Cryptography, digital signature

**Unit 2: WORD PROCESSING** -Introduction to word Processing, Word processing concepts, Use of Templates and styles, Working with word documents: Editing text, Find and replace text, Formatting, spell check, Autocorrect, Auto-text; Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page Formatting, Header and footer, page break,



table of contents, Tables: Inserting, filling and formatting a table; Inserting Pictures and Video; Mail Merge (including linking with spreadsheet files as data source); Printing documents; Citations, references and Footnotes.

**Unit 3- PREPARING PRESENTATIONS** -Basics of presentations: Slides, Fonts, Drawing, Editing; Inserting: Tables, Images, texts, Symbols, hyperlinking, Media; Design; Transition; Animation; and Slideshow, exporting presentations as pdf handouts and videos.

**Canva software-** Using design tool, Making logo/poster/certificate and banners etc, Making Presentation

**Unit 4: SPREADSHEET BASICS-** Spreadsheet concepts, managing worksheets; formatting, conditional formatting, Entering data, Editing, and Printing and Protecting worksheets; Handling operators in the formula, Projects involving multiple spreadsheets, Organizing Charts and graphs; Flash-fill; Working with Multiple worksheets; controlling worksheet views, naming cells and cell ranges. Spreadsheet functions: Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Text functions and Error functions. Working with Data: Sort and filter; Consolidate; Tables; Pivot tables; What-if-analysis: Goal seek, Data tables and Scenario manager

#### **Unit 5: SPREADSHEET PROJECTS-**

Creating business spreadsheet: Loan repayment scheduling; forecasting: stock prices, costs & revenues; Payroll statements; handling annuities and unequal cash flows; Frequency distribution and its statistical parameters and break-even analysis.

**New Trends-** Introduction to Artificial Intelligence, Data Mining, ChatGPT, Brad AI

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## BHA212-Yoga/Stress Management-II

### 1. Preamble

Course Title	Yoga/Stress Management-II
Course Code	BHA212
Credits (Weightage)	01
Number of Hours per Group	30 class hours

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

2. **Learning Outcomes-** By the end of the course, learners will be able to

#### Knowledge

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

#### Competencies

Practice general guidelines for Yogic Practice.

#### Mindset

Yogic Practices for Health and Wellness

## BHA212-Yoga/Stress Management-II

**Unit 1:** Recap of Yoga-1-General guidelines for Yogic Practice.Prayer: Concept and recitation of Pranava: - akara,ukara, makara, bindhu, nAtham. Cleansing Practice (Technique, Contraindications and Benefits): Kapalabhati

**Unit 2: Chalana Kriya/Loosening Practice** (Technique, Contraindications and Benefits):-PurnaBhuja Shakti Vikasaka, Trunk Movement (Kati Shakti Vikasaka I, II, III, IV, V) & Knee Movement (Janu Shakti Vikasaka)

**Unit 3: Yogasana-II** (Technique, Contraindications and Benefits):-**Standing Posture**-ArdhaChakrasana, Padahastasana, Trikonasana, • **Sitting Posture**-Shashankasana, Mandukasana, Uttana, Mandukasana,& Vakrasana, • **Prone Posture**-Makarasana, Bhujangasana & Shalabhasana. • **Supine Posture (Lying on back)**-Markatasana, awanamuktasana, & Shavasana.

**Unit 4: Pranayama** (Technique, Contraindications and Benefits):-AnulmoaViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka) & Bhramari (without Kumbhaka)

**Unit 5: Dhyana** (Technique and Benefits): Body Awareness, Breath Awareness & Yoga Nidra

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B.Sc. DEGREE  
IN  
HOSPITALITY & HOTEL ADMINISTRATION

**CURRICULUM**  
(B.Sc. HHA SEMESTER III/IV)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
NOIDA  
(NCHMCT)

AND  
JAWAHARLAL NEHRU UNIVERSITY  
(JNU)



**SEMESTER – III/IV (18 WEEKS)****MINIMUM CONTACT HOURS FOR EACH SUBJECT**

No.	Subject code	Subject	Credits	Contact Hours per Semester	
				Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	02	30	-
2	BHA302	Indian Culinary Arts (Practical)	04	-	120
3	BHA303	Banquet Operations (Theory)	02	30	-
4	BHA304	Banquet Operations (Practical)	01	-	30
5	BHA305	Rooms Division Management-I (Theory)	02	30	-
6	BHA306	Rooms Division Management-I (Practical)	01	-	30
7	BHA307 OR BHA308	Facility Management OR Retail Management	02	30	-
8	BHA309	Food Science, Nutrition & Hygiene	02	30	-
9	BHA310	Business Communication	02	30	-
10	BHA311	Hotel Accounting Skills	02	30	-
TOTAL:			20	210	180
GRAND TOTAL				390	

**WEEKLY TEACHING SCHEME (18 WEEKS)**

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	02	-
2	BHA302	Indian Culinary Arts (Practical)	-	08
3	BHA303	Banquet Operations (Theory)	02	-
4	BHA304	Banquet Operations (Practical)	-	02
5	BHA305	Rooms Division Management-I (Theory)	02	-
6	BHA306	Rooms Division Management-I (Practical)	-	02
7	BHA307 OR BHA308	Facility Management OR Retail Management	02	-
8	BHA309	Food Science, Nutrition & Hygiene	02	-
9	BHA310	Business Communication	02	-
10	BHA311	Hotel Accounting Skills	02	-
TOTAL:			14	12
GRAND TOTAL			26	



### **EXAMINATION SCHEME**

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA301	Indian Culinary Arts (Theory)	100	-
2	BHA302	Indian Culinary Arts (Practical)	-	100
3	BHA303	Banquet Operations (Theory)	100	-
4	BHA304	Banquet Operations (Practical)	-	100
5	BHA305	Rooms Division Management-I (Theory)	100	-
6	BHA306	Rooms Division Management-I (Practical)	-	100
7	BHA307 <b>OR</b> BHA308	Facility Management <b>OR</b> Retail Management	50	-
8	BHA309	Food Science, Nutrition & Hygiene	100	-
9	BHA310	Business Communication	100	-
10	BHA311	Hotel Accounting Skills	100	-
TOTAL:			650	300
GRAND TOTAL			950	

\* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.

### **3<sup>RD</sup>/4<sup>TH</sup> SEMESTER TEACHING & EXAMINATION SCHEME**

No.	Subject code	Subject	Credits	Marks
1	BHA401	Industrial Training Feedback Appraisal	12	200
2	BHA402	Industrial Training Project Report	08	100
TOTAL:			20	300



## BHA301- INDIAN CULINARY ARTS (THEORY)

### 1. Preamble

<b>Course title</b>	Indian Culinary Arts (Theory)
<b>Course code</b>	BHA301
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course is designed to fine-tune the student to graduate from small-batch cooking to bulk cooking of a large size of group. Introduction to recipe calculations and alterations for bulk production, reshuffling and use of convenience food are emphasized. The care and precautions to be taken in handling large equipment are addressed. Food is to be prepared in a time-bound environment that upgrades the learner's skills to enable speed in cooking. An aesthetic sense of cleanliness and maintaining hygiene standards are introduced through kitchen stewarding.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Recognize the various equipment used in bulk kitchen/ volume feeding - Regional Indian Cuisine – Local cuisine, Tribal cuisine, Forgotten recipes, Indian breads, Indian snacks, Indian sweets.
2. Write menus for Indian Regional Indian Cuisine, Tribal cuisine, Forgotten recipes, Indian Breads, Indian Snacks, and Indian sweets for volume feeding.
3. State the applicable food laws and regulations for bulk cooking.
4. Discover menu planning principles in Institutional catering, Industrial catering, Hospital catering, ODC, Mobile catering, Retail stores, Corporate catering, and food bank/ cafeteria.
5. Enumerate the Emerging pathogens, GMF, Food labeling and Newer trends like Plant-based culinary arts, Ready-to-Eat foods, Organic food.

#### Competencies

1. Choose equipment essential in bulk cookery.
2. Demonstrate principles of cooking in the bulk kitchen.
3. Develop expertise in indenting and menu planning for volume cooking.
4. Plan and prepare menus for Indian Regional Indian Cuisine, Tribal cuisine, forgotten recipes, Indian Breads, Indian Snacks, and Indian sweets for volume feeding.
5. Prepare, plan and illustrate menus related to Institutional catering, Industrial, Hospital, ODC, Mobile catering, Retail store, Corporate catering, Food bank/ cafeteria.
6. Design special menus for different festivals of India.
7. Identify various Indian spices and vegetables.
8. Classify and prepare varieties of Indian Breads, Indian Snacks, Indian sweets

#### Mindset

1. Appreciate the cultural diversity of India to promote the various regional cuisines of India.
2. Promote special Tribal and Community Cuisines of India.



3. Explore forgotten culinary styles of India.
4. Collaborate with various stakeholders to develop and cater regional cuisine menus for volume feeding.

### BHA301- INDIAN CULINARY ARTS (THEORY)

**Unit 1: CATERING TO LARGE NUMBERS-** a) Equipment required for mass/ volume feeding- i. Selection criteria of heavy-duty commercial kitchen equipment ii. Uses of equipment iii. Care and maintenance of volume cooking equipment b) Plan of work & Mise-en-place of bulk cookery- i. Arrangement and efficient use of resources ii. Menu Planning iii. Principles for indenting in bulk cooking ii. Purchase system iii. Storage for bulk (raw & cooked) iv. Inventory control

**Unit 2: VOLUME CATERING-** a) Application of Quantity Food Production in various Catering establishments, Quantity Menu planning- i. Institutional Catering ii. Industrial Catering iii. Army Mess iv. Hospital Catering v. Off-premises Catering vi. Theme Banquets/ parties vii. Central processing unit viii Airline Catering ix. Railway Catering x. Marine Catering b) Portion Size for Volume Feeding (type of establishment, type of menu, quality of commodity) c) Modifying recipes for volume catering d) Challenges associated with various volume catering establishments e) Scope for growth of volume catering establishment

**Unit 3: EMERGING CATERING TRENDS-** a) Adaptation of New Catering Concepts- i) Cloud Kitchen ii) Foodbank/ Electronic Cafeteria iii) Nutrition, Wellness and Diet Menus iv) Plant-based diet menu/ farm to table b) Convenience foods in bulk production c) Organic foods d) Indian Superfoods/ Millets e) Food additives f) Pilgrim Catering g) Essentials of proprietary foods- i. Food labeling ii. Food packaging technology.

**Unit 4: REGIONAL INDIAN CUISINE-** Introduction to Cuisines of India- History of various regional cuisines, Geographical Location, Factors affecting food habits, Special equipment, Staple diets, Popular regional dishes, Specialty cuisine for festivals, fairs and special occasions of: **Cuisine of North India:** Kashmir, Punjab, Himachal, Rajasthan, Awadhi; **Cuisine of West India:** Gujrat, Maharashtra, Goa, Madhya Pradesh, Chhattisgarh **Cuisine of South India:** Andhra Pradesh, Kerala, Karnataka, Tamil Nadu **Cuisine of East India:** Bengal, Bihar, Jharkhand, Orissa, North East.

**Unit 5: INDIAN FESTIVALS & BEYOND-** a) Special dishes prepared in festivals of India (Diwali, Holi, Dusshera, Janmashtami, Eid, Ganesh Chaturthi, Pongal, Onam, Christmas, Makar Sankranti) b) Community Cuisines of India: Parsi, Jain, Sindhi, Chettinad b) Tribal Cuisine- Orissa, Assam, Kerala, Manipur & Meghalaya c) Indian Sweets d) Indian snacks e) Indian bread f) Forgotten Recipes.

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**BHA302- INDIAN CULINARY ARTS (PRACTICAL)**

<b>Course title</b>	Indian Culinary Arts (Practical)
<b>Course code</b>	BHA302
<b>Credits</b>	04
<b>Number of hours per group</b>	120 class hours

Each institute is to formulate 36 sets of menus from the following cuisines. Arrange dedicated workshops on Tribal cuisines, Special menus for Festivals and Forgotten recipes. The suggested menus are:

**Unit 1: CUISINE OF NORTH INDIA**

<b>MENU-1</b> Sarson da saag Makki ki roti Kadhi pakora Jeera Rice Sooji Halwa	<b>MENU-2</b> Amritsari Macchi Rajma Aloo Gobhi Boiled Rice Boondi ka raita Gulab Jamun	<b>MENU-3</b> Tandoori Chicken Dal Makhani Matar Paneer Vegetable Pulao Sewaiyan	<b>MENU-4</b> Choley Bhaturey Paneer butter masala Matar Pulao Roh di Kheer
<b>MENU-5</b> Lal Maas Gatte ki sabzi Ker Sangri Boiled Rice Missi Roti Moong Daal Halwa	<b>MENU-6</b> Safed Maas Dal Bati Churma Gawar ki phalli dry Ghewar	<b>MENU-7</b> Shammi kebab Mutton Rizala Paneer Pasanda Pulao Muzzafar	<b>MENU-8</b> Galouti Kabab Ghost Do Piyaza Navarattan Korma Pulao Warqi Paratha Zarda
<b>MENU-9</b> Main Meals: Tabak Maaz, Dhaniwal Korma, Gushtaba, Rista, Al Yakhni, Haaq Breads: Bakarkhani, Roth, Sheermaal Desserts: Phirni, Shufta, Halwa Chutney: Mujj Chatin		<b>MENU-10</b> Appetizers: Siddu, Patrode, Gulgule Main Meals: Khatta Meat, Chicken Anardana, Channa Madra, Dham Sepu Vadi, Arbi Kadhi Breads: Makki ki roti, Missi Roti, Babru Desserts: Kaddu ka halwa, Meetha Bhaat, Seera Accompaniments: Chhuare ka raitha, Chachha	





## Unit 2: CUISINE OF WEST INDIA

MENU-1 Sarki Brown Rice Salli Murg Gujarati Dal Methi Thepla Shrikhand	MENU-2 Gujarati Khichadi Oondhivu Batata nu Tomato Osaman Mohan Thaal	MENU-3 Masala Bhat Kolhapuri Mutton Batata Bhaji Poori Koshimbir Pooranpoli	MENU-4 Moong dal Khichidi Malvani Fish Curry Tomato Saar Tilgul Chapati Amti Basundi
MENU-5 Prawn Pulao Mutton Vindaloo Beans Foogath Dodol	MENU-6 Arroz Galina Xacutti Toor Dal Sorak Alle Belle		

## Unit 3: CUISINE OF SOUTH INDIA

MENU-1 Hyderabadi Gosht Biryani Mirch ka Salan Baghara Baigan Burani Raita Double ka Meetha	MENU-2 Pathar ke kebab Haleem Tamatar ka Kut Roomali Roti Khubani ka Meetha	MENU-3 Kozhi Curry Mor Kuzhambu Steamed Rice Malabari Parathaan Payasam	MENU-4 Meen Moilee Olan Appam Unni appam
MENU-5 Chicken Chettinad Avial Coconut Rice Parupu Payasam	MENU-6 Sambhar Dosa Iddli Vadai Athirasam		

#### Unit 4: CUISINE OF EAST INDIA

<b>MENU-1</b> Macher Jhol Aloo Posto Bhaaja Mooger daal Ghee Bhaat Mishti Doi Rasogulla	<b>MENU-2</b> Doi Mach Channa daal Lucchi Baigun Bhaja Bhaat Tomator Chatni Sondesh
<b>MENU-3</b> Champaran Mutton Litti Chokha Sattu ka paranthan Balushai	<b>MENU-4</b> Dahibada Aloodum Oriya Mangso Tarkari/ Mangso Jholo Dalma Pitha Chenna Jhili

#### Unit 5: TRIBAL FOOD, FESTIVE FOOD & FORGOTTEN RECIPES OF INDIA

Suggestive list of Tribal Cuisines of India. The institute must organize workshops and community visits to engage learners to explore the tribal, festive and forgotten recipes of India.

The facilitator must narrate tribal folklore, unique ingredients and methods of preparation of these unconventional cuisines of India.

##### 1. Tribal Cuisine of Odisha

- Mandia Jau
- Pakhala
- Jil Utu
- Thapdi roti
- Andi alu
- Bodi Chura and Macho bhaja
- Kai Chutney

##### 2. Tribal Cuisine of Assam

- Masor tenga (Sour fish curry)
- Bhedailota
- Manimuni and Norosinxho Jool
- Matikaduri
- Duck eggs with tora flower
- Pitika
- Amitar Khar
- Khorisa Bhaaji



### 3. Tribal Cuisine of Chhattisgarh

- Muthia
- Farra
- Bafauri
- Mahua juice

### 4. Tribal Cuisine of Manipur

- Chamthong or Kangshoi
- Eromba
- Morok Metpa
- Singju
- Chak-hao Kheer

### 5. Tribal Cuisine of Meghalaya

- Jadoh
- Dohkhlieh
- Tungrymbai
- Sakin Gata
- Minil Songa

**Indian culinary artisans master the skills of authentic ways of food preparation. The forgotten recipes reconnect the age-old practices of cooking unique indigenous dishes. The institute must organize Master Classes to deliver the Forgotten Recipes of India.**

#### **Forgotten recipes – Suggestive**

- Chitol Macher Muitha
- Harive Soppu Bendi Recipe
- Dadpe Pohe — Coconut Infused Rice Flakes Snack
- Anarsa
- Khira Gaintha/ Kheer Puli (Milky Rice Dumplings)
- Chicken Kori Rotti
- Boti Ni Akuri
- Kollu Podi
- Pakki Keri Nu Shaak
- Singhare Ki Kachri
- Chana Dal Fara /Gojha / Peetha
- Pindi Miriyam
- Goan Clams Coconut Suke
- Pappada Vada
- Kobbari Kova Kajjikayalu
- Mor Kuzhu
- Gobi Danthal
- Ande ka Meetha/ Ande ka Halwa
- Uppu Kozhakkattai
- Thalagam
- Goan Colocasia Leaves Masala | Terren Tonak
- Milagu Kuzhambu
- Sukku Pal
- Menthe Hittu
- Jackfruit seeds and Raw mango curry



- Chena Poda
- Karuvadagam
- Mutter ka Nimona
- Kuthiraivali Kuzhi Paniyaram
- Baked Koorka Mezhukuperatti
- Maandhia
- Raoh Ki kheer
- Arak Rassi
- Leto
- Path Poda Chicken
- Maad Jhor Putkal Saag
- Haaku Laak
- Jonra Dakaa
- Demta Chutney
- Phulkari Pulao
- Tooni Roti
- Kunna Ghosht
- Paani ki roti
- Sannata Raita
- Parinde Mein Parinda
- Padoli Wali Daal

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## BHA303- BANQUET OPERATIONS (THEORY)

### 1. Preamble

<b>Course title</b>	Banquet Operations (Theory)
<b>Course code</b>	BHA303
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

To equip learners to plan and supervise various food and beverage service outlets. This course focuses on inculcating supervisory skills among the learners. It will also enable learners to manage staff for various events. This course will also impart skills to supervise F&B Operations related to banquets, in-room dining and other specialized service.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Explain various types of banquets.
2. Narrate the factors to be considered while planning a banquet event.
3. Name different seating plans used in banquets.
4. Describe various types of buffets.
5. List various types of Guéridon trolleys.
6. Explain the functionalities of different areas of a Quick Service Restaurant.
7. Illustrate the significance of kitchen stewarding.
8. Write the methods of silver cleaning.
9. Draw function prospectus.
10. Design banquet duty roster.
11. List 10 dishes served from a Flambé trolley.

#### Competencies

1. Calculate the area required for a banquet plan as per standard sizes.
2. Draw the format of a Function Prospectus.
3. Assess the advantages and disadvantages of Guéridon Service.
4. Organize formal banquets.
5. Arrange informal events or functions such as meetings, seminars, theme parties etc at the institutional level.
6. Prepare duty roster for institutional events.
7. Conduct briefing and debriefing for institutional functions.
8. Prepare basic salads and present fresh fruits from the live counter.
9. Setup room service trays for breakfast, luncheon, and evening tea as per the standard menu.

#### Mindset

1. Review the layout plan of F&B setup of various functions or events based on standard parameters.
2. Plan staff requirements for various F&B outlets end events.
3. Organize the special requirements for live counters.



## BHA303- BANQUET OPERATIONS (THEORY)

**Unit 1: PLANNING & OPERATING VARIOUS F&B OUTLETS:** a) Physical layout of functional & ancillary areas b) Objective of a good layout c) Steps in planning d) Factors to be considered while planning e) Calculating space requirements f) Various set-ups for sitting g) Planning staff requirements/ developing duty roster h) Menu planning i) Constraints of menu planning j) Selecting heavy duty and light equipment k) Calculating quantities of equipment required- crockery/ glass wares/ hollow wares/ flatware/ cutlery/ special equipment/ Steel or silver equipment l) Approximate cost m) Planning décor, furnishing fixtures.

**Unit 2: BUFFET/ PARTY CATERING-** a) History b) Types of buffet for various occasions: i) Display buffet/ restaurant buffet ii) Sit-down iii) Fork buffet v) Finger buffet vi) Cold buffet vii) Breakfast buffet c) Special Menus d) Supplies and equipment required for buffet setup e) Area requirement for buffet f) Sequence of food g) Party checklist

**Unit 3: BANQUET-** a) Concept b) Types c) Table plan/ arrangement d) Formal Banquet - Calculating Space area requirement e) Informal Banquet/ MICE- i) Reception ii) Cocktail parties iii) Conventions iv) Seminars v) Exhibitions vi) Fashion Shows vii) Trade fare viii) Weddings ix) Out-door catering f) Toast procedure

**Unit 4: ROOM SERVICE-** a) Types of room service and tray setup b) Designing In-Room Dining Menu c) Procedure of room service/ delivery of food: i) Room service order taking/ telephone etiquettes ii) Providing in-room wine service iii) Catering special requirements d) Kitchen stewarding-i) Importance ii) Opportunities in Kitchen Stewarding iii) Maintaining Records iv) Machine Used for cleaning & polishing v) Inventory

**Unit 5: GUÉRIDON SERVICE & SPECIALIZED SERVICE-** a) History b) Concept c) Mise-en-place d) Procedure of Guéridon service e) Service consideration for different food f) Advantages and disadvantages g) Types of trollies h) Classic Flambé Dishes i) Care and maintenance of Guéridon service j) Live-counter Service – Essential Skills & Factors to create impulse buying k) QSR- Area FOH, MOH, BOH l) Home delivery m) Take-away n) Food aggregators o) IT Application in F&B Service post COVID

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### BHA304- BANQUET OPERATIONS (PRACTICAL)

<b>Course title</b>	Banquet Operations (Practical)
<b>Course code</b>	BHA304
<b>Credits</b>	01
<b>Number of hours per group</b>	30 class hours

#### **Unit 1: PLANNING AND ORGANIZING SMALL EVENTS**

Organizing formal High-Tea / Case study-based small informal event planning (Catering for 40 pax)  
Identifying area requirement  
Designing menu  
Arranging supplies and equipment  
Allotment of staff duties  
Preparing for service of hot stimulating beverages and assorted snacks and sandwiches  
Staff briefing  
Service of high tea

#### **Unit 2: RESTAURANT/ BANQUET SETUP - Case study-based event planning/ Organizing State Banquet/**

Organizing Meetings/ Seminars/ Conferences/ Workshops/ Organizing theme lunch (Catering for 40 pax)  
Planning State Banquet/ Formal Banquet  
Calculating sprigs/ area requirements for a formal banquet  
Table arrangement  
Designing special menu  
Arranging supplies and equipment  
State banquet service  
Planning informal banquet  
Booking a party/ Banquet function prospectus  
Designing terms and conditions for banquet  
Developing staffing requirement  
Assigning various service duties  
Preparing job description and specification  
Conducting banquet meeting  
Informal banquet service

#### **Unit 3: BUFFET ARRANGEMENT - Organizing buffet for lunch service/ Small Parties / Reunion Meetings**

Identifying area requirement  
Finalizing the number of service points  
Recognizing the type, size and shape of the table for service  
Arranging buffet equipment  
Performing different table spreads  
Arrangement and placement of items  
Finalizing the sequence of dishes on the buffet table  
Organizing different types of buffets for different occasions  
Buffet service

#### **Unit 4: ROOM SERVICE**

Shift-wise room service order-taking  
Arranging supplies & equipment  
Laying different types of breakfast tray  
Clearance from room  
Practicing in-room dining



**Unit 5: GUÉRIDON SERVICE / LIVE COUNTER SETUP**

Mise-en-place for Guéridon Service

Presentation of trolley

Guéridon Service: Soups, Grilled Sole, Roast Chicken

Flambé Work: Banana Flambé, Pineapple Flambé, Crepe Suzette

Service of Fresh Fruits like Pineapple, Banana, Orange

Making and presenting Salads and dressings: Caesar Salad, Waldorf Salad

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## BHA305- ROOMS DIVISION MANAGEMENT-I (THEORY)

### 1. Preamble

<b>Course title</b>	Rooms Division Management-I (Theory)
<b>Course code</b>	BHA305
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

The success of any organization depends upon the effective control exercised. The different management functions- planning, forecasting, budgeting and evaluating aid the smooth functioning of the rooms division department. This module focuses on the development of managerial skills in the learner. Stimulus is provided for building analytical and evaluatory skills. The concept of building and retaining customer loyalty will also be introduced. To make the learner, become an effective manager at par with the contemporary times, the role of artificial intelligence and its scope and implementation in the hotel industry will also be highlighted.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Explain the need for management functions.
2. Describe the method of calculating, and establishing room rates and room forecasts.
3. Explain the concept of Budgeting for operations.
4. Discuss the supervisory inspection process in Housekeeping.
5. Elaborate the process of addressing case studies.

#### Competencies

1. Establish room rates.
2. Predict room availability with the statistical data (short and long-term forecasting).
3. Prepare the Rooms Division Budget (revenue & expenditure).
4. Identify the variances and set targets for the next fiscal period.
5. Evaluate front office operations based on the identified parameters.
6. Inspect the Guest rooms and other public area.
7. Create customer loyalty by practicing strategies.
8. Execute a project in the industry with a focus on the use of AI in the hospitality sector.

#### Mindset

1. Appreciate the importance of management functions.
2. Appraise the role of statistical data in the contribution to profits.
3. Acknowledge the importance of Housekeeping supervisory procedures.
4. Recognize the value of Customer Loyalty to an organization.



## BHA305- ROOMS DIVISION MANAGEMENT-I (THEORY)

**Unit 1: MANAGEMENT FUNCTIONS-** a) Cycle b) Planning c) Establishing Rule of thumb d) Hubbarts formula e) Market condition approach f) Forecasting- i. Importance ii. Factors iii. Forecast formulae (% of walk-ins, stayover, overstay/ extended stay, understay/ early departure, no-shows) iv. Forecast forms

**Unit 2: BUDGETING-** a) Budget process (Factors affecting budget planning) b) Types of budget c) Budgeting cycle d) Advantages & disadvantages of budgets e) Preparing the rooms division budget ( Forecasting revenue, Estimating housekeeping expenses, Relining budgets & budgetary control)

**Unit 3: EVALUATING FRONT OFFICE OPERATIONS-** a) Daily operations report b) Occupancy ratios c) Rooms revenue analysis d) Hotel income statement e) Rooms division income statement f) Rooms division budget report g) Ratios and ratio standards

**Unit 4: SUPERVISION IN HOUSEKEEPING-** a) Duties of a supervisor b) Guest room inspection c) Inspection checklist d) Inspection of VIP guest rooms e) Inspection modules of commonly neglected areas f) Public area inspection g) Guest room health management

**Unit 5: MANAGING RELATIONSHIP AND BUILDING LOYALTY-**a) Importance b) Concept of customer-loyalty c) Understanding guest-hotel relationship d) The wheel of Loyalty e) Foundation for Loyalty f) Strategies for developing Loyalty g) Strategies for reducing customer Defection. Artificial intelligence in the hospitality- a) Guest cycle b) Room design c) Public areas

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### BHA306- ROOMS DIVISION MANAGEMENT-I (PRACTICAL)

<b>Course title</b>	Rooms Division Management-I (Practical)
<b>Course code</b>	BHA306
<b>Credits</b>	01
<b>Number of hours per group</b>	30 class hours

**Unit 1: MANAGEMENT FUNCTIONS-** Numerical & Case study on management

**Unit 2: BUDGETING-** Numerical & case study on Rooms division budget

**Unit 3: EVALUATING FRONT OFFICE OPERATIONS-** Numerical & case study on evaluating various rooms division activities

**Unit 4: SUPERVISION IN HOUSEKEEPING-** Case study on Standard inspection procedures.

Team cleaning

Developing inspection checklist and snag list

Guest room and public area inspection

**Unit 5: MANAGING RELATIONSHIP AND BUILDING LOYALTY**

Case study, research on Guest Loyalty Programs

Presentation based on scope of AI in hotels with respect to rooms division, Latest trends

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## BHA307- FACILITY MANAGEMENT

### 1. Preamble

<b>Course title</b>	Facility Management
<b>Course code</b>	BHA307
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

The facility management is a new avenue where hotel management learners are finding job opportunities. 'Facility' is a building such as a sports center, office or institution building that is built or maintained to permit individuals to take an interest in work, games, amusement activities, exercises, pool activities, recreation center, offices, gym etc. The term Facility Management includes all services required for the management of buildings and real estate to maintain and increase their value. This includes integration of multi-disciplinary activities within the built environment to provide maintenance support, project management and user management during the building life cycle. Facility Management has an impact both upon people and property/workplace.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Explain the role and importance of facility management.
2. List the duties and responsibilities of the facility manager.
3. Write the building codes and regulations.
4. Elaborate the importance of control over operational expenses.
5. Explain the significance of automation in building maintenance.
6. Enlist the equipment essential for real-time monitoring of building space.
7. List ways for the care and maintenance of all equipment in the building.
8. Design Safety inspection checklist.
9. Design an emergency response plan.
10. Elaborate the services offered to people at a workplace.
11. Write vendor management techniques.
12. Explain the importance of on-site waste management and waste reduction techniques.
13. Illustrate the importance of brand management.

#### Competencies

1. Perform regular inspections of the building.
2. Monitor the safety and security of a building.
3. Timely access and initiate maintenance of all automated, semi-automated and non-automated devices and equipment in a building.
4. Integrate building management software for real-time monitoring of all the activities in a building.
5. Arrange primary and support services for the people at the workplace.



6. Manage office moves and relocations.
7. Complete the green building certification.
8. Response to any security threat or emergency.

### **Mindset**

1. Appreciate the importance of managing the facility.
2. Develop interest in green building practices.
3. Update the latest building safety and security equipment and technologies at the workplace.

## **BHA307- FACILITY MANAGEMENT**

**Unit 1: INTRODUCTION TO FACILITY MANAGEMENT-** a) Role and importance of Facility Management b) Duties & responsibilities of facility manager: i. Staying updated on building codes & regulations ii. Ensuring compliance with local and national standards iii. Maintaining documentation & records for a facility audit c) Financial planning for facility operations d) Analyzing & optimizing operational expenses

**Unit 2: FACILITY MAINTENANCE-** a) Developing & implementing different maintenance programs b) Managing & maintaining equipment, machinery & facilities c) Extending the life of assets through proper care & upkeep

**Unit 3: ENERGY MANAGEMENT-** a) Monitoring & reducing energy consumption b) Implementing energy efficient technologies & practices c) Integrating sustainable and green building initiatives d) Managing waste & promoting recycling programs e) Obtaining green certifications for building

**Unit 4: TECHNOLOGY INTEGRATION, SECURITY & ACCESS CONTROL-** a) Implementing facility management software/ Building Management Software b) Utilizing IoT (Internet of Things) for real-time monitoring c) Adopting smart building technologies for automation d) Controlling access to facility through electronic systems e) Conducting regular safety inspection f) Responding to security incidents & managing security protocol g) Implementing emergency response plan.

**Unit 5: MANAGING SERVICES-** a) Providing housekeeping and catering services b) Arranging support services (Conveyance/ Special requirements booking) c) Managing office moves & relocation d) Selecting & managing service providers & suppliers e) Negotiating & maintaining contracts for facility services f) Evaluating vendor performance & ensuring service quality g) Brand management h) Creating a positive & comfortable work environments.

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## BHA308- RETAIL MANAGEMENT

### 1. Preamble

<b>Course title</b>	Retail Management
<b>Course code</b>	BHA308
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

Retail Management is an elective course in the marketing field. This course intends to provide the learner with an overview of the retail industry, concepts and processes. It will enable the learner to understand the areas of accountability for a Retail Manager. This course will emphasize on the various elements related to retail mix, types of retailers, multichannel retailing, consumer buying behaviour, retail marketing strategies, selecting retail site locations, supply chain management, merchandising, pricing, store management, store layout & design and customer service. This course will also emphasize the concepts of franchising, the legal and regulatory framework of franchising. The course will focus on developing business ethics and prudence in making investment decisions among the learners. Further, this course will also go through basics of retail analytics. The learners will also be able to determine a level of interest in pursuing a career in retail and franchise management.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Define retail management.
2. List the career opportunities in the retail sector.
3. List various types of retail sectors.
4. Explain the principles of retail management.
5. Devise the hierarchy of retail outlets.
6. List the duties and responsibilities of retail staff.
7. Write about different retail formats.
8. Explain the concept of brand evaluation.
9. Write the characteristics of general merchandise.
10. Illustrate the significance of retail location evaluation.
11. Explain different types of store layouts.
12. List various retail strategies.
13. Illustrate the importance of pricing strategies.
14. Write out Supply Chain Management.
15. Explain the Customer Relation Management.
16. Explain the significance of Inventory Management.

#### Competencies

1. Apply working principles of retail management.
2. Efficiently allocate staff duties.
3. Evaluate brand value.



4. Generate computerized retail reports.
5. Identify various factors in store layout.
6. Prepare store layout based on customer perception.
7. Organize promotions and events.
8. Efficiently manage retailer-vendor collaboration.
9. Resolve customer complaints.
10. Devise growth strategies.
11. Understand the cash management systems of retail management.

### **Mindset**

1. Appreciate the importance of marketing and promotion in retail management.
2. Advocate the role & importance of information systems in retail management.
3. Aspire for global retail recognition.

## **BHA308- RETAIL MANAGEMENT**

**Unit 1: INTRODUCTION TO RETAIL MANAGEMENT-** a) Definition and career opportunities in retail b) Evolution of the retail industry c) Principles of retail management d) Types of retail: Organized & Unorganized Sector e) Emerging trends f) Present retail environment g) Hierarchy of large and small retail outlets h) Daily operations in a retail store i) Duties & responsibilities of retail Staff

**Unit 2: FORMATS OF RETAIL-** a) Introduction b) Retailer Characteristics c) Retail formats: i. Store-based ii. Non-store based ii. Web-based d) Major Brands and their business evaluation e) General Merchandise f) Computerized report generation: Various formats within store retailing

**Unit 3: STORE LAYOUT-** a) Type of Location b) Evaluation of location c) Store Layout d) Type of store Layout: i. Grid ii. Free flow iii. Boutique iv. Loop v. herringbone vi. angular e) Store Image f) Importance of Planogram g) Visual merchandising h) Elements of visual merchandising i) Type of Products j) Back of House Management

**Unit 4: PRICING STRATEGY-** a) Retail planning & strategy b) Retail pricing strategies c) Vendor Management. d) Marketing & Promotion: i. Nature and Scope ii. Understand the Retail Market/Target Market iii. Consumer buying behaviour iv. Promotions & Events e) Growth Strategies: Market penetration and market expansion f) Global retail strategies

**Unit 5: CASH MANAGEMENT-** a) Billing Process b) Banking Activities c) Imprest management d) Retail Information System e) Supply Chain Management (SCM): Collaboration between retailer & vendor f) Customer Relationship Management (CRM) g) Customer Data Management h) Customer Complaints Management i) Inventory management j) Life Cycle of Product k) Bar Coding l) Type of Audits

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## BHA309- FOOD SCIENCE, NUTRITION & HYGIENE

### 1. Preamble

<b>Course title</b>	Food Science, Nutrition & Hygiene
<b>Course code</b>	BHA309
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

Food is a necessity of life and deserves to be safe in today's scenario. Food safety is an important public health issue as more than 200 diseases are spread through food and nearly 2.2 million people are estimated to die every year globally due to food-borne and water-borne illnesses. Fortunately, most of the diseases are preventable, provided adequate measures are followed from farm to fork. The present-day food supply worldwide has become highly complex and consumers are demanding a wide variety of quality food that are not only convenient and affordable, but are safe and wholesome too. Therefore food handlers and catering professionals should be equipped with adequate knowledge of food safety and hygiene. This subject will be apt to gain knowledge of nutrients that can help choose healthy options. After knowing this, a hospitality learner can plan meals for the holistic development of our aging society. Thus all walks of life worldwide can be addressed for their healthy meals with this subject.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Definition and scope of food science in relation to food chemistry.
2. Explain food microbiology and constituents of food.
3. Describe the importance of food safety in the context of public health and food trade.
4. Explain the food safety measures in the hospitality industry.
5. Describe storage conditions for food.
6. Elaborate on the hygiene aspects.

#### Competencies

1. Practices hygiene by applying its principles.
2. Explain the concepts of nutrition.
3. Apply concepts of nutrition in menu planning.
4. To distinguish between safe & unsafe food.
5. Elaborate the importance of nutrition in the hospitality sector.
6. Describe different nutrients, their sources & daily intake.
7. Explain the essentials of a balanced meal.

#### Mindset

1. Appreciate the need to provide safe food.
2. Advocate good hygiene practices to avoid the risks associated with unsafe food.





3. Promote the necessity of applied nutrition to succeed in the lucrative & modern world, health-centric food services sector.

### BHA309- FOOD SCIENCE, NUTRITION & HYGIENE

**Unit 1: DEFINITION AND SCOPE OF FOOD SCIENCE-** **a)** Inter-relationship with food chemistry **b)** food microbiology & food processing **c)** Constituents of food: i. True Solution ii. Suspension iii. Colloids **d)** Types of Colloidal systems in food: i. Sol ii. Gel iii. Emulsion iv. Foam v. Solid Foam or Suspension vi. Aerosol **e)** Carbohydrates: i. Classification ii. Effects of cooking on starch iii. Types of starches iv. Uses of carbohydrates **f)** Proteins: i. Classification based on characterization & function ii. Functional properties of protein-rich food (Gelatin, milk, egg, meat) iii. Commercial uses of proteins **g)** Fat & oils: i. Classification based on Origin & Saturation ii. Rancidity iii. Reversion iv. Effect of heat on fats & oil v. Shortening vi. Uses of popular fats & oils **h)** Flavour: i. Definition ii. Types iii. Uses of flavors in food preparation

**Unit 2: FOOD AND NUTRITION-** **a)** Introduction & Classification of Nutrients **b)** Micro Nutrients: Vitamins & Minerals (Types, Food sources, Functions & Significance, Deficiency diseases) **c)** Balanced Diet: i. Definition and its importance ii. Factors affecting a balanced diet (Age, Gender & Physiological state) **d)** Function of water in maintaining health

**Unit 3: FOOD HYGIENE, QUALITY ASSURANCE & FSSAI-** **a)** Personal, equipment & workstation hygiene **b)** CCPs (Critical Control Points) **c)** Hygiene in different catering establishments (Railways, airlines, restaurants, QSR, Home delivery service) **d)** Quality Assurance: i. Characteristics of quality ii. Good manufacturing practices iii. Total Quality Management iv. Risk assessment **e)** FSSAI- Role, functions & initiatives

**Unit 4: FOOD MICROBIOLOGY-** **a)** Microorganisms & their types (Viruses, bacteria, fungi, algae, parasites) **b)** Factors affecting the growth of microbes **c)** Benefits of microbes **d)** Food spoilage & preservation – techniques & methods

**Unit 5: CONSERVING NUTRIENTS FOR FOOD SERVICE OPERATIONS-** **a)** Conserving nutrients during Purchase, Storage (Perishable, semi perishable & non – perishable) & Food preparation (Pre-cooking & during cooking) **b)** Pest control (Types, infestation, control & treatment) **c)** Recent concerns of nutrition: i. Organic foods ii. Genetically Modified food iii. Novel foods iv. Functional foods v. Nutrition labels and health claims vi. Dietary supplements and their health claims vii. Evaluation of nutritive-based products viii. New trends in food packaging

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## BHA310- BUSINESS COMMUNICATION

### 1. Preamble

<b>Course title</b>	Business Communication
<b>Course code</b>	BHA310
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course description

Besides personality, written and verbal communication are essential prerequisites for a hotelier. This subject trains future professionals to understand and deliver services as per guest expectations. This course also guides and counsels learners toward achieving their career goals. The learner will develop skills to attend a job interview and prepare a résumé with a cover letter upon completion of this course. The course will also enable the learner to effectively use technology at the workplace for effective communication.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Write the functions of communication.
2. Explain the importance of formal communication networking in an organization.
3. Illustrate grapevine.
4. Write different types of official letters.
5. Design résumé along with the cover letter.
6. Explain the importance of various office memorandums.
7. Transcribe office meeting reports.
8. Illustrate the significance of technology-based communication tools for better communication at the workplace.
9. Enlist the selection criteria for technology-based communication tools.

#### Competencies

1. Interact effectively in a variety of situations at the workplace.
2. Write official letters, reports & memorandums.
3. Develop written communication skills.
4. Design office brochures, advertisements & notices.
5. Write a résumé and cover letter.
6. Prepare and present a formal business report.

#### Mindset

1. Promote effective use of oral and written communication at the workplace.
2. Improve grammatical & communicative competence by practicing writing.
3. Develop interest in creative writing skills.



## BHA310- BUSINESS COMMUNICATION

**Unit 1: ORGANIZATIONAL COMMUNICATION-** a) Definition b) Functions of business communication c) Principles of effective communication d) Types of communication: i. Formal Communication (Upward, Downward, Horizontal and Diagonal) ii. Informal communication/ Grapevine

**Unit 2: EFFECTIVE WRITING-** a) Importance of written communication b) Types of business message: i. Positive ii. Negative iii. Neutral iv. Persuasive c) Stages of writing business message: i. Prewriting ii. Drafting iii. Revising iii. Formatting v. Proofreading d) Types of writing: i. Expository Writing (Writing articles, newsletters, instruction manuals, recipes) ii. Persuasive Writing (Writing company brochure, advertisement, notice, recommendation letter) iii. Descriptive Writing (Writing diaries, personal journal, passage writing) iv. Narrative Writing (Short stories, poems, memoirs, novels)

**Unit 3: BUSINESS CORRESPONDENCE-** a) Principles of effective business correspondence: i. Reader-centric approach ii. Note main points iii. Maintain appropriate tone iv. Write effective opening v. Write effective conclusion b) Types and formats of business letters: i. Cover letter ii. Letter of recommendation iii. Letter of acceptance iv. Job offer letter v. Apology letter c) Writing effective memo d) Types of office memorandum

**Unit 4: BUSINESS REPORTS & RÉSUMÉ WRITING-** a) Types of reports: i. Formal ii. Informal b) Steps in writing routine business report c) Parts of a report: i. Introductory, discussions ii. Summary/ Conclusion d) Writing office meeting report e) Plagiarism f) Importance of résumé g) Format of résumé h) Guidelines for resume writing i) Write résumé

**Unit 5: TECHNOLOGY-ENABLED BUSINESS COMMUNICATION-** a) Use of technology-based communication tools: i. Telephone/ Voicemail ii. Internet-enabled desktop/ laptop (Email etiquette, Netiquette: Ethical Web Browsing, Social Networking, Online product marketing) iii. Conferencing (Audio conferencing, Video conferencing, Web conferencing) b) Criteria for selection of appropriate communication technology c) Positive & negative impact of communication technology at the workplace

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## BHA311- HOTEL ACCOUNTING SKILLS

### 1. Preamble

<b>Course title</b>	Hotel Accounting Skills
<b>Course code</b>	BHA311
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

Introduction to Accounting explores the field of accounting, covering the process of recording, analyzing, classifying, summarizing, and communicating accounting information. Learner will have the opportunity to learn how to interpret and formulate financial information for use in management decision-making.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Define and classify Accounting.
2. Explain the Double entry system.
3. Differentiate between journal and ledger.
4. Explain trial balance and write the advantages and disadvantages of trial balance.
5. Read financial statement of a company.
6. Explain uniform system of accounts for hotels.

#### Competencies

1. Write ledger and prepare trial & balance.
2. Prepare a financial statement.
3. Prepare Departmental schedules under a uniform system of accounts for hotels.

#### Mindset

1. Appreciate the importance of the uniform system of accounts for hotels.
2. Advocate the importance of good accounting practices.



## BHA311- HOTEL ACCOUNTING SKILLS

**Unit 1: INTRODUCTION TO ACCOUNTING-** a) Meaning and Definition of Accounting b) Objectives of Accounting c) Double Entry System d) Accounting Terminology e) Classification of Accounts f) Rules of Debit and Credit g) Accounting concepts and Convention

**Unit 2: JOURNAL & LEDGER-**

Journal: a) Meaning b) Format of Journal c) Advantages d) Practicals

Ledger: a) Meaning b) Format c) Posting d) Practicals

**Unit 3: TRIAL BALANCE-** a) Meaning b) Objectives c) Advantages & Limitations

Practicals a) Capital and revenue expenditure b) Meaning and examples c) Distinctions

**Unit 4: FINANCIAL STATEMENTS-** a) Meaning b) Types c) Objective d) Preparation of Financial Statements (Without Adjustments) e) Practicals f) Software used for handling hotel accounts and financial statements

**Unit 5: UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS (USOA)-** a) Meaning b) Advantages c) Preparation of Income statement under USOA d) Preparation of Departmental Schedule under USOA e) Practicals

Departmental Accounting- a) Meaning b) Objectives c) Advantages d) Cost Allocation and Cost Apportionment e) Preparation of Departmental Income Statement f) Practicals

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## BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

### 1. Preamble

<b>Course title</b>	Industrial Training Feedback Appraisal
<b>Course code</b>	BHA401
<b>Credits</b>	12
<b>Total Industrial Training</b>	102 Days

### 2. Course Description

This course is designed to assess the trade knowledge and skills, a learner/trainee acquires by undergoing 17 weeks of Industrial Training from a Star Classified hotel. The learner/trainee will get on-the-job training in Food Production, Food & Beverage Service, and Rooms Division Department of the hotel. This course opens the window to explore the latest trends in hotels and hospitality business. It also offers an opportunity for the learners to acquire specialized skills from the experts in the industry. Also, this course envisions to facilitate the learner to choose the department of their choice in which they would pursue their career in the future.

### 3. Learning Outcomes

By the end of the course, the learner/trainee will be able to relate to the various job activities performed in different core and ancillary departments of the hotel. They will efficiently perform trade practicals at the institute and will develop confidence to manage various events, seminars and workshops arranged at the institute. This course will help the learner to explore new job opportunities offered by hotels and the tourism sector.

#### Guidelines for Industrial Training Feedback Appraisal

1. The objective of Industrial Training is to allow learners to work and learn from the actual working environment of a hotel. The institute must motivate, develop and build confidence amongst the learners to seek industrial training in Star Classified Hotels. The learner must fulfill the attendance criteria prescribed in the Examination Rules and also get trained in Food Production, Food & Beverage Service, Housekeeping & Front Office Department of the hotel.
2. The learner/trainee must maintain discipline at the workplace and industriously complete the training in all core departments. They must obtain duly filled Performance Appraisal Forms from the respective department head/ supervisor.
3. On completion of the course, the institute must mark the learner/trainee in the Performa provided for Industrial Training Feedback Appraisal. The learner has to submit the Performance Appraisal Form of all departments.
4. The institute must divide the B.Sc. HHA Second year batch into two groups; Odd Semester and Even Semester. There will be no interchange of the learner/trainee from one batch to another and vice versa.



## **Responsibilities of Learner/Trainee**

The learner/ trainee must display the following competencies at the workplace

1. Maintain punctuality at the workplace.
2. Keep the training logbook up-to-date.
3. Attentively take part in the duties assigned.
4. Maintain high standards/quality of work.
5. Interact positively with the hotel staff & guests.
6. Exhibit honesty and loyalty towards the training.
7. Perform skill-oriented tasks diligently.
8. Regularly attend the training review sessions/classes.
9. Take the initiative to do a variety of work.
10. Adhere to the prescribed departmental training schedule.
11. Timely get the Performance Appraisals Forms signed by the Head of Department/ Supervisor or Training Manager.
12. On completion of Industrial Training, hand over the Performance Appraisal Forms to the training coordinator of the Institute for evaluation of this course.

## **Responsibilities of the Institute**

The institute must

1. Facilitate learners to undergo Industrial training at Star Classified Hotel.
2. Inform that change of IT hotel is not permitted if the learner has been interviewed, selected and has accepted the offer.
3. Conduct proper briefing to learners before the industrial training.
4. Sensitize learners towards the industry environment and expectations.
5. Notify the details of the training schedule to the learner.
6. Coordinate regularly with the hotel/ training manager.
7. Visit the hotel, wherever possible, to check the performance of trainees.
8. Amicably handle any problem/differences between the trainees and the hotel.
9. Regularly collect feedback from the students during and after the training.
10. Brief the significance of appraisals and the marking mechanism of the course.
11. Ensure learners/trainees must procure a Training Completion Certificate from the hotel before joining the institute.

## **Responsibilities of the Hotel**

The hotel must provide the learner/ trainee with

1. Organize formal induction and orientation programs for the learners/ trainees.
2. Provide a standardized training module.
3. Assign a structured training schedule.
4. Provide cordial working conditions for the learners/trainees.
5. Allow the learners/trainees to interact with the guest.
6. Inform the institute about truant trainees.
7. Address any work-related discomfort or complaints reported by the learners/trainees.
8. Update the institute about the performance of the learners/trainees during and after training.
9. Maintain attendance of the learners/trainees during training.
10. Encourage the learners/trainees to complete their log book, training report and departmental performance appraisals.
11. Issue the Completion Certificate to trainees on the last day of training.

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**BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL****PERFORMANCE APPRAISAL FORM****Department: F&BS / FP / HK / FO**

Name of Student: _____	NCHM&CT Roll No: _____
Academic Chapter: _____	Duration: _____
Name of the Hotel: _____	
From: _____	To: _____

**GRADING CRITERIA**

The department head or supervisor must grade the learner/trainee on the given criteria. Please mark with (✓) on the 5-point rating scale: 5 (Excellent), 4 (Very Good), 3 (Good), 2 (Satisfactory), 1 (Poor).

Assessment Criteria	Grade Obtained				
<b>1. Personal Grooming</b>  Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
<b>2. Punctuality &amp; Attendance</b>  Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
<b>3. Oral Communication</b>  Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
<b>4. Non-verbal Communication</b>  Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
<b>5. Written Communication</b>  Make notes of instructions given by superior at the workplace, Note guest orders, messages for guests and staff, Write log book and department report	5	4	3	2	1
<b>6. Cross-Cultural Communication</b>	5	4	3	2	1





Respectfully deals with guests and staff from different cultural backgrounds, Tolerant towards different economic, educational, linguistic, gender, religious & social variables, Quick to learn & adapt to new regional or foreign languages, cuisines & cultures					
<b>7. Accountability</b>  Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
<b>8. Etiquettes &amp; Manners</b>  Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
<b>9. Technology Acumen</b>  Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
<b>10. Department Oriented Skills</b>  Participate actively in tasks assigned, Demonstrate willingness to learn new tasks or concepts, Positively seek knowledge on a topic or area of work, Work driven and committed	5	4	3	2	1

Total Grade = \_\_\_\_\_ / 50

Name of Appraiser: \_\_\_\_\_

Signature: \_\_\_\_\_

Designation of Appraiser: \_\_\_\_\_

Date of Issue: \_\_\_\_\_

Signature of the Trainee: \_\_\_\_\_

Date of Submission: \_\_\_\_\_

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## BHA401- INDUSTRIAL TRAINING FEEDBACK APPRAISAL

### PERFORMA

Name of the Trainee: _____	NCHM&CT Roll No: _____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

EVALUATION OF INDUSTRIAL TRAINING ( 200 Marks)					
Evaluation factors	F&BS Maximum Grade (5)	FP Maximum Grade (5)	HK Maximum Grade (5)	FO Maximum Grade (5)	Grade obtained/ Total Marks  (5 X 4= 20 Marks)
1. Personal Grooming					
2. Punctuality & Attendance					
3. Oral Communication					
4. Non- Verbal Communication					
5. Written Communication					
6. Cross-Cultural Communication					
7. Accountability					
8. Etiquettes & Manners					
9. Technology Acumen					
10. Department Oriented Skills					
Total Marks obtained out of 200 Marks					

Assessed By: _____	Designation: _____
Signature: _____	Date: _____

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## BHA402- INDUSTRIAL TRAINING PROJECT REPORT

### 1. Preamble

Course title	Industrial Training Project Report
Course code	BHA402
Credits	08
Total Industrial Training	102 days

### 2. Course Description

In this course, all the tasks related to the various core and ancillary departments of a hotel are recorded in the log book which later the learner may refer to frame the final Industrial Training Report for submission. The purpose of this course is to inculcate the habit of observing various departmental activities and noting them down for future reference.

This course will help the learners /trainees to draw conclusions related to the techniques learned, the skills acquired and the contribution made to the hotel environment through the on-the-job industrial training experience.

### 3. Learning Outcomes

On completion of this course, the learner will be confident to design the Industrial Training Project Report and present it to the bench of experts at the Institute. They will be able to complete their industrial training log book by the end of the industrial training, collect their departmental appraisals and industrial training completion certificate from the hotel and duly submit it to the institute for evaluation.

This course will enable the learner to have work-oriented discussions with the panel of experts during its evaluation.

### Guidelines for Industrial Training Project Report

1. The learner has to submit the industrial training report, logbook, departmental appreciation letter (if any), participation certificate in special event (if any) and attendance record.
2. The report should be coherent, clear and concise.
3. The report should illustrate appropriately labeled tables, diagrams and pictures from the industry (if any).
4. The report should be within 20 to 40 pages.
5. Report writing content:
  - a. Title page
  - b. Acknowledgment
  - c. Table of contents
  - d. Table of abbreviation
  - e. Introduction: Brief about hotel, training objectives and work assigned
  - f. Technical Section: Various departments, key functions and proficiency acquired
  - g. Conclusion
  - h. References
  - i. Page Number



6. The report should be an original work.
7. The PowerPoint presentation must be submitted along with the report for assessment.
8. The PowerPoint presentation should not exceed more than 20 slides.

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## BHA402- INDUSTRIAL TRAINING PROJECT REPORT

### EVALUATION OF INDUSTRIAL TRAINING REPORT (100 Marks)

Name of the Trainee:	NCHM&CT Roll No:
_____	_____
Name of the Hotel: _____	
Training From: _____	Training Till: _____

Evaluation of Written IT Report (A) (60 Marks)			
Marks Division/ evaluation factors	Explanation	Maximum marks	Marks obtained
Report Format	Sequencing of departments into chapters, Clarity in understanding the departmental functions, Detailing of subtopics, Use of tables, charts and references	15	
Description of workplace	Understanding of industry, Functioning of core and ancillary departments, Major activities carried out by various departments	15	
Analysis of job	Legible log book, Critical analysis of jobs performed within the departments	10	
Conclusion	Key lesson learned/ skills acquired	10	
Participation	Attendance record, Appreciation certificate (if any), Participation certification in special events (if any)	10	

Evaluation of Presentation (B)		(40 Marks)	
Presentation skills	Personal grooming, Mannerisms & body language, Articulation of voice, Audience interaction.	15	
Organizing presentation	Sequencing of content in Slides, Quality of content, Effective use of allotted time.	15	
Overall impression	Confident in presenting IT report, Clarity about the functioning of the hotel business.	10	
Grand Total (A+B)		100	

<b>Assessed By:</b> _____	<b>Designation:</b> _____
<b>Signature:</b> _____	<b>Date:</b> _____

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B.Sc. DEGREE  
IN  
HOSPITALITY & HOTEL ADMINISTRATION

**CURRICULUM**  
(B.Sc. HHA SEMESTER V)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
NOIDA  
(NCHMCT)

AND  
JAWAHARLAL NEHRU UNIVERSITY  
(JNU)



**SEMESTER – V (18 WEEKS)****MINIMUM CONTACT HOURS FOR EACH SUBJECT**

No.	Subject code	Subject (Credits)	Credits	Contact Hours per Semester	
				Th.	Pr.
1	BHA501	International Cuisine-I (Theory)	02	30	-
2	BHA502	International Cuisine-I (Practical)	04	-	120
3	BHA503	Advance Food & Beverage Management-I (Theory)	02	30	-
4	BHA504	Advance Food & Beverage Management-I (Practical)	01	-	30
5	BHA505	Rooms Division Management-II (Theory)	02	30	-
6	BHA506	Rooms Division Management-II (Practical)	01	-	30
7	BHA507	Facility Planning	02	30	-
8	BHA508	Financial Management	02	30	-
9	BHA509	Fundamentals of Marketing Skills	02	30	-
10	BHA510	Fundamentals of Management Skills	02	30	-
TOTAL:			20	210	180
GRAND TOTAL				390	

**WEEKLY TEACHING SCHEME (18 WEEKS)**

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA501	International cuisine-I (Theory)	02	-
2	BHA502	International cuisine-I (Practical)	-	08
3	BHA503	Advance Food & Beverage Service Management-I (Theory)	02	-
4	BHA504	Advance Food & Beverage Service Management-I (Practical)	-	02
5	BHA505	Rooms Division Management-II (Theory)	02	-
6	BHA506	Rooms Division Management-II (Practical)	-	02
7	BHA507	Facility Planning	02	-
8	BHA508	Financial Management	02	-
9	BHA509	Fundamentals of Marketing Skills	02	-
10	BHA510	Fundamentals of Management Skills	02	-
TOTAL:			14	12
GRAND TOTAL			26	





### **EXAMINATION SCHEME**

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA501	International cuisine-I (Theory)	100	-
2	BHA502	International cuisine-I (Practical)	-	100
3	BHA503	Advance Food & Beverage Service Management-I (Theory)	100	-
4	BHA504	Advance Food & Beverage Service Management-I (Practical)	-	100
5	BHA505	Rooms Division Management-II (Theory)	100	-
6	BHA506	Rooms Division Management-II (Practical)	-	100
7	BHA507	Facility Planning	100	
8	BHA508	Financial Management	100	
9	BHA509	Fundamentals of Marketing Skills	100	-
10	BHA510	Fundamentals of Management Skills	100	-
TOTAL:			700	300
GRAND TOTAL			1000	

\* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.



## BHA501- INTERNATIONAL CUISINE – I (THEORY)

### 1. Preamble

<b>Course Title</b>	International Cuisine - I (Theory)
<b>Course Code</b>	BHA501
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course offers an immersive journey into the diverse and rich culinary traditions of world cuisines, with a special focus on Asian gastronomy. Guided by expert chefs, who bring a wealth of knowledge and refined skills, this program serves as the ideal pathway to elevate your culinary expertise and broaden your global perspective.

With the increasing impact of globalization, understanding world cuisine has become more essential than ever. Asia, home to over half of the world's population, boasts an incredibly diverse culinary landscape. This course provides an in-depth exploration of Asian cuisine, highlighting its unique flavours, cooking techniques, and cultural significance.

Culinary historians categorize Asian dietary traditions into three distinct styles. Southwest Asian Cuisine encompasses the flavours of India, Pakistan, Sri Lanka, and Burma, this tradition is characterized by aromatic spices, bold flavours, and rich curries. Northeast Asian Cuisine rooted in the culinary practices of China, Korea, and Japan, this tradition emphasizes balance, fermentation, and umami-rich ingredients. Southeast Asian Cuisine representing Thailand, Laos, Cambodia, Vietnam, Indonesia, Malaysia, Singapore, and Brunei, this style is known for its fresh herbs, bold spices, and harmonious sweet, sour, salty, and spicy flavours.

Among these, Chinese, Japanese, and Thai cuisines stand out as foundational pillars of Asian gastronomy and are widely recognized for shaping global culinary trends. This course delves into their fundamental techniques, flavours profiles, and cultural philosophies, providing students with a comprehensive understanding of Asian culinary artistry.

This course also provides an in-depth understanding of flour treatments, gluten development, and bakery product troubleshooting. Students will explore flour additives, gluten control techniques, and various flour types to enhance baking performance. Additionally, the course covers bakery faults and their remedies, the science behind quick breads, and the art of preferment's and sourdough.

By the end of this program, the learner will have gained the skills and knowledge necessary to approach world cuisines with a more global perspective, refining their skills and expanding their culinary horizons.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Comprehend the history and philosophy of Chinese, Japanese and Thai cuisines.
2. List and select the special ingredients used in all these cuisines.
3. Elaborate the importance and uses of different tools and specific techniques involved.
4. Analyse flour treatments and their impact on dough quality.
5. Identify and control gluten development for different baked goods.
6. Implement corrective measures to overcome common bakery faults.
7. Utilize preferment's and sourdough techniques to enhance flavour and texture.



## Competencies

1. Maintain the standard of choosing right tools and techniques for achieving the best result associated to each cuisine.
2. Plan the menu from the respective cuisines without losing its main attributes.
3. Assemble all the finer aspects of cuisines into action for the best outcome.
4. Showcase these cuisines to meet the global demand in highest order.
5. Develop advanced skills through hands-on practice and operational training.
6. State the various processes of making international breads, desserts and cakes.

## Mindset

1. Develop deep sentiment related the historic and philosophical roots of each cuisine.
2. Enhance analytical thinking in evaluating flour treatments and fostering a scientific approach to baking.
3. Aspire for innovation in utilizing preferment's and sourdough techniques.
4. Appraise the aesthetic sense in all activities.

### BHA501- INTERNATIONAL CUISINE- I (THEORY)

**Unit 1: INTRODUCTION TO CHINESE CUISINE-** a) Geographical location b) Historical and cultural backdrop c) Staple food with regional influence d) Tools/techniques/ utensils used e) Specialty ingredients f) Cooking Chinese hot-pot g) Dim-sum guidelines h) Popular dishes

**Unit 2: INTRODUCTION TO JAPANESE CUISINE-** a) Geographical location b) Historical and cultural backdrop c) Staple food with regional influence d) Tools/techniques/ utensils used e) Specialty ingredients f) Eating etiquettes g) Importance of UMAMI h) Popular dishes i) Comparison with Chinese cuisine

**Unit 3: INTRODUCTION TO THAI CUISINE-** a) Geographical location b) Historical and cultural backdrop c) Influence of Buddhism, Monarchy, Faith and Believes, Social values d) Staple food with regional influence e) Tools/techniques/ utensils used f) Specialty ingredients g) Popular dishes h) Comparison with Chinese and Japanese cuisine

**Unit 4: FLOUR AND DOUGH ADDITIVES AND TREATMENTS-** a) Vitamins and minerals, Bleaching and maturing agents b) Determining the strength of the flour (hand/ colour test) c) Bread flour, Artisan Flour, Pastry flour, Cake Flour, All-purpose flour d) Importance of Gluten e) Determining gluten requirements (Windowpane Test) f) Controlling gluten development g) Dough Relaxation h) Retarding Fermentation

**Unit 5: BAKERY PRODUCTS- FAULTS AND REMEDIES-** a) Bread, cake, cookies & pies faults (causes and remedies) b) Gluten development in quick breads (tunnelling, over mixing) c) Preferment's and sourdough starters- Poolish, Biga, Levain d) Sourdough making, storing & refreshing starter

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### BHA502- INTERNATIONAL CUISINE – I (PRACTICAL)

Course Title	International Cuisine -I (Practical)
Course Code	BHA502
Credits	04
Number of hours per group	120 class hours

### BHA502- INTERNATIONAL CUISINE – I (PRACTICAL)

**Unit 1: CHINESE CUISINE-a) Snacks, Soups and Starters-** Vegetables Spring Roll, Deep Fried Chicken Dumpling, Sesame Toast, Steamed Prawns with Ginger, Hot and Sour Soup, Sweet Corn Soup, Wonton soup  
**b) Dim Sum and Dumplings-** Classic Spring Rolls, Steamed Chicken and Mushroom Dumplings **c) Chinese Main Course-** Stir Fried Mixed Vegetables, Broccoli in Oyster Sauce, Spinach, Mushroom and Baby corn, Fried Chicken with Lemon Sauce, Crispy Fried Chicken, Chicken Finger Green Chilli, Chicken Cashew Nut Green Pepper, Chicken with Dry Chilli Sauce, Kung Pao Chicken, Lamb in Honey Sauce, Braised Vegetables with Chicken, Sweet and Sour Fish, Prawn in Garlic Sauce, Lobster in Black Bean, Fish with Ginger and Spring Onions, Paper thin Mutton with Spring Onions, Chili Chicken with Basil **d) Chinese Desserts-** Sweet Peanut Nuggets, Fresh Mango Pudding, Shaved Ice with Fresh Fruits, Sweet Boba Milk Tea, Banana toffee with Ice Cream & Date Pancakes with Ice Cream

**Unit 2: THAI CUISINE- a) Snacks, Soups and Starters-** Thai Spring Rolls, Papaya Salad (Som Tam), Thai Mango Salad, Thai Cucumber Salad, Thai Leaf-Wrapped Tidbits (*Miang*), Thai Chicken Salad (*Iaab*), Thai Seafood Salad, Kasma's Spicy Eggplant Salad, Chicken in Coconut Milk (Tom Kha), Glass Noodle Soup, Tom Yum Goong, Tom Yum Taleh (Mixed Seafood), Egg Rolls **b) Thai Main Course-** Thai Green Curry, Panang Curry Recipe, Massaman Curry, Chicken with Holy Basil, Street Vendor Roti Recipe, Traditional Thai Red Curry, Crab Curry Recipe, Thai Jasmine Rice, Fried Rice (Kao Paht), Sticky Rice, Coconut-Rice Pancakes **c) Thai Desserts-** Sticky Rice with Mango, Kanom Krok (Thai Pancakes), Pumpkin in Sweet Coconut Sauce, Grilled Coconut Cake, Sankaya (Pumpkin Custard)

**Unit 3: JAPANESE CUISINE-** Sushi, Rice Balls (Onigiri), Kare Raisu (Curry Rice), Fried Rice (Chahan), Chazuke (Ochazuke), Kayu, Sashimi, Yakizakana. *Noodles-* Soba, Udon, Ramen, Somen, Yakisoba, *Nabe Dishes (hot pot)-* Oden, Shabu Shabu, Sukiyaki. *Meat Dishes-* Yakitori, Nikujaga, Teppanyaki. *Soybean Dishes-* Hiyayakko, Agedashidofu & Miso Soup, Tempura, Omuraisu, Japanese Pickles, Bento Meals

#### BAKERY (Practical)

**Unit 4: RICH YEAST DOUGH, DECORATIVE CAKES, BREADS & COOKIES-** Danish Pastry, Hot Cross Buns, Baba/ Savarin, Croissant, Panettone, Stollen, Pizza, Focaccia, Challah, Ciabatta, Pita, Bagel, Lavash, Red Velvet Cake, Carrot Cake, Fudge Cake, Tiramisu, Fondant, Chocolate Glaze, Butter Cream, Marzipan, Pastillage, Royal Icing, French Bread, Bread Sticks, Tart Tatin, Multigrain Bread, Whole Wheat Bread, Tulies, Brownie

**Unit 5: PUDDING, MOUSSE, SOUFFLÉS PASTRY , FROZEN DESSERT & SUGAR WORK-** Crème Brulee, Pancotta, Baked Cheese Cake, Cold Cheese Cake, Baked Soufflé, Baklava, Apple Strudel, Mille Feuille, Chocolate Parfait, Ice Cream, Toffee, Spun sugar, Artistic Sugar, Soft Caramel

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## BHA503 - ADVANCE FOOD & BEVERAGE MANAGEMENT– I (THEORY)

### 1. Preamble

<b>Course Title</b>	Advance Food & Beverage Management-I (Theory)
<b>Course Code</b>	BHA503
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course provides a practical and analytical approach to revenue control, cost management, food & beverage control, sales forecasting, and event management in the catering industry. Learner will develop critical financial and operational skills to optimize profitability, prevent frauds, and ensure seamless event execution. Through hands-on exercises, case studies, and real-world applications, the learner will gain proficiency in budget control, pricing strategies, and forecasting techniques essential for efficient hospitality operations.

This course will also equip the learner with the essential skills to develop, manage, and grow hospitality businesses, including restaurants, start-ups, event-planning enterprises, and customer loyalty programs. The learner will gain hands-on experience in business feasibility analysis, financial planning, branding, vendor management, and the use of modern technology to streamline operations. A practical approach to dossier preparation and event execution will ensure that the learner is industry-ready.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Define cost, describe elements of cost and classify cost.
2. Calculate pre and post P&L to measure financial performance of the business.
3. List various bar licenses.
4. Recall various stages of the F&B Control cycle.
5. Describe the importance of beverage and forecasting control.
6. Identify key factors for financial stability in the catering business.
7. Illustrate the scope of event management.
8. Discuss Break Even Analysis, PV Ratio and Contribution margin.

#### Competencies

1. Calculate different cost from a given sample.
2. Draw the format of a bin card, meat tag.
3. Prepare the staffing guidelines, prepare work schedules and analyze labour cost.
4. Implement best practices for purchasing, receiving, storing, issuing and production control.
5. Handle Imprest system, manual and electronic check systems (ECR, NCR & POS), credit card processing, digital payments etc.
6. Organize MICE and special events.
7. Design Event Dossier.
8. Create customer loyalty programs using technology-driven engagement tools.



## Mindset

1. Develop cost control strategies and revenue management skills for hospitality businesses.
2. Implement food & beverage control measures to prevent fraud and improve efficiency.
3. Utilize forecasting tools and budget management techniques for profitability.
4. Plan, organize, and execute hospitality events with financial and operational precision.
5. Apply break-even analysis to make informed business decisions.

## BHA503 - ADVANCE FOOD & BEVERAGE MANAGEMENT– I (THEORY)

**Unit 1: REVENUE CONTROL-** a) Cost (Elements & Classification) b) Labor Control - Establishing Standard Staffing Guideline, Preparing work schedule, Analyzing labor cost c) Costing, Pre & Post P&L

**Unit 2: FOOD & BEVERAGE CONTROL-** a) Different types of bar licenses b) Purchasing c) Receiving d) Storing e) Issuing f) Production Control g) Standard Recipe h) Standard portion size i) Bar frauds j) Books maintained k) Beverage control l) Volume forecasting m) Bin card n) Meat tag

**Unit 3: SALES/ REVENUE / BUDGET CONTROL SYSTEM-** a) Sales concepts b) Sales forecasting for business plans c) Procedure of cash control (Imprest amount) d) Manual/ Electronic Check Systems- ECR/NCR/ POS e) Processing Credit Cards f) Reports g) Types of thefts h) Cash and digital payment handling i) Budgetary control- Objectives, Framework, Key factors

**Unit 4: EVENT MANAGEMENT-** a) Definition & Objectives b) MICE c) Theme & budgeting d) Destination wedding e) Product launch f) Organizing Food Festival by Hotel g) Selection of venue h) Supplier management i) Event Marketing j) Dossier

**Unit 5: BREAK EVEN ANALYSIS –** a) Breakeven chart b) PV Ratio c) Contribution d) Marginal Cost f) Graphs

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### BHA504 - ADVANCE FOOD & BEVERAGE MANAGEMENT– I (PRACTICAL)

<b>Course Title</b>	Advance Food & Beverage Management-I (Practical)
<b>Course Code</b>	BHA504
<b>Credits</b>	01
<b>Number of hours per group</b>	30 class hours

### BHA504 - ADVANCE FOOD & BEVERAGE MANAGEMENT– I (PRACTICAL)

**Unit 1: DEVELOPING RESTAURANT BUSINESS PLAN-** a) Study global dining establishment/ international brands and their presence b) Design Restaurant Feasibility Report- Location, Cuisine/ Menu designing principles, Pricing, Marketing, Reports, Business registration and licences, Vendor management, Food Aggregators

**Unit 2: EVENT MANAGEMENT BUSINESS MODEL –** a) Identifying niche (Wedding, Corporate, Concerts) b) conduct market research c) Design business plan- objectives, budget, pricing, registering business d) Networking with venues- catering establishments, decorators', entertainers and suppliers, marketing and branding e) Technology automation- Use of Event management tools (Eventbrite, Trello, etc.)

**Unit 3: DESIGN CUSTOMER LOYALTY PROGRAMS-** a) Point- Based, Subscription/ Membership based b) Cashback, Rewards and incentives- free meals, discounts, VIP tables, chef's special, free desserts c) Easy accessibility- Mobile apps, QR Codes d) Websites or social media links, Apps or Loyalty Cards, Personalized Engagement, e) SMS Marketing f) Omni channel Integration- Dine In, take away and online orders, Referral and Social Media Engagement, Gamification rewards, Data Analytics

**Unit 4: PREPARATION OF SAMPLE EVENT DOSSIER-** a) Cost b) Material c) Vendor identification d) Presentation e) Local produce

**Unit 5: ORGANIZING A VERTICAL AND HORIZONTAL EVENTS-** a) Organizing Industry specific events b) Organizing Conferences, Meeting, Seminars, Annual Student Events- Musical festivals, Food festivals, Trade shows, Career Fairs etc.

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## BHA505- ROOMS DIVISION MANAGEMENT– II (THEORY)

### 1. Preamble

<b>Course Title</b>	Rooms Division Management – II (Theory)
<b>Course Code</b>	BHA505
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course provides a comprehensive understanding of housekeeping operations, interior decoration, store and contract management, hotel maintenance, and building systems. With a practical and hands-on approach, learner will learn about inventory control, staff planning, renovation processes, pest control, sustainable housekeeping practices, and modern building technologies, including smart room systems and fire safety. This course is designed for future hospitality professionals seeking expertise in managing hotel facilities efficiently.

This course also offers an in-depth understanding of housekeeping planning, guestroom and departmental layouts, interior decoration, inventory control, and property maintenance. Through a practical approach, the learner will develop essential operational documents, design guestroom layouts, create mood boards, establish stock management procedures, and handle property maintenance and outsourcing effectively. This course equips the learner with industry-relevant skills essential for managing housekeeping operations in modern hospitality establishments.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Design division of work, area inventory list and frequency schedule.
2. Enlist housekeeping tasks, prepare job description and set the productivity standard.
3. Illustrate the importance of Inventory management.
4. Discuss workforce coordination.
5. Elaborate the principles of interior decoration.
6. Explain the Prang Colour System.
7. List the types of renovation.
8. Prepare the Snag List.
9. List outsourcing requirements.
10. Explain pest control.
11. Highlight the need of outsourcing and vendor management.
12. Discuss various sustainable practices with respect to waste management and energy consumption.
13. Deliberate the significance of technology in housekeeping with respect to smart rooms and robotics.

#### Competencies

1. Formulate area inventory list & division of work document.





2. Develop the SOP of various housekeeping skill-oriented tasks such as bed making, bathroom cleaning, guest room cleaning etc.
3. Establish par levels, purchase specification, stock taking.
4. Draw various inventory formats, indent format.
5. Design Snag and De-Snag List.
6. Draw to the scale guestrooms and sub department layouts.
7. Calculate staffing requirement and prepare Duty Roster.
8. Design AMC Proposal.
9. Design the mood board and material board.
10. Administer first aid in a medical situation and handle various unprecedented situations.

### **Mindset**

1. Acknowledge the importance of housekeeping department operations, staff and inventory management.
2. Develop interest in interior decoration by understanding the impact of colours, furniture placement, and renovation processes.
3. Engage in continuous learning of various procedures related to procurement, building maintenance and outsourcing strategies.
4. Develop interest to explore technology driven hotel building systems such as smart rooms, robotics and sustainable practices.

## **BHA505- ROOMS DIVISION MANAGEMENT– II (THEORY)**

**Unit 1: PLANNING & ORGANIZING THE HOUSE KEEPING DEPARTMENT – a)** Division of work Document **b)** Area Inventory List **c)** Frequency Schedule **d)** Performance standard- Task List, Job description, SOP **e)** Productivity standard **f)** Inventory management: Guest Supplies, Cleaning agents, Linen, Uniform, Equipment **g)** Establishing par Levels **h)** Purchase Specifications of all inventories **i)** Stock taking **j)** Formats/ Records **k)** Work Schedules **l)** Coordinating, Directing and controlling- Types of shifts, Planning duty, Training of HK employees (Benefits, Types & Four Step Training) **m)** Staffing- Staffing guide, Calculating staff strength, Job allocation

**Unit 2: INTRODUCTION TO INTERIOR DECORATION - a)** Role of Interiors in guest satisfaction **b)** Elements and Principles of Design **c)** Selecting Colors schemes for different areas of a hotel - Dimensions of colours, Prang colour system , Color schemes & Emotional Effect of Colours **d)** Lighting in Interiors- Direct, indirect, semi direct, incandescent, fluorescent light, architectural and non- architectural lighting, lighting different areas **e)** Furniture – Specifications and Placement ( Room accessories, Fabric and Upholstery, Floor & Floor Finishes, Wall & Wall finishes & Room Layouts **f)** Renovation-Types of renovation, Process of Refurbishment & Procedure for Redecoration **g)** New property count down

**Unit 3: STORE MANAGEMENT & CONTRACT MANAGEMENT – a)** Indent- Purchase- Storage- Issue- Records - Purchase Principles, Types of purchasing, Purchase cycle, store management, issuing of linen, laundry, guest room supplies, Record keeping **b)** Pest control management- Identify the pests, Areas of infestation in the hotel, Prevention & Treatment, **c)** Outsourcing / contract services / Vendor Management- Need, types of outsourced jobs, Steps / guidelines involved when hiring on contract, Pricing, Contract clauses, Annual Maintenance Contract

**Unit 4: HOTEL MAINTENANCE - a)** Definition of Maintenance **b)** Types of maintenance- Routine maintenance, Preventive maintenance, Corrective maintenance, Predictive maintenance, Emergency maintenance, Deep cleaning/ seasonal maintenance, Guestroom maintenance, Contract maintenance **c)** Snagging and de-snagging / Maintenance log book **d)** Role of hotel maintenance/ hotel engineering department **e)** Interdepartmental coordination **f)** Room division audit- Types of audit (Brand audit, ISO audit, Internal and third party audit) **g)** Sustainable housekeeping practices- Waste management (Types of waste, segregation and



disposal of waste), conserving energy and eco-friendly practices **h)** Maintenance of Security and surveillance system

**Unit 5: HOTEL BUILDING SYSTEMS-** **a)** Electricity terminologies-Definitions, units, symbols, Identifying electrical faults, Basic meter reading techniques and Calculation of electricity consumption **b)** Plumbing and sanitary terminology- Definitions, plumbing fittings and fixtures (Water taps, traps, grease traps, heat pumps, R.O, water purifier, flushing cisterns, flushing valve, water closets, bidets, water pipes), STP, Care and maintenance of plumbing fittings and fixtures, identification and reporting of plumbing issues **c)** HVAC Systems Terminologies (relative humidity, humidification, de-humidifying, dew point control, unit of air conditioning, Principles of refrigeration cycles and characteristics of refrigerants, Window, split and central Air conditioning system - Chiller-water & Air cooled, VRF), inspection checklist of HVAC, role of HVAC in guest experience and conditions for comfort **d)** Building transportation systems, Operation, Care and maintenance of passenger elevators, freight elevators, Escalators and Sidewalks **e)** Smart Rooms Technology **f)** Robotics in Routine Cleaning **g)** Care and maintenance of audio visual equipment used in hotel (Channel and public address system), Care and maintenance of overhead projector, slide projector, LCD and power point presentation units, PC, CPU, Modem, UPS, Printer, laptops, server, P.A. System, Channel music system, fire panels **h)** Fire Identification: smoke, heat and gas leak detectors, Fire evacuation: Fire staircases, Fire routes, Fire suppression, operating fire extinguishers

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## BHA506 – ROOMS DIVISION MANAGEMENT– II (PRACTICAL)

<b>Course Title</b>	Rooms Division Management – II (Practical)
<b>Course Code</b>	BHA506
<b>Credits</b>	01
<b>Number of hours per group</b>	30 class hours

**Unit 1: HOUSEKEEPING PLANNING – a)** Develop division of work document **b)** Designing area inventory list **c)** Establishing frequency schedule for cleaning task and conducting mock inspections **d)** Calculating staffing requirement **e)** Setting duty roster **f)** Developing SOP's for skill Oriented tasks

**Unit 2: DESIGNING GUEST ROOM LAYOUT – a)** To the scale guestroom designing (Twin room, double room, suite room, especially abled room **b)** To the scale sub department layouts (Linen room/ Uniform Room/ Laundry / Control desk)

**Unit 3: INTERIOR DECORATION: a)** Develop different dimensions of colours using Prang Colour System **b)** Create mood board and material board for guestrooms and offices **c)** Study the impact of colours, lighting and furniture on guest experience

**Unit 4: INVENTORY MANAGEMENT- a)** Create indent for different supplies (linen, uniform, cleaning agents) **b)** Calling for quotations and raising purchase order **c)** Organizing Housekeeping Stores **d)** Establishing Par Stock for regular operations/ Stock taking **e)** Regular pest control

**Unit 5: PROPERTY MAINTENANCE: a)** Developing Snag List **b)** Identifying different renovation requirements **c)** Listing outsourcing requirements **d)** Designing AMC Proposal **e)** Staff Training for handling: EDC Machine, Housekeeping Mobile Apps, IoT Enabled Devices, First Aid, Fire Evacuation, Medical and Emergency situations

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## BHA507- FACILITY PLANNING

### 1. Preamble

<b>Course Title</b>	Facility Planning
<b>Course Code</b>	BHA507
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course provides a comprehensive understanding of hotel classification, design, planning, and layout of key operational divisions. Learner will learn about hotel star classification guidelines, architectural planning, feasibility studies, sustainable practices, and the functional design of rooms division, food & beverage outlets, and food production areas. By integrating theoretical knowledge with practical applications, the course will equip learner with essential skills for designing efficient and aesthetically pleasing hospitality spaces.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Explain the key Design, Layout and planning considerations in a hotel.
2. Describe various statutory clearances required.
3. Allocate space for different facilities in a hotel.
4. Explain the procedure of green certification.
5. Identify the appropriate equipment in F & B, House Keeping and other departments.
6. Discuss the Project Management and network analysis.
7. Set up and arranging of facilities for operational efficiency.

#### Competencies

1. Provide an insight into significant & crucial aspects of facility planning & designing.
2. Prepare & explain blue prints of F & B outlets, House Keeping & Front Office areas.
3. Draw flow process diagram.

#### Mindset

1. Appreciate the role of Facility Planning.
2. Clarifying the procedure seeking Licenses and hotel Classification.
3. Advocate the importance of green practices & waste management in hospitality areas.



## BHA507- FACILITY PLANNING

**Unit 1: HOTEL STAR CLASSIFICATION AND GUIDELINES-** a) Criteria for star classification of hotel (architectural facilities, features and services 1-5 star deluxe, heritage and apartment hotels) b) Constitution of Hotel Classification Committee: State and central) c) Formats used for applying / replying for classification d) Necessary Licenses, permits and clearances required at different stages of hotel project development

**Unit 2: HOTEL DESIGN-** a) Basic Terminologies: Floor area, carpet area, plinth area & super built area, their relationships, Floor Area Ratio/ floor space index b) Hotel design Consideration and Automation c) Project management d) Types of Feasibility Report e) Role of Hospitality professionals f) Systematic layout planning pattern (SLP) g) Role of hospitality professionals h) Building Envelope: building and exterior facilities, building types, structural frame, exterior facilities, parking areas, landscaping and grounds, types of drawings: Plan views, Elevation views, detail views, models, section views, Three Dimensions, mechanical views, single line diagram (SLD), Refracted ceiling plans, Hotel signage and sub signage i) Planning for Front of the House: Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/ budget hotel/ 5 star hotel j) Estimation of construction cost k) Planning for Back of the House: Work flow in back of the house ( receiving, garbage and staff movement – lockers, change room, cafeteria and administrative office) l) Approximate requirement & estimation of water/ electrical load, gas, ventilation m) Green hotel practices/ Certification

**Unit 3: DESIGNING AND PLANNING OF ROOMS DIVISION-** a) Various types of lobbies, front desk arrangements, according to types of hotel & hotel floor plan b) Factors to be considered for ambience & décor (Fixture & fittings, furniture & furnishings, lighting (temperature and lux levels ) & color scheme, floor finishes, wall covering) c) Porch, travel desk, Bell boy desk/ luggage rooms/ security checks points etc. d) Room types: Typical floor plan of Guest rooms and bathrooms, shafts, staircases and features of physically challenged room and washroom e) Space management in laundry, control desk, storages, pantry uniform room.

**Unit 4: DESIGNING AND PLANNING OF FOOD & BEVERAGE DIVISION-** a) Layout, design considerations, space & equipment requirement for food and beverage outlets: Restaurant, Bar, in room dining, Banquet QSR b) Developing specification for various restaurant equipment c) Budgeting & forecasting d) Ambience & Décor- Lighting & color scheme, floor finish, wall covering e) Special spaces if needed for smoking zones, DJ booth, bar, Buffets (Hot, cold, and dessert) f) Planning of various support services (pantry, Back area & other staff facilities)

**Unit 5: DESIGNING AND PLANNING OF FOOD PRODUCTION-** a) Principles of kitchen layout & design configuration b) Planning of live, interactive kitchen, cloud kitchen and conventional kitchen c) Kitchen work flow and planning for receiving, storage, pre- preparation, preparation, pick up and pot wash area d) Effect of technology (Automation and semi automation) in kitchen design e) Kitchen environmental planning (Air pollution & ventilation) f) Kitchen flooring & wall finishes g) Vendor management h) Back of the House planning of Food production i) Stores - Stores layout and planning (dry, cold and bar), Work flow in back of the house (receiving, garbage and staff movement- Lockers), Various equipment of the stores

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## BHA508- FINANCIAL MANAGEMENT

### 1. Preamble

<b>Course Title</b>	Financial Management
<b>Course Code</b>	BHA508
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course provides a comprehensive understanding of financial management principles and their application in the hospitality industry. It covers key financial concepts such as short-term financing, cash and inventory management, risk analysis, capital budgeting, valuation, and corporate finance strategies. Through theoretical concepts and practical case studies, students will develop financial decision-making skills crucial for managing hospitality firms effectively.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Understand cash flow and net working capital.
2. Describe short term financial policies and budgeting.
3. Explain Credit policies, Risk assessment and collection strategies.
4. Illustrate the relationship between strategic decision making and corporate financing decisions.
5. Calculate the Weighted Average Cost of Capital and financial leverage.
6. Write the financial statement.
7. Explain mathematics of risk and return, describe how risk affects the value of the asset in equilibrium.
8. Describe the characteristics of derivative assets.
9. Calculate Working Capital requirements.

#### Competencies

1. Prepare Budget.
2. Maintain inventory control.
3. Calculate the working capital.
4. Study financing options such as IPOs, debt issuance, leasing, and franchising.



## Mindset

1. Appreciate the importance of finance management in successful business.
2. Apply short-term financial planning techniques to optimize cash flow and working capital.
3. Implement effective cash, inventory, and receivable management strategies.
4. Evaluate financing decisions and risk analysis methods to enhance business sustainability.
5. Conduct valuation of hospitality businesses using qualitative and quantitative approaches.
6. Assess corporate growth strategies and dividend policies for financial planning.

## BHA508- FINANCIAL MANAGEMENT

**Unit 1: SHORT-TERM FINANCING AND PLANNING-** a) Tracing Cash and Net Working Capital b) Defining Cash in Terms of Other Elements c) The Operating Cycle and the Cash Cycle d) Some Aspects of Short-Term Financial Policy e) Cash Budgeting f) The Short-Term Financial Plan f) The Short-Term Financial Plans in India

**Unit 2: CASH AND INVENTORY MANAGEMENT & RECEIVABLES MANAGEMENT-** a) Reasons for Holding cash b) Determining the Target Cash Balance c) Managing the Collection d) Investing Idle Cash e) Need to hold inventory f) Inventory Management Techniques g) Terms of the Sale h) The Decision to Grant Credit: Risk and Information i) Optimal Credit Policy j) Credit Analysis k) Collection Policy

**Unit 3: FINANCING DECISIONS, RISK ANALYSIS AND CAPITAL BUDGETING-** a) Financial Institutions, Markets and Instruments b) An overview of Indian Financial System- Can Financing Decisions Create Value, Description of Efficient Capital Markets, Different Types of Efficiency, The Evidence, Behavioural Challenge to Market Efficiency, Empirical Challenge to Market Efficiency, Reviewing the Differences, Implications for Corporate Finance, Ratio Analysis c) The Capital Structure- The Capital Structure Question, The Pecking Order Theory, Cost of Financial Distress; Signaling, Maximizing Firm Value versus Maximizing Stockholders Interests, Financial Leverage and Firm Value: An Example, Modigliani and Miller: Proposition II, Growth and Debt-Equity Ratio, How Firms Establish Capital Structure, Shirking, Perquisites, and Bad Investments: Agency Cost of Equity d) Financing Options- i. *Issuing Securities to the Public:* The IPO Route (Public Issue), The Announcements of New Equity and the Value of the Firm, The Cost of New Issues, The Rights Issue, The Private Equity Market ii. *Financing Options: Long-Term Debt:* Long-Term Debt: A Review, The Public Issue of Bonds, Bond Ratings, Different Types of Bonds, Direct Placement Compared to Public Issues, Long-Term Syndicated Bank Loans iii. *Leasing/ Franchising:* Types of Leases, Accounting and Leasing, The Cash Flows of Leasing, NPV Analysis of the Lease-versus-Buy Decision, Debt Displacement and Lease Valuation, Expansion Via Franchising, Expansion Via Management Contracts e) Risk and Value in the Hospitality Firm- The Timing and Value of Cash Flows, Valuation and Required Rates of Return, Scenario Analysis and Break-Even Analysis, Decision Trees

**Unit 4: VALUATION OF A HOSPITALITY FIRM/ CORPORATION-** a) Qualitative Factors that affect Valuation: location, star rating, feedback area b) Various Approaches to Quantitative Valuation- Discounted Cash Flow Approach, Cash Flow to Equity Approach, Cash Flow to Firm Approach, Weighted Average Cost of Capital Beta and Leverage, Relative Valuation or Multiples

**Unit 5: INORGANIC GROWTH, DIVIDENDS AND OTHER PAYOUTS-** a) Mergers and Acquisitions: Basic Forms of Acquisitions, Synergy, Sources of Synergy, Friendly vs. Hostile Takeovers, Defensive Tactics, Do Mergers Add Value b) Different Types of Dividends, Standard Method of Cash Dividend Payment, The Benchmark Case: An Illustration of the Irrelevance of Dividend Policy, Repurchase of Stock, Repurchase of Shares in India, Personal Taxes and Dividends, Real-World Factors Favouring a High-Dividend Policy, ESOP's, Stock Dividends and Stock Splits

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## BHA509- FUNDAMENTALS OF MARKETING SKILLS

### 1. Preamble

<b>Course Title</b>	Fundamentals of Marketing Skills
<b>Course Code</b>	BHA509
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course provides a comprehensive introduction to marketing, covering its fundamental principles, strategic frameworks, and practical applications. Through this course, the learner will gain an in-depth understanding of marketing concepts, the market environment, consumer behavior, and digital marketing strategies. By the end of the course, the learner will be equipped with essential marketing skills applicable to real-world hotel business scenarios.

This course will also provide a comprehensive understanding of Digital Marketing, covering essential strategies, tools, and techniques to effectively promote businesses, brands, and products online. The Learner will gain hands-on experience in search engine optimization (SEO), content marketing, social media marketing, paid advertising (PPC), email marketing, affiliate marketing, influencer collaborations, conversion optimization, and web analytics. The course includes website content creation, design, domain hosting, security, and compliance.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Define and illustrate the scope of marketing.
2. Explain traditional and modern marketing approaches.
3. Illustrate marketing mix- 4 P's.
4. Explain various marketing matrix.
5. Discuss the advantages and disadvantages of Qualitative and quantitative research in marketing.
6. Illustrate the evolution and concept of digital marketing.
7. Explain the steps in website marketing.

#### Competencies

1. Conduct primary and secondary research to study the market condition.
2. Gather and analyze competitors' data.
3. Design and host company website for product marketing.
4. Implement data driven marketing decision.
5. Learn SEO techniques to optimize website rankings and increase organic traffic.
6. Analyze user behaviour and website performance





## Mindset

1. Appreciate the fundamental philosophy of Marketing Management.
2. Analyze the market environment using strategic tools.
3. Learn to integrate the conceptual models of Marketing.
4. Differentiate between consumer and organizational buying behaviours.
5. Develop and optimize websites for effective online marketing.
6. Utilize social media platforms to enhance brand presence and customer engagement.
7. Apply conversion rate optimization (CRO) strategies to boost sales and user engagement.

## BHA509- FUNDAMENTALS OF MARKETING SKILLS

**Unit 1: INTRODUCTION TO MARKETING - a)** Marketing **b)** Marketing vs. Sales **c)** Evolution of Marketing Concept **d)** Role of Marketing in an Organization **e)** Core concepts of marketing skills- Need, Want, Demand, Customer, Value **f)** Value Exchange Process- i. Barriers in Value Exchange ii. Role of Marketing in Value Exchange iii. Marketing Mix: 4 Ps of Marketing **g)** Types of Goods, Meaning of Goods, Goods vs. Services

**Unit 2: MARKETING ENVIRONMENT- a)** 5 Cs: Customer, Company, Competitor, Collaborator, Context **b)** PESTEL Analysis **c)** SWOT Analysis **d)** BCG Matrix **e)** Porter's 5 Forces Analysis

**Unit 3: SCANNING THE MARKET ENVIRONMENT- a)** Methods of Market Research **b)** Qualitative vs. Quantitative Research **c)** Competitive Intelligence

**Unit 4: CONSUMER PRODUCT ACQUISITION PROCESS- a)** Types of customers: Individual vs. Organization **b)** Buying Roles **c)** Key Difference between Individual Purchases vs. Organizational Purchase

**Unit 5: DIGITAL MARKETING - a)** Search Engine Optimization SEO **b)** Content Marketing **c)** Social Media Marketing **d)** PPC Advertising **e)** Email Marketing **f)** Affiliate Marketing **g)** Influencer Marketing **h)** Conversion Rate Optimization **i)** Web Analytics: Website content creation, Website design, Strategy & planning, Domain hosting, Security & compliance

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## BHA510- FUNDAMENTALS OF MANAGEMENT SKILLS

### 1. Preamble

<b>Course Title</b>	Fundamentals of Management Skills
<b>Course Code</b>	BHA510
<b>Credits</b>	02
<b>Number of hours per group</b>	30 class hours

### 2. Course Description

This course introduces the fundamental concepts of management, exploring the roles of managers, planning techniques, decision-making processes, organizational structure, and team dynamics. Through this course, the learner will develop a strong foundation in management principles, strategic planning, leadership, and motivation. By the end of the course, the learner will be equipped with key managerial skills applicable in various organizational settings.

### 3. Learning Outcomes

By the end of the course, the learner will be able to

#### Knowledge

1. Define the concept of management.
2. Discuss the role of management.
3. Describe planning and types of managerial plans.
4. Explain different tactical planning tools.
5. List and explain different types of Decision – Making Styles.
6. Explain the role of technology in decision making and hospitality management.
7. Illustrate the organizational design application.
8. Differentiate between leadership and Supervision.
9. Outline the characteristics of High-Performance Work team.
10. Discuss the motivation theories.

#### Competencies

1. Analyze the leadership function, recognizing leadership as the relationship between a supervisor and subordinates in an organizational environment.
2. Recognize the symptoms of organizational conflict, describe its sources, and discuss the manager's role in conflict management.
3. Implement Information Control System in hotel.
4. Recognize the role of robotics in industry.
5. Discuss the impact of productivity on corporate and managerial success.

#### Mindset

1. Appreciate the dynamic nature of the management and organizational behavior.
2. Advocate the purpose for learning the management principles and leading to the realization of an ideal characteristics of a manager.
3. Apply planning and decision-making techniques in a business environment.
4. Analyze organizational structures and their effectiveness.



5. Utilize technology for work process optimization.
6. Develop strategies to build and manage high-performance teams.

### **BHA510- FUNDAMENTALS OF MANAGEMENT SKILLS**

<b>Unit 1: MANAGERS AND MANAGEMENT-</b> a) Manager b) Roles of management c) The importance of studying management d) The systems approach e) The contingency approach f) Foundation of planning: Defining planning, Planning in uncertain environments, Types of plans (Specific plans, Standing plans) g) Organizational strategy
<b>Unit 2: PLANNING TOOLS AND TECHNIQUES-</b> a) Assessing the environment- Forecasting, Benchmarking, Budgets b) Tactical planning tools- Scheduling, Break-even analysis, Queuing theory c) Foundations of decision-making process- Certainty, Risk Uncertainty d) Decision making styles e) Making decisions in groups- Brainstorming, Electronic meetings
<b>Unit 3: TECHNOLOGY AND THE DESIGN OF WORK PROCESS-</b> a) Technology and productivity b) Robotics c) Just-in-Time d) Flexible manufacturing systems e) Information technology- Workflow automation, Enhancing internal communications, Decision making f) Work design, Work schedule options g) Control tools and techniques h) Information control systems- Management information system (MIS), Maintenance control, Quality control, Financial controls, Ratio analysis
<b>Unit 4: BASIC ORGANIZATION DESIGNS-</b> a) Organizational Structures b) Chain of command c) Span of control d) Authority and responsibility e) Organization design applications-The simple structure, The divisional structure, The matrix structure, Organization culture f) Leadership and supervision- Behaviour theories of leadership (Autocratic style, Democratic style, Laissez-faire style)
<b>Unit 5: WORK TEAM-</b> a) Understanding work teams b) Popularity of teams c) Types of work teams- Functional work teams, Problem-solving work teams, Self- managed work teams, Cross-functional work teams d) Characteristics of high-performance work teams e) Motivating and rewarding employees f) Motivating and individual needs g) Early theories of motivation- i. Maslow's Hierarchy of needs ii. McGregor's Theory X and Theory Y iii. Herzberg's motivation-hygiene theory h) Contemporary theories of motivation- i. McClelland's three-needs theory ii. Adams' equity theory iii. Vroom's expectancy theory i) Contemporary issues in motivation

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B.Sc. DEGREE  
IN  
HOSPITALITY & HOTEL ADMINISTRATION

CURRICULUM  
(B.Sc. HHA SEMESTER VI)

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
NOIDA  
(NCHMCT)

AND  
JAWAHARLAL NEHRU UNIVERSITY  
(JNU)



**SEMESTER – VI (18 WEEKS)****MINIMUM CONTACT HOURS FOR EACH SUBJECT**

No.	Subject code	Subject	Credits	Contact Hours per Semester	
				Th.	Pr.
1	BHA601	International Cuisine – II (Theory)	02	30	-
2	BHA602	International Cuisine – II (Practical)	04	-	120
3	BHA603	Advance Food & Beverage Management-II (Theory)	02	30	-
4	BHA604	Advance Food & Beverage Management-II (Practical)	01	-	30
5	BHA605	Revenue Management & AI (Theory)	02	30	-
6	BHA606	Revenue Management & AI (Practical)	01	-	30
7	BHA607	Entrepreneurship Development	02	30	-
8	BHA608	Hospitality Law	02	30	-
9	BHA609	Human Resource Management	02	30	-
10	BHA610	Appreciation of Cultural Diversity	02	30	-
TOTAL:			20	210	180
GRAND TOTAL				390	

**WEEKLY TEACHING SCHEME (18 WEEKS)**

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA601	International Cuisine – II (Theory)	02	-
2	BHA602	International Cuisine – II (Practical)	-	08
3	BHA603	Advance Food & Beverage Management-II (Theory)	02	-
4	BHA604	Advance Food & Beverage Management-II (Practical)	-	02
5	BHA605	Revenue Management & AI (Theory)	02	-
6	BHA606	Revenue Management & AI (Practical)	-	02
7	BHA607	Entrepreneurship Development	02	-
8	BHA608	Hospitality Law	02	-
9	BHA609	Human Resource Management	02	-
10	BHA610	Appreciation of Cultural Diversity	02	
TOTAL:			14	12
GRAND TOTAL			26	



### **EXAMINATION SCHEME**

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA601	International Cuisine – II (Theory)	100	-
2	BHA602	International Cuisine – II (Practical)	-	100
3	BHA603	Advance Food & Beverage Management-II (Theory)	100	-
4	BHA604	Advance Food & Beverage Management-II (Practical)	-	100
5	BHA605	Revenue Management & AI (Theory)	100	-
6	BHA606	Revenue Management & AI (Practical)	-	100
7	BHA607	Entrepreneurship Development	100	-
8	BHA608	Hospitality Law	100	-
9	BHA609	Human Resource Management	100	-
10	BHA610	Appreciation of Cultural Diversity	100	-
TOTAL:			700	300
GRAND TOTAL			1000	

\* Term marks will comprise 40% internal evaluation (IE) & 60% End Semester Exam (ESE) marks.



## BHA601 – INTERNATIONAL CUISINE – II (THEORY)

### 1. Preamble

<b>Course Title</b>	International Cuisine -II (Theory)
<b>Course Code</b>	BHA601
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30 class hours

### 2. Course Description

This course particularly increases knowledge about oriental, middle- east, Mediterranean, Latin American, Scandinavian and French cuisine. This includes about historical background, staple food and their specialties. Keeping the modern trends of food trade like food photography and fusion cuisine etc. it also reveals the concept of food photography. Food photography includes concept, art and elements of food photography and latest trends in food production management.

### 3. Learning Outcomes

By the end of the course, learner will be able to:

#### Knowledge

1. Categorize the International cuisine (Oriental, Middle east, Mediterranean, Latin American, Scandinavian, French cuisine)
2. Elaborate different trends in the fusion cuisine.
3. Interpret the concept of cloud Kitchen management.
4. Explain the concept of studio kitchen.
5. Understand the food photography principles.
6. List the basic principles of food photography.

#### Competencies

1. Consolidate the international specialty food.
2. Discover the new trends of food photography.
3. Compare different trends in fusion cuisine options accepted in global demand market.
4. Identify the concepts of latest food production management

#### Mindset

1. Moderate trends of international cuisine and fusion cuisine.
2. Adapt to principles of food photography and styling of food.
3. Appraise the concepts of food production management.



## BHA601 – INTERNATIONAL CUISINE – II (THEORY)

**Unit 1: MEDITERRANEAN CUISINE – Greek, Italian, Spanish, Lebanese & French Cuisine:** All these cuisines will be discussed on basis of Geographic location and regions, Historical background, Special ingredients used (Vegetables, Grains and beans, Herbs and flavourings, Fish, Shellfish and Meat items & Wines used in cooking), Tools and equipment, cooking methods, Cooking Medium used, Classical dishes & Eating habits and etiquettes, Influences, Specialties & Recipes.

**Unit 2: LATIN- AMERICAN CUISINE-Mexican** All these cuisines will be discussed on basis of Geographic location and regions, Historical background, Special ingredients used (Vegetables, Grains and beans, Herbs and flavourings, Fish, Shellfish and Meat items & Wines used in cooking), Tools and equipment, cooking methods, Cooking Medium used, Classical dishes & Eating habits and etiquettes, Influences, Specialties & Recipes. **Fusion cuisine-**a) Fusion Cuisine b) Imagination and improvisation, c) The blending of Western laws of cooking with the exotic and spicy nuances of Eastern foods.

**Unit 3: FOOD PHOTOGRAPHY & LATEST TRENDS IN FOOD PRODUCTION MANAGEMENT** - a) Concept and Working in Studio Kitchen: Layout and Equipment of studio kitchen b) Art of photography - Basic principles c) Elements of Food Photography- art and Design and their application d) Food Blogging e) Food Journalism. **Trends-** a) Global Footprints of Indian Cuisine b) Cloud Kitchen - Business Models. c) Social media trends (Instagram cakes, viral desserts), d) E-commerce and online businesses.

**Unit 4: MODERN BAKERY & CONFECTIONERY:** a) Overview of traditional vs. modern trends, b) Influences of global cuisines and fusion baking, c) Artisanal vs. commercial production techniques, **Health and Wellness Trends-**a) Gluten-free, sugar-free, keto, and vegan bakery products, b) Use of alternative flours (almond, quinoa, millet, etc.), **Sustainability in Baking:** a) Plant-based, b) zero-waste baking.

**Unit 5: CHOCOLATE:** a) History and origins of chocolate. b) Cocoa types, varieties, and sources. c) Composition and properties of cocoa and chocolate. d) Types of chocolates: dark, milk, white, couverture. e) Factors affecting chocolate quality—moisture, temperature, and handling. f) Chocolate tempering: purpose and techniques (manual, machine, tabling, seeding). g) Faults in chocolate work: fat bloom, sugar bloom, improper tempering—causes and remedies. **Artistic Presentation and Product Innovation:** a) Edible flowers, metallic finishes, and decorative techniques, b) Mirror glaze, drip cakes, and textural contrasts,

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## BHA602 - INTERNATIONAL CUISINE – II (PRACTICAL)

### 1. Preamble

<b>Course Title</b>	International Cuisine -II (Practical)
<b>Course Code</b>	BHA602
<b>Credits</b>	04
<b>Number of Hours per Group</b>	120 class hours

## BHA602 - INTERNATIONAL CUISINE – II (PRACTICAL)

**Unit 1 & Unit 2** - The chef trainer will plan the menu keeping in mind all the factors like Planning of menu both for a la carte and buffet, Indenting, Mise – en – place, Hot range, Live counters, practicing rechauffe cooking, Stock taking, Food cost analysis & Yield testing. The sample menus from the reference point of view are given in the chart, the trainer can modify the menu items as per the convenience.

Cuisine	Set 1 Menu	Set 2 Menu	Set 3 Menu
<b>Greek</b>	Appetizer: Dolmades Soup: Avgolemono Main Course: Moussaka Bread: Pita Bread Dessert: Galaktoboureko	Appetizer: Saganaki Soup: Fasolada Main Course: Souvlaki Bread: Lagana Dessert: Loukoumades	Appetizer: Grilled Halloumi Soup: Tomato & Orzo Soup Main Course: Braim Bread: Tsourekhi Dessert: Portokalopita
<b>Italian</b>	Appetizer: Bruschetta Soup: Minestrone Main Course: Chicken Cacciatore Bread: Focaccia Dessert: Tiramisu	Appetizer: Arancini Soup: Zuppa Toscana Main Course: Osso Buco Bread: Ciabatta Dessert: Panna Cotta	Appetizer: Caprese Skewers Soup: Ribollita Main Course: Eggplant Parmigiana Bread: Panettone Dessert: Buccellato
<b>Spanish</b>	Appetizer: Patatas Bravas Soup: Gazpacho Main Course: Paella Valenciana Bread: Pan con Tomate Dessert: Crema Catalana	Appetizer: Croquetas de Jamón Soup: Caldo Gallego Main Course: Pollo al Ajillo Bread: Spanish Olive Bread Dessert: Tarta de Santiago	Appetizer: Spinach Croquettes Soup: Escudella Main Course: Vegetable Paella Bread: Barra Dessert: Flan
<b>Lebanese</b>	Appetizer: Falafel with Tahini Soup: Shorbat Adas Main Course: Chicken Shawarma Bread: Manakish Dessert: Baklava	Appetizer: Baba Ghanoush Soup: Freekeh Soup Main Course: Kafta Bil Sanieh Bread: Saj Bread Dessert: Sfouf	Appetizer: Soup: Adas bil Hamod Main Course: Stuffed Bell Peppers with Bulgur Bread: Kaak Dessert: Maamoul
<b>French</b>	Appetizer: Quiche Lorraine Soup: French Onion Soup Main Course: Coq au Vin Bread: Baguette Dessert: Mille-feuille	Appetizer: Gougères Soup: Shrimp Bisque Main Course: Vichyssoise Bread: Pain de Campagne Dessert: Tarte Tatin	Appetizer: Cheese Tartlets Soup: Potage aux Légumes Main Course: Ratatouille Bread: Brioche Dessert: Crème brûlée
<b>Mexican</b>	Appetizer: Nachos with Guacamole Soup: Sopa de Tortilla Main Course: Enchiladas with Mole Bread: Conchas Dessert: Churros	Appetizer: Quesadilla with Pico de Gallo Soup: Pozole Rojo Main Course: Chicken Tinga Tostadas Bread: Bolillo Roll Dessert: Flan de Cajeta	Appetizer: Nachos with Beans & Cheese Soup: Vegetarian Tortilla Soup Main Course: Veg Enchiladas Bread: Corn Tortillas Dessert: Tres Leches Cake



**Unit 3- FOOD PHOTOGRAPHY & FOOD BLOGGING** - Food styling plays a crucial role in enhancing the visual appeal of your dishes. Practice styling your plated food and observe the transformation by capturing 'before and after' examples, (Landscape Technique, Food on organic materials Technique, The Nordic Look Technique, Bathing Technique, Free-form Technique, Futuristic Technique, Hide and Seek Technique & Super Bowl Technique). Setting up camera, lighting, right surface, Using props, Mobile Food Photography, key editing effects for food photos, composition & framing. Editing and sharing from mobile, Building Your Food Blog, Adding Quality Content - Writing compelling blog posts and recipes, Recipe formatting essentials: ingredients, steps, prep and cook time, servings. Using storytelling: background stories, cooking tips, and personal experiences. Types of food blog posts (seasonal recipes, ingredient spotlights, food trends, kitchen hacks) Website Optimization & Tracking, SEO (Search Engine Optimization), Monetization & Others.

**Unit 4 – MODERN BAKERY & CONFECTIONARY: Healthy and Alternative Baking:** Gluten-free almond or quinoa flour cake, Low-sugar fruit tarts using stevia/honey, **Fusion and Artisanal Products:** Fusion desserts (e.g., Rasmalai mousse cake, chai-spiced muffins), Sourdough or flavoured breads (e.g., beetroot focaccia, jalapeño-cheddar rolls), **Sustainable and Eco-Friendly Baking:** Zero-waste bakes (e.g., carrot top muffins, banana peel loaf), Edible or compostable packaging demonstration (cookie cups, rice paper wraps)

**Unit 5 - CHOCOLATE WORK AND INNOVATIONS:** Tempering of chocolate (manual & tabling method), Chocolate garnishes: curls, fans, and feathers, Moulded chocolates with contemporary fillings (e.g., salted caramel, raspberry balsamic), Artistic chocolate showpieces (simple structures with modern finishes), Coloured cocoa butter painting and transfer sheets. **Digital Appeal and Market-Ready Products:** Designer cupcakes and theme cakes, Packaging for gifting and e-commerce (cake jars, dessert boxes)

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## **BHA603 - ADVANCE FOOD & BEVERAGE MANAGEMENT– II (THEORY)**

### **1. Preamble**

<b>Course Title</b>	Advance Food & Beverage Management– II (Theory)
<b>Course Code</b>	BHA603
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30 class hours

### **2. Course Description**

This course equips students with advanced skills in cost and variance analysis, modern inventory control, menu merchandising, and menu engineering. Students learn practical applications using industry tools, software, and real-world case studies, enabling data-driven decision-making, profitability optimization, sustainable operations, and strategic management of F&B outlets through MIS and analytics.

### **3. Learning Outcomes**

By the end of the course, learner will be able to:

#### **Knowledge**

1. Classify cost.
2. Enumerate different types of Variance.
3. Describe methods of inventory control.
4. Discuss Menu Merchandising.
5. Express importance of Menu Engineering.

#### **Competencies**

1. Prepare MIS reports given in a shift activity.
2. Apply menu engineering and evaluate menu item performance.
3. Compare different menus.

#### **Mind Set**

1. Judge the performance of a F&B outlet based on menu statistics provided.
2. Critique Menu Merchandising Technique used by F&B Outlets.



## BHA603- ADVANCE FOOD & BEVERAGE MANAGEMENT -II (THEORY)

**Unit 1: ADVANCED VARIANCE ANALYSIS IN HOSPITALITY** a) Elements of Cost with Industry Examples b) Standard Costing Concepts & Hospitality Applications, c) Tools & Software for Variance Analysis d) Cost Variance: Theory and Real-World Scenarios e) Material, Labour, Overhead, Fixed Overhead, Sales, and Profit variance (Cases & Calculations), f) Managerial Interpretation & Action Planning Based on Variance Results

**Unit 2: MODERN INVENTORY CONTROL TECHNIQUES:** a) ABC Analysis with Case Studies b) Inventory Valuation Methods: FIFO, LIFO, Weighted Average, and Practical Implications c) Mini-Max, Just-in-Time (JIT), Periodic & Perpetual Inventory Systems d) Integration of Technology: POS, Barcode, and RFID Systems e) Inventory Shrinkage, Waste, and Loss Prevention: Real-World Failures and Successes f) Sustainability in Inventory Management (e.g., Reduction of Food Waste)

**Unit 3: MENU MERCHANDISING AND INNOVATION:** a) Menu Control and Audit Practices b) Menu Structure, Types, and Trends (Physical, Digital, Interactive Menus) c) Menu Planning Considering Operational Constraints and Customer Preferences d) Menu Pricing Strategies Including Decoy and Anchor Pricing e) Menu as a Marketing and Branding Tool f) Basic Menu Layout & Graphic Design (including Colour Psychology and Placement) g) Guest Behaviour and Psychology Influencing Menu Design

**Unit 4: MENU ENGINEERING & PROFITABILITY ANALYSIS:** a) Definition, Objectives & Strategic Role in F&B, b) Menu Item Profitability Classification (Stars, Plow horses, Puzzles, Dogs) Based on Contribution Margin Analysis, c) Data-Driven Decisions: Using POS Data for Continuous Menu Optimization, d) Cross-Functional Project: Collaborate with Culinary Students for Feasibility and Profitability, e) Industry Software Tools for Menu Engineering

**Unit 5: MANAGEMENT INFORMATION SYSTEMS FOR F&B OPERATIONS:** a) Types of MIS Reports: Daily/Monthly Food Cost, Actual vs Budgeted Reports b) Revenue and Statistical Reports: MTD/YTD, Cumulative and Non-Cumulative) c) P&L Analysis for Outlets; Benchmarking with Industry Standards d) Practical Applications: Dashboard Reporting & Data Visualization (Power BI/Tableau) e) Integrated Reporting: Linking Inventory, Labour, and Sales Data f) Sustainability Metrics: Waste, Water, and Energy Usage Reporting, g) Emerging Trends: Digital Transformation, Sustainable Sourcing, Health & Nutrition in Menus

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## **BHA604- ADVANCE FOOD & BEVERAGE MANAGEMENT– II (PRACTICAL)**

### **1. Preamble**

<b>Course Title</b>	Advance Food & Beverage Management– II (Practical)
<b>Course Code</b>	BHA604
<b>Credits</b>	01
<b>Number of Hours per Group</b>	30 class hours

### **2. Course Description**

To independently prepare cocktails given its ingredients, analyse sales summary sheets and suggest menu modification to make outlets more profitable.

### **3. Learning Outcomes**

At the end of the course, the learner will be able to:

#### **Knowledge**

1. Define aspects of setting up a Bar
2. List different types of garnishes used in making classical cocktails.
3. Describe various elements of menu engineering

#### **Competency**

1. Prepare classical cocktails as per standard recipe
2. Perform menu engineering exercise on a given data
3. Serve different cocktails as per SOP'S

#### **Mind Set**

1. Enthral guest with their skills of innovating cocktails.
2. Assess menu items as per sales summary sheet provided.



## BHA604- ADVANCE FOOD & BEVERAGE MANAGEMENT - II (PRACTICAL)

**Unit 1: BAR OPERATIONS-** a) Designing & setting the bar b) Preparation for service.

### Unit 2: PREPARATION OF COCKTAILS

#### Cocktails & Mixed Drinks

A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails –

Category	Cocktail Name	Base Spirit
peritif Cocktails	Martini (Dry/Sweet)	Gin / Vodka
	Manhattan (Dry/Sweet)	Whisky
	Dubonnet	Fortified Wine
	Roy-Roy	Scotch Whisky
	Bronx	Gin
	Gin Sling	Gin
Classic Gin-Based	White Lady	Gin
	Pink Lady	Gin
	Gimlet (Dry/Sweet)	Gin
	Singapore Sling	Gin
	John Collins	Gin
	Tom Collins	Gin
	Gin Fizz	Gin
Brandy-Based	Side Car	Brandy
	Between the Sheets	Brandy/Rum
	B&B	Brandy & Bénédictine
	Bombay Cocktail	Brandy
Rum-Based	Bacardi	White Rum
	Planter's Punch	Dark Rum
	Pina Colada	White Rum
	Daiquiri	White Rum
	Cuba Libre	White Rum

Category	Cocktail Name	Base Spirit
Whisky / Bourbon-Based	Whisky Sour	Whisky
	Rusty Nail	Scotch Whisky
Vodka-Based	Bloody Mary	Vodka
	Screwdriver	Vodka
	Black Russian	Vodka
	Blue Lagoon	Vodka
	Harvey Wallbanger	Vodka
Tequila-Based	Tequila Sunrise	Tequila
	Margarita	Tequila
Wine / Champagne-Based	Champagne Cocktail	Champagne
	Pimm's Cup (No. 1-5)	Varies
Egg & Cream-Based	Flips	Varies
	Noggs	Varies
	Alexandra	Brandy / Gin
Trending Cocktails	Espresso Martini	Vodka
	Aperol Spritz	Aperol
	Mezcal Negroni	Mezcal
	Paloma	Tequila
	Paper Plane	Bourbon
	Clover Club	Gin

**Unit 3: MENU ENGINEERING EXERCISE-**a) Creation of hypothetical sales summary sheet of restaurant (5 star)  
b) Performance of menu engineering exercise c) Analysis, deletion & addition of dishes d) Increase or decrease of price accordingly

**Unit 4: PREPARATION OF BUSINESS MODEL FOR BEVERAGE OUTLET-** a) Cost b) Material c) Vendor identification d) Presentation e) Local produce

**Unit 5: ORGANIZING A SMALL EVENT** with beverage operations as per guest requirement

**Project:** Students **Design** and Present a **Menu** for a Chosen Concept

**Case Study Presentation:** Menu Redesign for Improved Profitability





**Workshop:** Analyzing and Interpreting Real/Simulated F&B Data for Management Decisions

**Capstone Project**

**Students will work in groups or individually to:**

- Select a real or hypothetical F&B outlet/hotel operation.
- Perform thorough cost and variance analysis.
- Propose specific improvements in menu, inventory, and MIS practices.
- Present a final report and actionable recommendations

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## BHA605- REVENUE MANAGEMENT & AI (THEORY)

### 1. Preamble

<b>Course Title</b>	Revenue Management & AI (Theory)
<b>Course Code</b>	BHA605
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30 Class hours

### 2. Course Description

Revenue Management is an exciting and challenging area of the industry. It is a complex biome which covers the financial wellbeing of an organization. It involves marketing, economics, leadership, ethics and much more to create the perfect synergy between its components.

Revenue Management focuses on maximizing room revenues while taking into account factors influencing business trends. It is also an evaluative tool that allows Front Office Management to compare actual revenue with the potential revenue. Revenue Management seeks to maximize revenue and is based on conditions of supply and demand. Revenue Management uses a set of demand-forecasting techniques to determine effective prices for a forecasted volume of business.

This course offers strategies used in revenue management analysis. This module will enable the learner to effectively apply the revenue management practices in the industry.

A thorough understanding of Revenue Management process is essential for managing Front Office operation profitability.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Explain how managers maximize revenue by using the tools of capacity management, discount allocation and duration control.
2. Elaborate the concept of strategic, value based and differential pricing.
3. Describe the function and types of Distribution Channels.
4. Determine the market mix and recognize the market segments under Inventory management
5. Explain and compute yield statistics.
6. Differentiate between high and low demand tactics.
7. Elucidate different revenue strategies.
8. Explain how artificial intelligence enhances revenue management through dynamic pricing, demand forecasting, and data-driven decisions.

#### Competencies

1. Apply the tools of Revenue Management to maximize yield in operations
2. Calculate potential revenue and measure yield.
3. Apply suitable pricing strategies for maximizing yield
4. Choose the ideal Channel Manager for effective inventory management
5. Analyze important business information and make appropriate revenue management decisions.
6. Create and Design unique Room codes



7. Handle data and generate yield statistics using Revenue Management Software.
8. Plan and organize a Revenue Management team
9. Analyze Hotel's performance with Competitive set through statistics available in various market reports.
10. Apply AI-enabled software and analytical tools to forecast demand, set optimal room rates dynamically, and design personalized revenue strategies.

#### Mind set

1. Appreciate that with effective implementation of revenue management strategies, yield output can be maximized.
2. Acknowledge that continuous comprehensive evaluation of performance in comparison to previous years and with competitors is extremely important and beneficial.
3. Appraise the role of revenue manager in maximizing the profits.

### BHA605- REVENUE MANAGEMENT & AI (THEORY)

**Unit 1: METRICS, CAPACITY MANAGEMENT AND YIELD OPTIMIZATION:** a) Introduction to the concept b) Importance in the Hotel industry c) Benefits of revenue Management in Hotels d) Hotel Metrics and KPIs e) Capacity Forecasting and Demand Curves f) Yield Management and Overbooking Strategies, Discount Allocation and Rate Fences, Duration Control and LOS (Length of Stay) Optimization g) Measuring yield-i) Introduction ii) Potential average single rate iii) Potential average double rate iv) Multiple occupancy% v) Rate Spread vi) Potential average rate vii) Room rate achievement factor viii) Yield statistic ix) Identical yield & Equivalent occupancy x) RevPAR, RevPAG & GOPAR

**Unit 2: STRATEGIC SALES AND CHANNEL MANAGEMENT:** a) Channel Strategy and Distribution Management, Various hotel distribution channels (direct, OTAs, GDS, wholesalers) b) Optimize channel mix for profitability (Net RevPAR) and visibility, c) Group and Corporate Negotiation in Revenue Management, d) Evaluate pricing strategies for group bookings and corporate accounts, displacement cost analysis to assess profitability of group vs. transient bookings, volume agreements, RFPs, blackout dates, and stay restrictions, e) Negotiation tactics (tiered pricing, bundling, upselling)

**Unit 3: DECISION MAKING:** a) Economic Principles of Revenue Management, Supply vs demand, willingness to pay and price sensitivity, rate fences to segment markets, optimizing demand curves to set price thresholds, price elastic and price inelastic demands, b) Allocating Rooms to Categories, Decision Rules: Accept or Reject Bookings, solving linear optimization problems, maximizing revenue, changing allocations,

**Unit 4: UNDERSTANDING PRICING STRATEGY:** a) Pricing Strategy, Integrated Marketing Strategy, Decisions and Outcomes, Customer Centricity, Customer Focus vs Product Focus, Role of price in creating pull, Price acting as a barrier to entry for new players b) Willingness to Pay- how consumer profiles influence their price sensitivity and value perception. c) Multiple Segments, Brand Architecture and Pricing- Brand Architecture, Target Segments, and Pricing Strategy in Multi-Brand Hotel Chains d) Formulating Pricing Strategy using Market Research, creating integrated strategy and pricing decision

**Unit 5 : APPLICATION OF AI IN REVENUE MANAGEMENT :** a) AI-Based Dynamic Pricing & Forecasting: Leveraging AI for real-time demand prediction and dynamic pricing by analyzing historical data, competitor rates, and market trends to optimize room rates and maximize revenue. b) Automated Personalization & Segmentation: Using AI tools to automate guest segmentation, personalize pricing and offers, and streamline routine revenue management tasks, allowing for more strategic and efficient decision-making c) Technology in Revenue Management -use of software, Excel Solver and Gen AI



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## BHA606- REVENUE MANAGEMENT & AI (PRACTICAL)

### 1. Preamble

<b>Course Title</b>	Revenue Management & AI (Practical)
<b>Course Code</b>	BHA606
<b>Credits</b>	01
<b>Number of Hours per Group</b>	30 Class hours

### 2. Course Description

Revenue Management is an applied discipline that plays a vital role in ensuring the financial success of hospitality organizations. It integrates concepts from marketing, economics, operations, leadership, and ethics to achieve an optimal balance between demand and profitability. This course enables learners to apply practical strategies and analytical tools used in revenue management to enhance operational performance. Students will learn to evaluate business trends, forecast demand, set dynamic pricing strategies, and measure revenue performance against potential benchmarks.

### 3. Learning Outcomes

By the end of this course, students will develop the ability to manage and optimize revenues effectively in real industry settings, ensuring profitability and sustainable growth of hospitality enterprises.

Through case studies, simulations, and real-world problem-solving, learners will be able to:

1. Implement revenue optimization techniques to improve room and service profitability.
2. Analyze market data and demand patterns to make informed pricing and inventory decisions.
3. Apply forecasting methods to anticipate occupancy levels and adjust rates strategically.
4. Integrate revenue management principles into front office operations for maximum yield and guest satisfaction.
5. Use revenue performance indicators (RevPAR, ADR, GOPPAR, etc.) to evaluate and improve business results.

## BHA606- REVENUE MANAGEMENT & AI (PRACTICAL)

**Exercise 1:** Use of an interactive business simulation platform such as Cesim Hospitality Simulation or any similar platform to help learners manage a virtual hotel or hotel chain and maximize profitability, guest satisfaction, and market share through coordinated decision-making.

**Exercise 2 to 8:** Seven Case lets /case studies provided by NCHMCT for class room discussions, presentations by students and consolidation of learning outcome through faculty feedback.

### **Exercise 9: Field Research on 'Willingness to Pay'**

**Objective:** To help students understand how consumer profiles influence their price sensitivity and value perception.

1. Activity: Student teams are assigned a consumer persona (e.g., Solo backpacker, Corporate traveler, Family with kids, Elderly couple, International tourist).
2. Each team must interview **3–5 people** (friends/family who match the persona or via social media) and gather responses on:
  - What kind of hotels they typically stay in.
  - What features/services they value the most.
  - What they are willing to pay per night in different cities.



- How they decide between hotel options.
- 3. Teams prepare a short presentation answering:
  - Estimated WTP range for their segment.
  - Key features driving WTP.
  - Recommendations for pricing strategy for that segment.
  - Upsell opportunities or add-on services that can increase Customer Life time value (CLTV)

#### **Exercise 10. Evaluating Hotel Brand Portfolios – ITC, IHCL, Oberoi etc**

##### **Objective**

To enable students to:

- Understand how hospitality companies use **brand architecture** to target different market segments.
- Analyze how **pricing strategy aligns** with positioning and consumer expectations.
- Evaluate how hotels differentiate offerings across economy, midscale, upscale, and luxury tiers.

##### **Overview**

Each student team will analyze the brand portfolio of **one hotel group** (assigned or chosen by them) – They will:

- Identify and classify the sub-brands.
- Define the target customer profile for each brand.
- Analyze the positioning, key value propositions, and pricing strategy.
- Compare within-group brand differentiation and across groups

#### **Exercise 11. Assignment: Branding & Pricing Strategy – Taj, Marriott, Hilton**

##### **Objective**

To enable students to:

- Analyze and compare **branding stances** (emotional, functional, combination) across top hotel groups.
- Understand how **brand positioning influences pricing** and customer expectations.
- Reflect on how intangible brand elements are translated into measurable pricing strategies.
- Build the ability to decode the pricing-branding equation in real-world hospitality marketing.

##### **Assignment Tasks**

Each student group will complete a structured comparison of the three hotel chains across the following dimensions:

##### **Section A: Branding Strategy Breakdown**

- For each hotel group, describe:
  - **Branding stance:** Emotional / Functional / Combination
  - **Taglines, campaigns, or themes** that illustrate the stance
  - **How brand promise is delivered** at property level
  - **Emotional cues vs. functional cues** used in marketing and service design

##### **Section B: Pricing Strategy and Positioning**

- For similar locations and dates (e.g., Mumbai, Delhi, Bengaluru), compare pricing for different hotel brand segments:
- Example
  - **Taj properties** (Taj Mahal Palace, Taj Lands End, etc.)
  - **Marriott brands** (JW Marriott, Renaissance, Courtyard)
  - **Hilton brands** (Conrad, DoubleTree, Hilton Garden Inn)
- Identify:
  - **Price ranges** across property tiers
  - **Seasonal pricing differences**
  - **Any dynamic pricing or package strategy**
  - Loyalty program benefits influencing pricing

Students can use hotel websites, Booking.com, Agoda, or Google Hotels for pricing.



### Section C: Brand-Pricing Alignment Analysis

- How does the **brand stance justify the price** being charged?
- Which brand communicates **premium value more effectively**, and how?
- Are **emotional brands priced higher** than functional ones? Why or why not?
- Do customers **pay more for emotion, function, or a blend**?

**Exercise 12:** Roleplay: A wedding party and a corporate house request blocks during a partially high-demand weekend.

Task: Students analyze forecast, calculate total revenues, and negotiate group rates using trade-offs.

**Exercise 13:** Students (in teams) are required to evaluate any 3 Revenue Management Systems in the market (but one of them needs to be Ideas SaaS, the other two are upto the discretion of the student teams).

Students need to prepare a detailed feature wise comparison and strengths and weaknesses of the systems

**Exercise 14:** Calculate Yield % following the numerical steps on the basis of data provided

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## BHA607- ENTREPRENEURSHIP DEVELOPMENT

### 1. Preamble

<b>Course Title</b>	Entrepreneurship Development
<b>Course Code</b>	BHA607
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30 class hours

### 2. Course Description

The main objective of this course is develop entrepreneurial abilities by providing background information about support systems, skill sets, financial and risk covering institutions and other for building an enterprise so that future budding entrepreneurs can make right decisions for starting and running a venture. With a solid introduction to the entrepreneurial process of creating new businesses, role of Creativity and innovation in Entrepreneurial start-ups, manage family-owned companies ,context of social innovation and social entrepreneurship and issues and practices of financing entrepreneurial businesses., and live cases of social , techno, women entrepreneurs along with visit and interaction with entrepreneurship development institutes in India, helps the participants in learning basic fundamentals of decision making towards establishing enterprises in real life situations. This course is intended to be a foundation course for those who plan to work and start a business enterprise.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Explain the evolution of entrepreneurship.
2. Define entrepreneurial management.
3. List different types of entrepreneurships.
4. State the role of Entrepreneur.

#### Competencies

1. Plan strategies for business.
2. Generate ideas for startup.

#### Mindset

1. Appreciate the concept of entrepreneurship.
2. Advocate the importance startup.



## BHA607- ENTREPRENEURSHIP DEVELOPMENT

**Unit 1: INTRODUCTION to Hospitality Entrepreneurship and Its Evolution:** a) **Entrepreneurial Management in Hospitality:** Nature and scope of entrepreneurship in hotels, restaurants, tourism, and events. Distinction between small and large hospitality enterprises. b) **Roles of the Hospitality Entrepreneur:** Intrapreneurship within hotels and food service companies. Case studies of successful hospitality entrepreneurs. c) **Opportunity and Idea Generation in Hospitality:** Identifying and evaluating business ideas specific to the hospitality sector. Screening and selecting innovative hospitality concepts (e.g., boutique hotels, experiential dining). Fundamentals of managing land, staff, equipment, and other resources in hospitality start-ups.

**Unit 2: LEADING TEAMS AND ESTABLISHING OWNERSHIP in Hospitality Enterprises:** a) **Strategic Planning for Hospitality Ventures:** Crafting business plans tailored to hospitality operations. Setting SMART goals for new hotels, restaurants, and travel services. b) **Forms of Ownership:** Sole proprietorship, partnerships, limited companies—hospitality business focus. Joint ventures, management contracts, and consortia in hospitality. c) **Franchising: Model, Benefits and Challenges:** Franchising as a common business model in hotels and restaurants. Assessing benefits, challenges, and processes unique to hospitality franchising. Notable hotel and restaurant franchise case studies

**Unit 3: MANAGING GROWTH in Hospitality Ventures:** a) **Business Valuation in Hospitality:** Techniques for valuing hotels, restaurants, and event businesses. b) **Corporate Entrepreneurship in Hospitality:** Innovation and new product/service development within established hospitality brands. Corporate social responsibility and sustainable practices as growth drivers. c) **Managing Growth, Expansion, and Exit:** Expansion strategies (e.g., chain development, new market entry). Merger & acquisition.

**Unit 4: HOSPITALITY ENTREPRENEURSHIP IN THE ERA OF GLOBALIZATION:** a) **Environment and Strategy:** Assessing the global business environment for hospitality, including trends (eco-tourism, digitalization). Adapting business models to multi-cultural and international tourism markets. b) **Entrepreneurship, Creativity, and Innovation:** Design thinking and concept innovation for hospitality services and experiences. Use of technology and digital platforms in hospitality innovation. c) **Incubation and Support Centers:** Hospitality incubators, accelerators, and networks. Government resources for hospitality start-ups.

**Unit 5: SOCIAL AND FAMILY ENTREPRENEURSHIP IN HOSPITALITY:** a) **Social Entrepreneurship:** Social impact ventures (e.g., sustainable tourism, community-based hotels). Role of NGOs and non-profits in hospitality and tourism. b) **Innovation in Social Context:** Integrating sustainability and local community benefit into hospitality offerings. c) **Sustainability of Hospitality Non-profits:** Fundraising, donor relations, and grant opportunities. d) **Family Business in Hospitality:** Identifying and resolving conflicts in family-run hotels and restaurants. Leadership, succession, and governance for next-generation entrepreneurs

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- Steve Jobs by Walter Isaacson
- The Innovator's Solution: Creating and Sustaining Successful Growth by Clayton M Christensen
- The Lean Startup: How Today's Entrepreneurs Use Continuous Innovation to Create Radically Successful Businesses by Eric Ries
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- Zero to One: Notes on Startups, or How the Build the Future by Peter Thiel

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## BHA608- HOSPITALITY LAW

### 1. Preamble

<b>Course Title</b>	Hospitality law
<b>Course Code</b>	BHA608
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30 class hours

### 2. Course Description

Hospitality laws relate to food service, travel, and lodging industries. It governs the various nuances of the hotel, restaurant, bar, spa, country club, meeting, and convention industries, among others. Hospitality law commonly encompasses a wide array of laws including contracts, cyber law, license & permits and many others.

This module focuses on the key provisions of various acts applicable to the hotel & lodging establishments.

### 3. Learning Outcomes

By the end of the course, learners will be able to:

#### Knowledge

1. Explain the importance of law in the hotel industry and the key provision of various acts applicable to the hotel & lodging establishments.
2. Describe the Apprenticeship Act, 1961 & the Employment Exchange Act, 1959.
3. Explain the relevance of cyber space law in hotel industry.
4. Elaborate the foreign exchange regulations.

#### Competencies

1. Carry out day to day functioning by observing the provisions of applicable acts.

#### Mindset

1. Authenticate the cyber technology up gradation to meet the technology change.
2. Appreciate & encourage the compliance of the legal procedures & practices in the hotel.



## BHA608- HOSPITALITY LAW

<b>Unit 1: INTRODUCTION TO HOSPITALITY LAW-</b> a) Definition of law, Sources of Indian law, Preamble to the Indian Constitution, Fundamental rights & fundamental duties b) Role of law in hotel industry c) Importance of law in hospitality d) The legal requirements before and at the time of commencement of hotel business
<b>Unit 2: FOOD LEGISLATION-</b> a) Prevention of food adulteration act b) Food Safety and Standards Act, 2006 c) Role & power of a Food Inspector under the act d) Procedure of taking sample
<b>Unit 3: UNDERSTANDING LAWS &amp; PROCEDURES-</b> a) Hotel owners, managers and the law b) Comprehension of the provisions of hotel laws c) Advantages of hotel laws awareness d) The rights of a hotelier e) Bailment
<b>Unit 4: CYBER LAWS-</b> a) Introduction to information technology law/cyber space law b) Privacy rights c) Online access to justice d) High technology litigations e) new trends of cybercrime.
<b>Unit 5: LAWS RELATING TO HOSPITALITY BUSINESS including industrial and commercial legislation-</b> a) Labor laws b) Trade Union act c) Public health and environmental laws d) Shops & establishment act, 1954 e) Apprentices act, 1961 f) The employment exchange act, 1959 g) Indian Contract act, 1872 h) Industrial disputes act i) Consumer protection act j) Workmen's compensation act k) Licenses (including food legislation and Liquor licensing, Music and dancing license etc.) & permits l) Foreign exchange regulations m) Pollution Control Act, 1981 (Air Pollution, Water Pollution, Prevention & Control Act, 1986)

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## BHA609- HUMAN RESOURCE MANAGEMENT

### 1. Preamble

<b>Course Title</b>	Human Resource Management
<b>Course Code</b>	BHA609
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30 class hours

### 2. Course Description

Human Resource Management is a central function of any organization. A significant part of an organization's operating budget is used to pay the people who work there. HR management can be defined as the effective use of human capital in an organization through the management of people related activities. It involves leadership, values, employment planning, recruiting & selecting employees, training & compensating them, & evaluating their performance.

The general purpose of human resource management course is to familiarize students with the basic principles & techniques of human resource management. The course takes a practical view that integrates the contributions of the behavioral sciences with the technical aspects of implementing the HR function in the 'real world'. Certainly, not everyone who takes this course will become a human resource professional, although they will learn a great deal about those roles. However, all managers, no matter what their specialization, play an integral role in carrying out HR policies & practices in their organization & they have to deal with their organization's human resources department. A key objective of this course is to show that HR management is more than just accepting employment applications & keeping records; it is a central & strategic organizational activity of increasing complexity & importance.

### 3. Learning Outcomes

#### Knowledge

1. Develop strategic human resources orientation needed to meet organizational goals & objectives.
2. Understand & develop techniques for effective planning & utilizing human resource.
3. Understand the process of job analysis & discuss its importance as a foundation for human resource management practice.
4. Developing understanding about selection & recruitment method & placement of human resources.

#### Competencies

1. Describe the steps required to designing, developing & evaluating employee training program.
2. Analysis of evaluating & managing employee performance.
3. Identify & explain the issues involved in establishing compensation systems.
4. Explain, how legislation impacts human resource management practice.

#### Mindset

1. Understand individual legal obligations as a manager in conforming legal issues that arise in the workplace.
2. Experience & assess the collective bargaining process, including preparation, negotiation & impasse/settlement.
3. Understanding of the labour laws governing organizations & their use in specific context.



## BHA609- HUMAN RESOURCE MANAGEMENT

**Unit 1: INTRODUCTION TO HRM**-HRM as system & as an integrated business process, Emerging strategic HR roles & new challenges for HR & line managers. Human Resource Planning- a) HR concepts b) Critical role of HR c) Process of HR planning & its linkages with corporate strategy d) Job Analysis: Job Description & Job Specification, Competency Based Analysis

**Unit 2: RECRUITMENT & SELECTION**:-a) Understanding concepts, b) Tools & trends in recruitment & selection; c) Understanding recruitment processes & interview techniques. **Performance Management**:-a) Understanding Performance Management & Performance Appraisal Concepts; b) Objectives & methods of Performance & Potential Appraisal; c) Performance Interviews & Counseling Techniques

**Unit 3: REWARD MANAGEMENT**:- a) Job Evaluation techniques) Methods of reward & incentive systems; c) Compensation strategies, Performance based Rewards. **Development & Capability Building**:- a) Understanding Human Resource Development concepts & processes, b) Steps of designing a training programmes; c) Training methods & training evaluation processes

**Unit 4: EMERGING TRENDS IN HRM**; a) Globalization & emerging roles & practices in HRM; b) New trends in career & succession planning; c) Emergence of e-HRM & management of global workforce. **Industrial Relations concepts & contours**; a) Different models & approaches to study IR, b) Actors of IR; c) New trends & challenges in the field of IR. d) Overview of IR in India: Role of Trade Unions – Rationale, background & current status & changing role of trade unions.

**Unit 5: DYNAMICS OF LABOUR MANAGEMENT RELATIONS**;-Concepts of Industrial democracy & workers participation in management. Collective Bargaining. **Legal Framework**: a) Understanding Indian Labour Laws – ID Act, TU Act, & Industrial Employment (Standing Order) Act. b) Grievance management & Discipline & course integration

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## BHA610- APPRECIATION OF CULTURAL DIVERSITY

### 1. Preamble

<b>Course Title</b>	Appreciation of Cultural Diversity
<b>Course Code</b>	BHA610
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30 Class hours

### 2. Course Description

Cultural behavior is end product of millennia of collective wisdom, filtered and passed down through hundreds of generations and translated into hardened, undiscussable core beliefs, values, notions and persistent action patterns. Culture is a largely finite, predictable and enduring phenomenon. A hospitality professional deals with guests from different nationalities. It is important to understand their social and business behavior, values, basic concepts, customs, traditions, preferences, practices, taboos and cultural black holes. This course gives a deep understanding of differences in cultures and gives an insight into classification of cultures by different researchers. This also enables the students to interact guests from different nationalities appreciating their social behavior, values and preferences.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Explain what culture is.
2. Analyze the factors responsible for differences in culture.
3. Distinguish between different categories of culture.
4. Appraise likings, disliking and behavior of different nationalities.

#### Competencies

1. Design the service delivery keeping guest's culture in mind.
2. Interact with the guest considering the cultural differences.
3. Avoid doing anything that may be offensive in some cultures.

#### Mindset

1. Appreciate the differences in different cultures.
2. Acknowledge that different cultures have differences in social behavior.
3. Recognize the importance of cultural sensitivity.



## BHA610- APPRECIATION OF CULTURAL DIVERSITY

<b>Unit 1: UNDERSTANDING CULTURE AND DIVERSITY</b> <ul style="list-style-type: none"><li>• Definitions and concepts: culture, diversity, cultural diversity</li><li>• Significance of cultural diversity in hospitality</li><li>• Stereotypes, biases, and cultural sensitivity</li></ul>
<b>Unit 2: INDIAN CULTURAL AND REGIONAL DIVERSITY</b> <ul style="list-style-type: none"><li>• Major regions, language groups, and religions of India</li><li>• Overview of traditions, values, and customs</li><li>• Major dance forms, music forms and handicrafts</li><li>• Influence of regional cuisines, festivals, and rituals on hospitality</li></ul>
<b>Unit 3: GLOBAL CULTURAL DIVERSITY AND COMMUNICATION</b> <ul style="list-style-type: none"><li>• Introduction to prominent world cultures relevant to hospitality (USA, UK, Japan, Australia, Canada, France and Germany)</li><li>• Comparison with Indian context</li><li>• Fundamentals of cross-cultural communication</li><li>• Overcoming barriers and building intercultural competence</li></ul>
<b>Unit 4: MANAGING DIVERSITY IN HOSPITALITY OPERATIONS</b> <ul style="list-style-type: none"><li>• Culturally sensitive service delivery: etiquette, attire, and traditions</li><li>• Creating inclusive guest experiences</li><li>• Managing multicultural teams and workforce diversity</li><li>• Legal and ethical aspects; dealing with conflict and discrimination</li></ul>
<b>Unit 5: CULTURE, HERITAGE &amp; CONTEMPORARY ISSUES IN TOURISM</b> <ul style="list-style-type: none"><li>• Link between cultural heritage, tourism, and hospitality</li><li>• Presentation and preservation of local and tribal cuisines</li><li>• Organizing culturally sensitive events, festivals, and guest experiences</li><li>• Recent challenges: cultural shock, adaptation, and case studies</li></ul>

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