



Your Dreams Our Goal
POORNIMA
UNIVERSITY

Member of Association of Indian Universities & Approved by UGC (Govt. of India) under 2(f) & 12(B)



**DEPARTMENT OF HOTEL
MANAGEMENT
PROGRAM: B.Sc H&HA**

**SCHEME & SYLLABUS
BOOKLET**

BATCH 2025-2028

SCHEME & SYLLABUS

B.Sc. Hospitality & Hotel Administration

BATCH: 2025-28

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Disclaimer: The scheme, syllabus and other materials published in this booklet may be changed or modified as per the requirement after approval of competent authority. The decision taken by the management of Poornima University will be final and abiding to all.

Student Details

Name of Student:		
Name of Program:		
Semester:	Year:	Batch:
Faculty of:		



Your Dreams Our Goal **POORNIMA** **UNIVERSITY**

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VISION

To be the most admired Hospitality Management Educational Institute for future Aspirants of the Hotel Industry for the service of its stake holders

MISSION

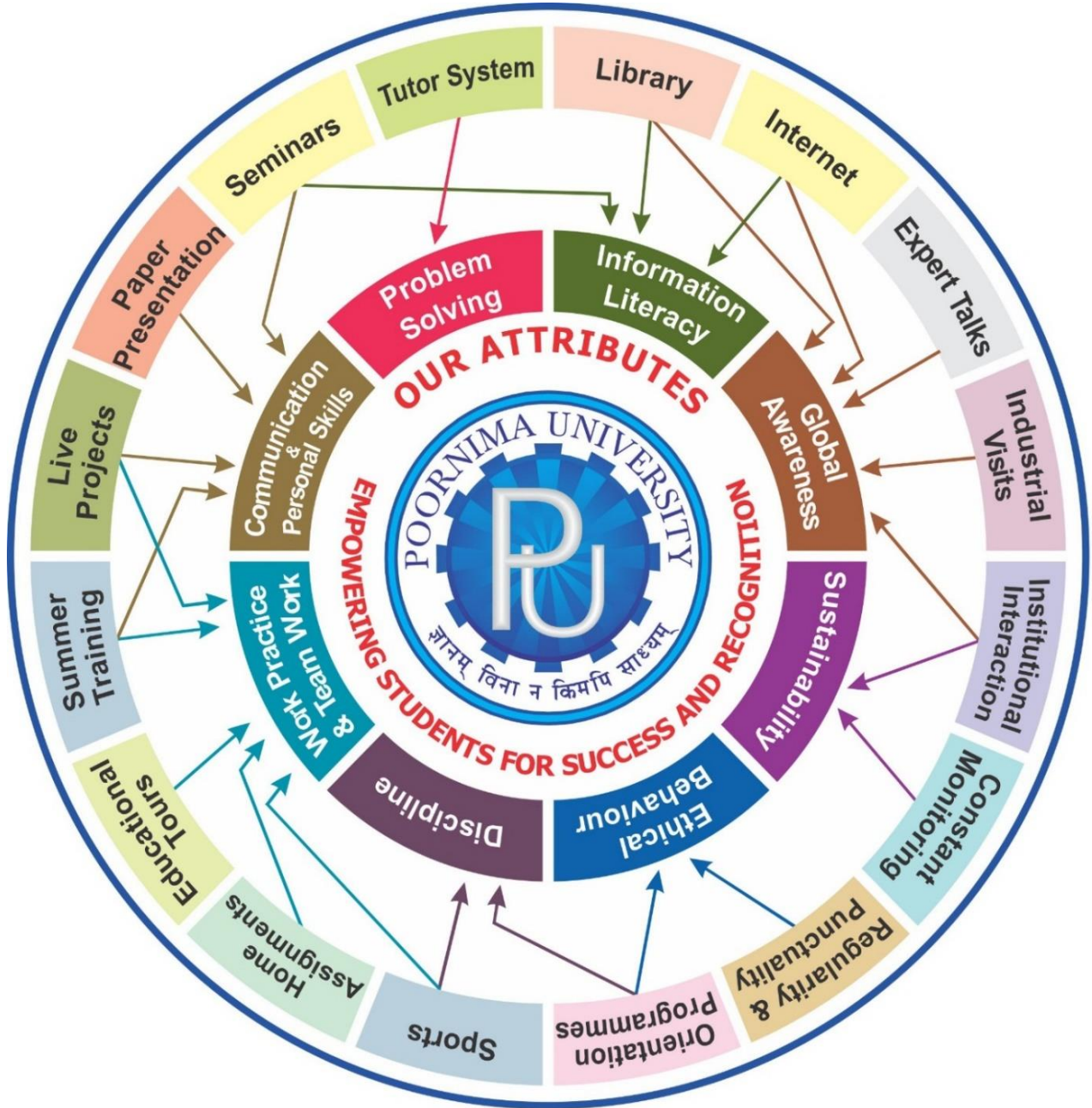
- To Train students so as to develop / acquire professional abilities, attitudes and technical skills within them as per the requirements of Hospitality & Hotel Industry
- To inculcate core values in students to transform them into intellectual Managers and Leaders of Hospitality & Tourism Industry.
- To provide National & International Platforms in students career by providing wide exposure of Service Industry

Quality Policy

To provide Quality Education through Faculty development, updating of facilities and continual improvement meeting University norms and keeping stake holders satisfied.

Knowledge Wheel

At Poornima, the academic atmosphere is a rare blend of modern technical as well as soft skills and traditional systems of learning processes.



About Program and Program Outcomes (PO):

Title of the Programme: Bachelor of Hospitality & Hotel Administration

Nature of the Programme: B.Sc H&HA is Three year full-time Programme.

Program Outcomes (PO) :

Hotel Management Graduates will be able to:

PO 1 - Professional Knowledge:

Exhibit the essential competencies necessary for success in the hospitality sector, including housekeeping, front office operations, food production, food and beverage service, and event management.

PO 2 – Critical Thinking and Problem-Solving:

Demonstrate the ability to analyze and resolve various challenges within the hospitality sector and effectively apply learned solutions to real-world situations.

PO 3 – Insightfulness: Demonstrate the ability to understand and appreciate the perspectives, experiences, and emotions of individuals and groups, fostering a human-centered approach that enhances service and relationships within the hospitality sector.

PO 4 - Innovative:

Exhibit the ability to engage in innovative and imaginative thinking, demonstrating strong interpersonal skills and emotional intelligence.

PO 5 - Communication Proficiency:

Demonstrate proficiency in written, oral, and visual communication, effectively selecting appropriate methods to convey messages to teams, leaders, and the broader community.

PO 6 - Collaboration and Teamwork:

Demonstrate the ability to effectively collaborate and coordinate with diverse teams within the hospitality sector.

PO 7 - Leadership Skills:

Cultivate leadership qualities and abilities to inspire and motivate others, drive change, and guide the team toward achieving the organizational vision.

PO 8 - Self-Directed Learning:

Enhance employability skills and foster a habit of self-directed learning through various available resources, paving the way for lifelong learning.

PO 9 - Technological Competence:

Demonstrate the ability to effectively utilize Information and Communication Technologies (ICT) and the Internet of Things (IoT) to perform a range of operations within the hospitality sector.

Program Educational Objectives (PEOs)

PEO 1: To demonstrate how ongoing training and qualifications help professionals stay up to date with the latest global trends and developments in the hospitality industry.

PEO 2: Encourage smart decision-making, Problem-solving abilities, inventive thinking, and resourcefulness to enhance learning in hotel management.

PEO 3: To evaluate and maintain the highest Integrity-based standards in the hospitality industry.

PEO 4: To apply best practices to foster a positive workplace culture.

PEO 5: To leverage Commercial skills in the hospitality industry to create job opportunities and enhance community well-being.

Program Specific Outcomes (PSO):

PSO1: Skill Development for Hospitality Operations:

Acquire essential skills and competencies across key areas of the hospitality industry, including front office management, housekeeping, food production, and food and beverage service.

PSO 2 - Operational Management and Innovation:

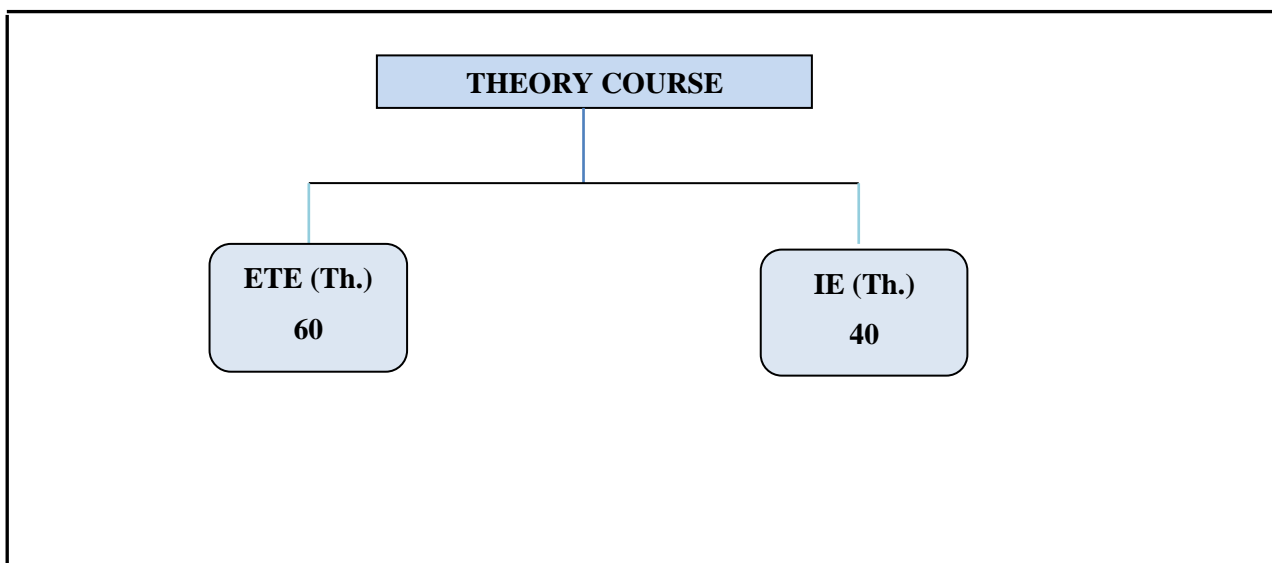
Effectively manage operational systems within the hospitality sector to devise innovative solutions that address industry challenges and enhance service delivery.

PSO 3 - Excellence in Guest Service:

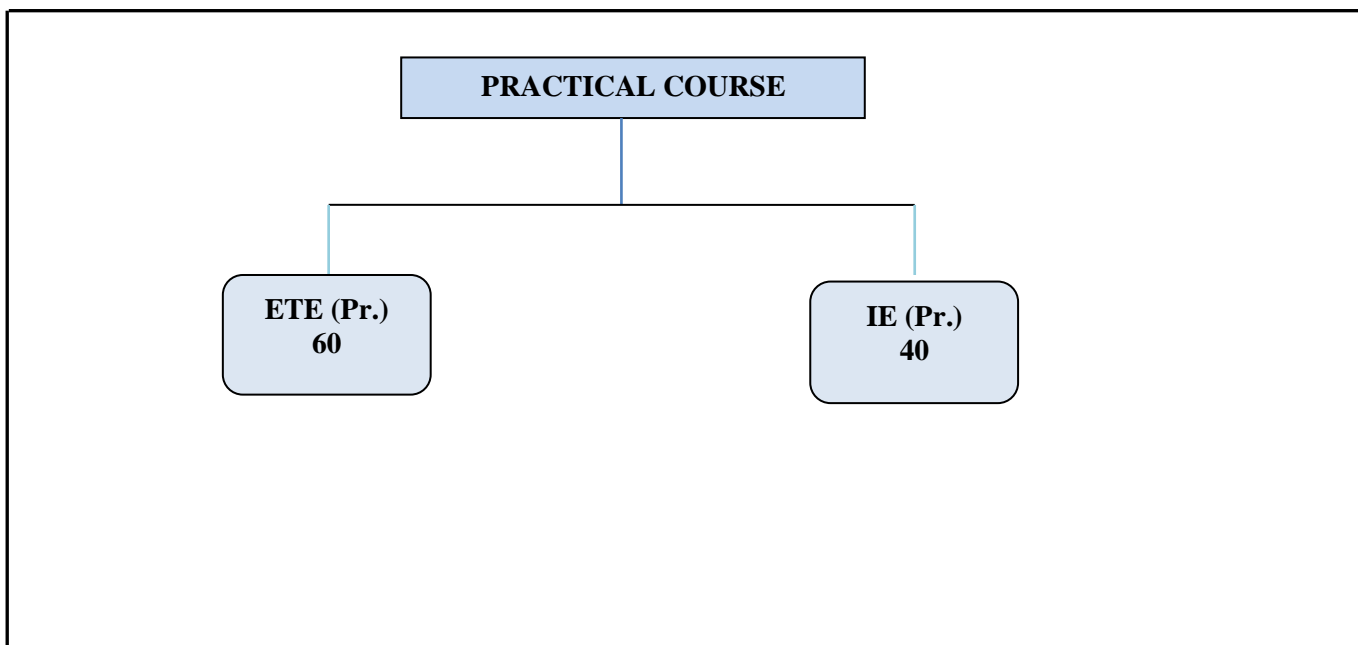
Deliver outstanding guest experiences by implementing best practices in service management, ensuring high standards across diverse hospitality operations.

Examination System:

A. Marks Distribution of Theory Course:



B. Marks Distribution of Practical Course :



Th.: Theory, **Pr. :** Practical, **ETE:** End Term Examination, **IE:** Internal Evaluation,

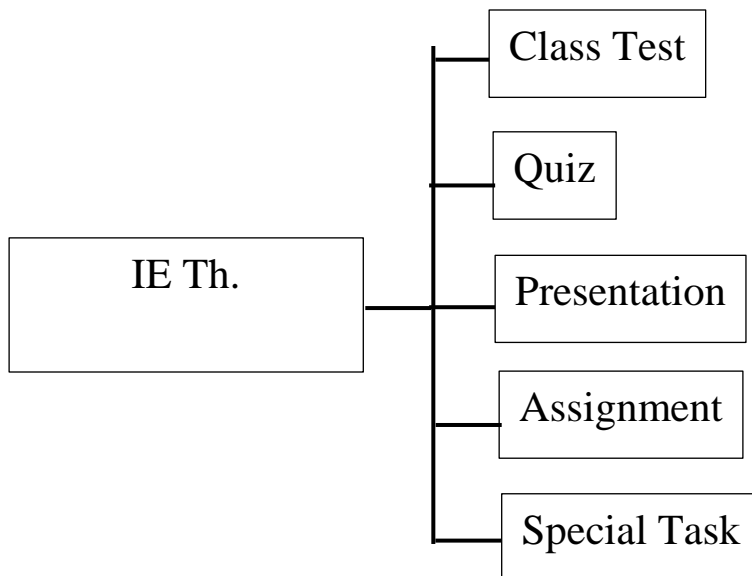
Marks Distribution of Attendance:

Guidelines for Marks Distribution of Attendance Component		
S No.	Total Course Attendance (TCA) range in Percentage	Marks allotted (out of 5)
1	95% ≤ TCA	5
2	90% ≤ TCA < 95%	4
3	85% ≤ TCA < 90%	4
4	80% ≤ TCA < 85%	3
5	70% ≤ TCA < 80%	3
6	60% ≤ TCA < 70%	2
7	50% ≤ TCA < 60%	2
8	40% ≤ TCA < 50%	2
9	30% ≤ TCA < 40%	1
10	20% ≤ TCA < 30%	1
11	TCA < 20%	0

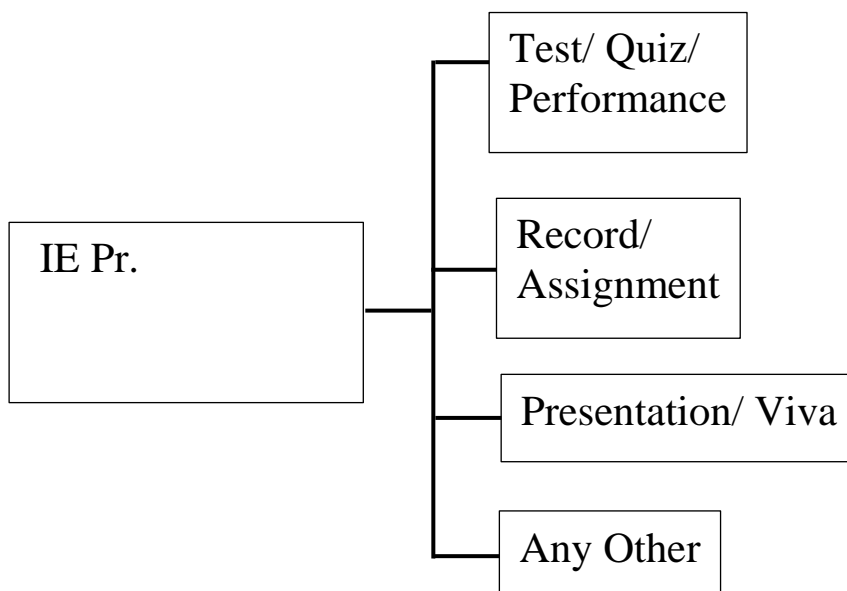
Minimum Passing Percentage in All Exams:

S. No.	Program	Minimum Passing Percentage in All Exam	
		ESE Component	Total Component
1	Course Work for Ph.D Registration	-----	50 %
2	B.Arch.	45 %	50 %
3	MBA, MHA, MPH, MCA, M. Tech., M. Plan. and M. Des.	40 %	40 %
4	B. Tech., B. Des., BCA, B.Sc., BVA, B. Voc., BBA, B.Com., B.A. and Diploma	35 %	40 %
5	B. Sc. (Hospitality & Hotel Administration)	40 % (Theory) & 50 % (Practical)	40 % (Theory) & 50 % (Practical)

Break-up of Internal Exam (Theory):



Break-up of Internal Exam (Practical):



POORNIMA UNIVERSITY								
Faculty of Management & Commerce								
Bachelor of Hospitality & Hotel Administration								
Batch: 2025-28								
Name of Programs :- B.Sc H&HA								
Teaching Scheme for Year I Semester I								
Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	IE	ESE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
BHMCHM1101	Foundation Course in Food Production-I	02	-	-	40	60	100	02
BHMCHM1102	Foundation Course in Food & Beverage Service-I	02	-	-	40	60	100	02
BHMCHM1103	Foundation Course in Rooms Division Operations-I	02	-	-	40	60	100	02
BHMCHM1104 / BHMCHM1105	Customer Relation Management(A) OR Employability Skills (B)	02	-	-	40	60	50	02
BHMCHU1106	Communicative English-I	02	-	-	40	60	100	02
BHMCHU1107	Environmental Studies	02	-	-	40	60	100	02
B.2	Practical							
BHMCHM1201	Foundation Course in Food Production-I	-	-	08	40	60	100	04
BHMCHM1202	Foundation Course in Food & Beverage Service-I	-	-	02	40	60	100	01
BHMCHM1203	Foundation Course in Rooms Division Operations-I	-	-	04	40	60	100	02
BHMCHU1204	Yoga-I	-	-	02	40	60	50	01
	Total	12		16			900	20
	Total Teaching Hours	28						

POORNIMA UNIVERSITY								
Faculty of Management & Commerce								
Bachelor of Hospitality & Hotel Administration								
Batch: 2025-28								
Name of Programs :- B.Sc H&HA								
Teaching Scheme for Year I Semester II								
Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	IE	ESE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
BHMCHM2101	Foundation Course in Food Production-II	02	-	-	40	60	100	02
BHMCHM2102	Foundation Course in Food & Beverage Service-II	02	-	-	40	60	100	02
BHMCHM2103	Foundation Course in Rooms Division Operations-II	02	-	-	40	60	100	02
BHMCHM2104 / BHMCHM2105	Hotel Security OR Sustainable Tourism (02 credits)	02	-	-	40	60	50	02
BHMCHU2106	Communication Skills-II (02 credits)	02	-	-	40	60	100	02
BHMCHM2107	Basics of Tourism (01 credits)	01	-	-	40	60	50	01
B.2	Practical							
BHMCHM1201	Foundation Course in Food Production-II	-	-	08	40	60	100	04
BHMCHM1202	Foundation Course in Food & Beverage Service-II	-	-	02	40	60	100	01
BHMCHM1203	Foundation Course in Rooms Division Operations-II	-	-	04	40	60	100	02
BHMCCE1204	Application of Computers & IT (Pr) (01 credits)	-	-	02	40	60	50	01
BHMCHU1205	Yoga/Stress Management-II (Pr) (01 credit)	-	-	02	40	60	50	01
	Total	11		18			900	20
	Total Teaching Hours	29						

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**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel Administration**

Batch: 2025-28

Name of Programs: B.Sc H&HA

Teaching Scheme for Year II Semester III

Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	IE	ESE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
BHMCHM3101	Indian Culinary Arts	02	-	-	40	60	100	02
BHMCHM3102	Banquet Operations	02	-	-	40	60	100	02
BHMCHM3103	Rooms Division Management-I	02	-	-	40	60	100	02
BHMCHM3104/ BHMCCO3105	Facility Management/ Retail Management	02	-	-	40	60	50	02
BHMCHM3106	Food Science, Nutrition & Hygiene	02	-	-	40	60	100	02
BHMCCO3107	Business Communication	02	-	-	40	60	100	02
BHMCCO3108	Hotel Accounting Skills	02			40	60	100	02
B.2	Practical							
BHMCHM3201	Indian Culinary Arts	-	-	08	40	60	100	04
BHMCHM3202	Banquet Operations	-	-	02	40	60	100	01
BHMCHM3203	Rooms Division Management-I	-	-	02	40	60	100	01
	Total	14		12			1050	20
	Total Teaching Hours	26						

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**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel Administration**

Batch: 2025-28

Name of Programs: B.Sc H&HA

Teaching Scheme for Year II Semester IV

Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	M T E	ETE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
	NIL	-	-	-	-	-	-	
B.2	Practical							
BHMCHM3501/ BHMCHM4501	Industrial Training Feedback Appraisal	-	-	-	-	200	200	12
BHMCHM3502/ BHMCHM4502	Industrial Training Project Report					100	100	08
	Total	-	-	-	-	-	300	20
	Total Teaching Hours	-						

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Name of Programs: B.Sc H&HA

Teaching Scheme for Year III Semester V

Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	IE	ESE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
BHMCHM5101	International Cuisine-I	02	-	-	40	60	100	02
BHMCHM5102	Advance Food & Beverage Management-I	02	-	-	40	60	100	02
BHMCHM5103	Rooms Division Management-II	02	-	-	40	60	100	02
BHMCHM5104	Facility Planning	02	-	-	40	60	100	02
BHMCBE5105	Financial Management	02	-	-	40	60	100	02
BHMCBE5106	Fundamentals of Marketing Skills	02	-	-	40	60	100	02
BHMCBE5107	Fundamentals of Management Skills	02			40	60	100	02
B.2	Practical							
BHMCHM5201	International Cuisine-I	-	-	08	40	60	100	04
BHMCHM5202	Advance Food & Beverage Management-I	-	-	02	40	60	100	01
BHMCHM5203	Rooms Division Management-II	-	-	02	40	60	100	01
	Total	14		12			1000	20
	Total Teaching Hours	26						

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**Faculty of Management & Commerce
Bachelor of Hospitality & Hotel Administration**

Batch: 2025-28

Name of Programs: B.Sc H&HA

Teaching Scheme for Year III Semester VI

Course Code	Course Name	Teaching Scheme (Hrs per Week)			Marks Distribution			Credit
		Lecture (L)	Tutorials (T)	Practical (P)	IE	ESE	Total Marks	
B.	Department Core Courses							
B.1	Theory							
BHMCHM6101	International Cuisine-II	02	-	-	40	60	100	02
BHMCHM6102	Advance Food & Beverage Management-II	02	-	-	40	60	100	02
BHMCHM6103	Revenue Management & AI	02	-	-	40	60	100	02
BHMCCO6104	Entrepreneurship Development	02	-	-	40	60	100	02
BHMCHM6105	Hospitality Law	02	-	-	40	60	100	02
BHMCHM6106	Human Resource Management	02	-	-	40	60	100	02
BHMCCO6107	Appreciation of Cultural Diversity	02			40	60	100	02
B.2	Practical							
BHMCHM6201	International Cuisine-II	-	-	08	40	60	100	04
BHMCHM6202	Advance Food & Beverage Management-II	-	-	02	40	60	100	01
BHMCHM6203	Revenue Management & AI	-	-	02	40	60	100	01
	Total	14		12				
	Total Teaching Hours		26				1000	20

COURSE OUTCOME: Students will be able to:

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

B. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	INTRODUCTION TO COOKERY	30 Hrs.
2.	ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS & OBJECTS OF COOKING FOOD:	
3.	BASIC COOKING PRINCIPLES	
4.	SOUPS & SALADS	
5.	BASIC PRINCIPLES OF BREAD & CAKE MAKING	

C. DETAILED SYLLABUS:

Unit	Unit Details
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
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
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
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
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

D. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
5	Kitchen Equipment and Design	Aggarwal, D.K.	latest	Aman Pub.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will be:

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

A. OUTLINE OF THE COURSE

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1	THE HOTEL & HOSPITALITY INDUSTRY	30 Hrs.
2	DEPARTMENTAL ORGANISATION & STAFFING	
3	F & B SERVICE EQUIPMENT	
4	DINING SERVICES	
5	SALE CONTROL SYSTEM	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	THE HOTEL & CATERING 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
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)
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
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
5.	SALE CONTROL SYSTEM
	KOT/Bill control system b) Making bill c) Cash handling equipment d) Record keeping (Restaurant Cashier)

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
2.	Food and Beverage Service	Cousins, John	latest	Hodder Education
3	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
4	Napkin Folding	Singh, R.K.	latest	Aman Pub.
5	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Important Web Links:				
1	https://www.ihmnotessite.net/			

PART - A

COURSE OUTCOME: The student will be:

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

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY	15 Hrs.
2	CLASSIFICATION OF HOTELS	
3	GUEST CYCLE	
4	ARRIVAL –I	
5	DURING THE STAY	

B. DETAILED SYLLABUS:

Unit No.	Unit Details
1.	INTRODUCTION TO TOURISM, 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)
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.)
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 – Verbal & Written. Amendments &cancellations
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
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

PART – B

COURSE OUTCOME: The student will be:

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

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING	15 Hrs.
2	HOUSEKEEPING DEPARTMENT	
3	PREPARING TO CLEAN	
4	GUEST ROOMS: UPKEEP AND MAINTENANCE	
5	DAILY ROUTINES	

Unit No.	Unit Details
1.	INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING
	Importance, Opportunities and application in the hospitality and allied sectors
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.
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

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
5	DAILY ROUTINES
	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, Suffices, F & B outlets, Institutes, Airports, Railway stations, Metro station & Cruise liners

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Books	Author	Edition	Publication
1.	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2.	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3.	Hotel Front Office Training Manual	Ghosh, Suvradeep Gauranga	latest	Aman
4.	FAQS Front Office	Saxena, Sanjeev Kumar	latest	Aman
5.	Hotel Front Office	Tewari, Jatashankar R	latest	Oxford Higher Edu.
6.	Hotel Housekeeping	Raghubalan, G	latest	Oxford
7.	Hotel House keepings	Andrews, Sudhir	latest	McGraw Hill
8.	The Professional Housekeeper	Sengupta, Pallab	latest	Naman Pub.
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will be:

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

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	DEFINITION OF CUSTOMER	30 Hrs.
2.	SERVICE EXCELLENCE & EXPERIENCE	
3.	DEFINING LOYALTY	
4.	CUSTOMER METRICS	
5.	GUEST CONTACT & CURRENT HOSPITALITY PRACTICE	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	DEFINITION OF CUSTOMER
	Types of Customers, Ownership & Value, Characteristics – Customer Value, Total Cost of Ownership, Philosophy of Guest
2.	SERVICE EXCELLENCE & EXPERIENCE
	Creating standards in services, Benchmarking, Principles of Customer Service, Personalized services & Quality and feedback
3.	DEFINING LOYALTY
	Understanding loyalty segment, Loyalty schemes, Customer retention techniques, creating service excellence
4.	CUSTOMER METRICS
	Uses of customer metrics, Creating Guest Centric system, Emerging trends in guest retention & Creating excellence
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

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Customer Relationship Management	Francis Buttle	2009	Butterworth-Heinemann
2	Customer Relationship Management	Daniel D. Prior, Francis Buttle, Stan Maklan	2023	Routledge
3				
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will be:

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.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	BEHAVIOURAL SKILLS	30 Hrs.
2.	PSYCHOLOGICAL TESTS	
3.	TEAM SKILLS	
4.	TIME MANAGEMENT	
5.	SELECTION PROCESS	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	BEHAVIOURAL SKILLS
	Effective listening, non-verbal communication, Social skills. Paraphrasing, SWOT analysis, Role plays of guest handling. Interpersonal relationships. Cross-cultural communications.
2.	PSYCHOLOGICAL TESTS
	Aptitude and personality assessment, suggestions for improvement. Leadership Skills: Concepts of leadership, leadership styles, insights from great leaders
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
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
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

D. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Employability Skills	David W. G. Hind , Stuart Moss	Old	Business Education Publ.
2	Teaching and Learning Employability Skills in Career and Technical Education	Will Tyson	Latest	Springer International Publishing
3	Employability and Skills Handbook for Tourism, Hospitality and Events Students	Miriam Firth	Latest	Routledge
Important Web Links				
	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student would be:

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

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit (Hours)
1.	FUNDAMENTALS OF COMMUNICATION	30 Hrs.
2.	LISTENING ON THE JOB	
3.	EFFECTIVE SPEAKING	
4.	NON-VERBAL COMMUNICATION	
5.	SPEECH IMPROVEMENT	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	FUNDAMENTALS OF COMMUNICATION
	Need, Purpose, Nature, Models, Barriers to communication & overcoming the barriers
2.	LISTENING ON THE JOB
	Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening & Listening computerization and note taking
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
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.
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

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Professional Communication	Koneru, Aruna	latest	McGraw Hill
2.	Business Communication and Personality Development	Das, Biswajit	latest	Excel Books
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: - Students will have:

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

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES	30 Hrs.
2.	NATURAL RESOURCES	
3.	ECOSYSTEMS	
4.	BIODIVERSITY AND ITS CONSERVATION	
5.	ENVIRONMENTAL POLLUTION DEFINITION	
6.	SOCIAL ISSUES AND THE ENVIRONMENT	
7.	HUMAN POPULATION AND THE ENVIRONMENT	
8.	FIELD WORK	

DETAILED SYLLABUS:

Unit	Unit Details
1.	MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES
	Definition, scope and importance, Need for public awareness.
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. <ul style="list-style-type: none"> • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyles.
3.	ECOSYSTEMS

	<ul style="list-style-type: none"> • 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: - <ol style="list-style-type: none"> a. Forest ecosystem b. Grassland ecosystem c. Desert ecosystem d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)
4.	BIODIVERSITY AND ITS CONSERVATION
	<ul style="list-style-type: none"> • 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.
5.	ENVIRONMENTAL POLLUTION DEFINITION
	<ul style="list-style-type: none"> • Cause, effects and control measures of :- <ol style="list-style-type: none"> 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.
6.	SOCIAL ISSUES AND THE ENVIRONMENT
	<ul style="list-style-type: none"> • 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.
7.	HUMAN POPULATION AND THE ENVIRONMENT
	<ul style="list-style-type: none"> • 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.
8.	FIELD WORK
	<ul style="list-style-type: none"> • 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)

RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Textbook of Environmental Studies for Undergraduate Courses	Erach Bharucha	Old	Universities Press (India) Pvt. Limited
2.	A Textbook of Environmental Studies	Shashi Chawla	Latest	McGraw Hill Education (India) Private Limited
3.	McGraw Hill Education (India) Private Limited	D. K. Asthana	Old	S. Chand Limited

Important Web Links

1.	https://www.ihmnotessite.net/
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COURSE OUTCOMES: The student will be able :

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

B. DETAILED SYLLABUS:

Part A

S.No	Topic	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	60 Hrs.
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 Portuguese, 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 orly, a la anglaise, colbert, meuniere, poached, baked	

Part B

S.No	Topic	Hours
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	60 Hrs.
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), Bavaroise, Diplomat Pudding, Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding	
Total		

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
5	Kitchen Equipment and Design	Aggarwal, D.K.	latest	Aman Pub.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will be :

- A. List the various types of F&B Operations.
- B. Define Various F&B Outlets.
- C. Recall the courses of the French Classical Menu
- D. Memorise the accompaniments of classical dishes.
- E. Translate the basic F&B Terms in French.
- F. List the attributes of a good waiter
- G. Repeat the Do's and Don'ts of telephone handling
- H. Recall difference between the French Classical set up and the Indian cover set up

OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT	30 Hrs.
2	PREPARATION OF SERVICE	
3	APPLICATION OF MENU PLANNING EXERCISE	
4	TABLE LAY-UP & SERVICE	
5	SOCIAL SKILLS	

I. DETAILED SYLLABUS:

Unit	Unit Details
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
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
3.	APPLICATION OF MENU PLANNING EXERCISE
	EXERCISE FRENCH CLASSICAL MENU & INDIAN MENU-Examples from each courses, Cover of each course, Accompaniments
4.	TABLE LAY-UP & SERVICE
	A la carte cover, Table d'hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill
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.

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
2.	Food and Beverage Service	Cousins, John	latest	Hodder Education
3	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
4	Napkin Folding	Singh, R.K.	latest	Aman Pub.
5	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Important Web Links:				
1	https://www.ihmnotessite.net/			

PART A**COURSE OUTCOME:** The student will be:

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

B. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	GROOMING ETIQUETTE	30 Hrs.
2	SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL	
3	APPLICABLE TAXES & CHARGES	
4	RESERVATION PROCEDURES	
5	DURING THE STAY ACTIVITY PROCEDURES	

C. DETAILED SYLLABUS:

Unit	Unit Details
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
2.	SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL
	Job description & Job specifications, Layout of Front Office- FO equipment
3.	APPLICABLE TAXES & CHARGES
	Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS
4.	RESERVATION PROCEDURES
	Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest & room orientation-Check-in procedure, PMS, Formats
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

PART B

COURSE OUTCOME: The student will be:

- A. Elucidate the importance & opportunities of Housekeeping department in Hospitality Industry & allied sector
- B. Describe the attributes of Housekeeping personnel
- C. Determine the role of the pantry and allied functions associated to it
- D. Enumerate on the sequence & procedure of cleaning as per room status
- E. Formulate the daily routine followed by GSA for all shifts
- F. Summarize the application of housekeeping in hospitality section other than hotels
- G. List the inventory maintained in the housekeeping pantry

OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION TO THE MODULE/ ICE BREAKER	30 Hrs.
2	PREPARING TO CLEAN	
3	GUEST ROOM CLEANING	
4	DEMONSTRATION OF ENTIRE SHIFT OPERATION	
5	DEALING WITH SPECIAL SITUATIONS	

DETAILED SYLLABUS:

S. R.	Units
01	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)
02	PREPARING TO CLEAN -setting up of maid's trolley/ caddy different types of pantry and set up
03	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
04	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
05	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.

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3	The Professional Housekeeper	Sengupta, Pallab	latest	Naman Pub.
4	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
5	Basics of Hotel Housekeeping Operations	Ghosh, Suvradeep Gauranga	latest	The Hospitality Press
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student would be:

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

A. OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	INTRODUCTION	30 Hrs.
2	PRAYER	
3	CHALANA KRIYA/LOOSENING PRACTICE	
4	YOGASANA-I	
5	PRANAYAMA	

B. DETAILED SYLLABUS:

S. R.	Units
01	INTRODUCTION : Meaning, History and Development of Yoga, The fundamentals of Yoga, Yogic Practices for Health and Wellness, General guidelines for Yogic Practice.
02	PRAYER Concept and recitation of Pranava:- akara, ukara, makara, bindhu, natham. Cleansing Practice (Technique, Contraindications and Benefits): Kapalabhati
03	CHALANA KRIYA/LOOSENING PRACTICE (Technique, Contraindications and Benefits): Neck Movement (Griva Shakti Vikasaka I, II, III, IV), Shoulder Movement, Bhuja Valli Shakti Vikasaka
04	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
05	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

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Yoga Hotel: Stories	Maura Moynihan		William Morrow Paperbacks
2.	Happy-Go-Yoga: Simple Poses to Relieve Pain, Reduce Stress, and Add Joy	Christine Chen		Hachette Book Group USA
Important Web Links				
1.	https://www.ihmnotessite.net/			

II SEMESTER

Code: BHMCHM2101 FOUNDATION COURSE IN FOOD PRODUCTION-II [LTP: 2-0-0]

COURSE OUTCOMES:-Students will:

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

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	MENU MANAGEMENT	30 Hrs.
2.	MEAT COOKERY	
3.	CONFECTIONERY	
4.	DAIRY PRODUCTS	
5.	BASIC INDIAN COOKERY	

B. DETAILED SYLLABUS:

Unit	Unit Details
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
2	MEAT COOKERY
	a) Composition, structure and basic quality factors b) Cuts of Meat c) Variety meats (offals) Poultry. RICE, CEREALS & PULSES- a) Introduction b) Classification and identification c) Cooking of rice, cereals and pulses, d) Varieties of rice and other cereals
3	CONFECTIONERY
	a) Flour Based b) Sugar Based c) Pie Doughs d) Basic Pastries e) Shortcrust, Laminated, Choux, Danish f) Meringue
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
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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will:

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

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	NON – ALCOHOLIC BEVERAGES	30 Hrs.
2.	EXECUTIVE BAR	
3.	WINES	
4.	BEER	
5.	APERITIF	

B. DETAILED SYLLABUS:

Unit	Unit Details
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
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
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
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

5	APERITIF
	<p>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)</p>

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Service	Cousins, John	latest	Hodder Education
2	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
3	Napkin Folding	Singh, R.K.	latest	Aman Pub.
4	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Important Web Links:				
1	https://www.ihmnotessite.net/			

PART A**COURSE OUTCOME:** Students will have

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.

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	GUEST ACCOUNTING, FUNDAMENTALS	15 Hrs.
2	DEPARTURE	
3	POST DEPARTURE	
4	SITUATION HANDLING	
5	MIS-	

B. DETAILED SYLLABUS:

Unit	Unit Details
1	GUEST ACCOUNTING, FUNDAMENTALS
	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
2	DEPARTURE
	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.
3	POST DEPARTURE
	Unpaid account balances, Account collection, Account ageing & Record generation. NIGHT AUDIT –Importance, Role of night auditor & The night audit procedure
4.	POST DEPARTURE
	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
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)
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PART B

COURSE OUTCOME: Students will have

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

OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1	PUBLIC AREA	15 Hrs.
2	CONTROL DESK	
3	FABRIC CARE OPERATIONS	
4	STAIN REMOVAL	
5	HORTICULTURE	

C. DETAILED SYLLABUS:

Unit	Unit Details
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
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
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
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)
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

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Books	Author	Edition	Publication
1.	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2.	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3.	Hotel Front Office Training Manual	Ghosh, Suvradeep Gauranga	latest	Aman
4.	Hotel Housekeeping	Raghubalan, G	latest	Oxford
5.	Hotel House keepings	Andrews, Sudhir	latest	McGraw Hill
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: students will be able to-

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.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the Unit	Time required for the Unit(Hours)
1.	SECURITY & SAFETY	30 Hrs.
2.	SECURITY HIERARCHY	
3.	SECURITY PROCEDURES & PROTOCOLS	
4.	KEY CONTROL PROCEDURE	
5.	COMPREHENSIVE EMERGENCY	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	SECURITY & SAFETY
	Definition, Differentiation between safety & security, Potential threats to the guests, employees & property & Importance & advantages of security
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
3.	SECURITY PROCEDURES & PROTOCOLS DEPARTMENT
	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 liasoning
4.	KEY CONTROL PROCEDURE
	Various kinds of locks, Types of keys & Key control procedure
5.	COMPREHENSIVE EMERGENCY
	Terror Attack Bomb Threat, Theft/Fraud, Natural Disaster, Accident, Murder, Handling sickness/Injuries/Death & Cyber Crime

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1	Hospitality Security	Darrell Clifton	Old	CRC Press
2	Hotel Security	Harold F. Smith	Old	C.C. Thomas
3	Safety and Security in Hotels and Home Sharing	Chelsea A. Binns , Robin J. Kempf	Latest	Springer International Publishing
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be able to-

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

A. OUTLINE OF THE COURSE

Unit No.	Title of the unit	Time required for the
1.	INTRODUCTION TO SUSTAINABLE TOURISM	30 Hrs.
2.	ROLE OF SUSTAINABILITY IN HOSPITALITY INDUSTRY	
3.	SOCIO-ECONOMIC IMPACTS	
4.	ENVIRONMENTAL IMPACTS	
5.	DIFFERENT ENVIRONMENTAL ACCREDITATION CERTIFICATES FOR HOTELS/RESTAURANTS	

B. DETAILED SYLLABUS:

Unit	Unit Details
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
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)
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)
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)
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)

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Sustainable Tourism: Principles, Contexts and Practices	Dr. David A. Fennell, Prof. Chris Cooper	Latest	Channel View Publications, 2020
2	Sustainable Tourism: A Global Perspective	Rob Harris, Tony Griffin, Peter Williams	Old	Elsevier Science & Technology Books, 2002
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able to:-

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

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit
1.	LISTENING	30 Hrs.
2.	THE PRONUNCIATION	
3.	READING SKILLS	
4.	BASIC GRAMMAR	
5.	WORDS & PHRASES	

B. DETAILED SYLLABUS:

Unit	Unit Details
1.	LISTENING
	Listening to texts, listening to CDs, Trials of a good listener
2.	THE PRONUNCIATION
	Phonetic Symbols consonants & Vowels with illustrations in use. Listening & Comprehension: Interpretation of texts based on the question-answer. Interaction among students
3.	READING SKILLS
	Techniques of reading. Reading comprehension of unseen pages, Identifying the context & the central idea. Vocabulary & word formation: From different texts & dictionary.
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.
5.	WORDS & PHRASES
	used for conversation: Making statements, questions, order & suggestions – denying – rejecting-disagreeing-possibility-ability, permission, obligations, etc. (Dialogues, Public speech & Telephonic Conversation)

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Communication	Koneru, Aruna	latest	McGraw Hill
2.	Business Communication and Personality Development	Das, Biswajit	latest	Excel Books
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: students will -

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.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO TOURISM	15 Hrs.
2.	TRAVEL MOTIVATORS AND TOURISM PRODUCT	
3.	IMPACT OF TOURISM AND MAINTAINING SUSTAINABILITY	
4.	HOSPITALITY INDUSTRY	

B. DETAILED SYLLABUS:

Unit	Unit Details
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)
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
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

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.

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Basics of Tourism: Theory, Operation and Practice	Krishan K Kamra and Mohinder Chand	Old	Kanishka Publishers, Distributors
2.	Fundamental Of Tourism And Travel	L.K. Singh	Old	Isha Books
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES:-Students will:

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

A. DETAILED SYLLABUS:

S.No	Tonic (Part A)	
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	30 Hrs.
2	IDENTIFICATION, SELECTION AND PROCESSING of Meat and poultry, Slaughtering and dressing	
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	
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	
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	

S.No	Topic (Part B)	
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)	30 Hrs.
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	
3	COLD SWEET- Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse Lemon soufflé	
4	HOT SWEET- Bread & butter pudding, Caramel custard, Albert pudding Christmas pudding	
5	INDIAN SWEETS- Simple ones such as chicoti, gajjar halwa, kheer	

B. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1	Basic Food Preparation	Raina, Usha	latest	Oriental black Swan
2	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
3	Modern Cookery	Philip, Thangam E	latest	Orient Blackswan
4	Theory of Cookery	Krishna, Arora	latest	Macmillan Edu.
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student will:

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

A. DETAILED SYLLABUS:

S.No	Topic	Hours
01	Tea/ Coffee/ other non-alcoholic beverages preparation & service	30
02	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)	Hrs.
03	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	
04	SERVICE OF APERETIF, 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	
05	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	

B. RECOMMENDED STUDYMATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Service	Cousins, John	latest	Hodder Education
2	An Introduction to Food Beverage Studies	Magris, Marzia	latest	Global Books
3	Napkin Folding	Singh, R.K.	latest	Aman Pub.
4	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Important Web Links:				
1	https://www.ihmnotessite.net/			

PART – A

COURSE OUTCOME: Students will have

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.

B. DETAILED SYLLABUS:

S.No.	Topic
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

PART – B

COURSE OUTCOME: Students will have

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

DETAILED SYLLABUS:

S.No.	Topic
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

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Books	Author	Edition	Publication
1.	Front Office Management	Bhatnagar, S.K.	latest	The Hospitality Press
2.	Hotel Front Office	Andrews, Sudhir	latest	McGraw Hill
3.	Hotel Front Office Training Manual	Ghosh, Suvradeep Gauranga	latest	Aman
4.	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
5.	Basics of Hotel Housekeeping Operations	Ghosh, Suvradeep Gauranga	latest	The Hospitality Press
Important Web Links				
1	https://www.ihmnotessite.net/			

COURSE OUTCOME: students will be able to-

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.

A. DETAILED SYLLABUS:

S.No.	Topic	Hours
UNIT 1	COMPUTING	30 Hrs.
	<p>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.</p> <p>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.</p> <p>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</p>	
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	

	<p>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.</p> <p>Canva software- Using design tool, Making logo/poster/certificate and banners etc, Making Presentation</p>
UNIT 4	SPREADSHEET BASICS
	<p>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</p>
UNIT 5	SPREADSHEET PROJECTS
	<p>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.</p> <p>New Trends- Introduction to Artificial Intelligence, Data Mining, ChatGPT, Brad AI</p>

B. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Computers in Hotels	Seal, Partho Pratim	latest	Oxford
2.	Computer Fundamentals	Ram, B	latest	Newage Int. Pub.
3.	A Textbook of computers for Hotel management	Sharma, Sonia Rahul	latest	Aman Pub.
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOME: The student would be:

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

OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit (Hours)
1	Recap of Yoga-1	30 Hrs.
2	Chalana Kriya/Loosening Practice	
3	Yogasana-II	
4	Pranayama	
5	Dhyana	

D. DETAILED SYLLABUS:

S. R.	Units
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):- Anulmoa Viloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka) & Bhramari (without Kumbhaka)
Unit 5:	Dhyana (Technique and Benefits): Body Awareness, Breath Awareness & Yoga Nidra

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Yoga Hotel: Stories	Maura Moynihan		William Morrow Paperbacks
2.	Happy-Go-Yoga: Simple Poses to Relieve Pain, Reduce Stress, and Add Joy	Christine Chen		Hachette Book Group USA
Important Web Links				
1.	https://www.ihmnotessite.net/			

III SEMSTER

Code: BHMCHM3101 INDIAN CULINARY ARTS

[LTP: 2-0-0]

COURSE OUTCOMES: students will have

1. Recognize the various equipment used in bulk kitchen/ volume feeding
2. State the applicable food laws and regulations for bulk cooking.
3. Develop expertise in indenting and menu planning for volume cooking
4. Design special menus for different festivals of India
5. Promote special Tribal and Community Cuisines of India.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit (Hours)
1.	CATERING TO LARGE NUMBERS	30 Hrs.
2.	VOLUME CATERING	
3.	EMERGING CATERING TRENDS	
4.	REGIONAL INDIAN CUISINE	
5.	INDIAN FESTIVALS & BEYOND	

B. DETAILED SYLLABUS:

Unit	Unit Details
	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, Orrisa, 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.

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
2.	Prashad Cooking with Indian Masters	Kalra, J Inder Singh	latest	Allied Pub.
3.	Simplifying Indian Cuisine	Singh, Shakesh	latest	Aman Pub.
4.	The Indian Culinary Repertory	Mangal, Rakesh	latest	Naman Pub.
5.	Quality Food Production Operation and Indian Cuisine	Bali, Parvinder	latest	Oxford University
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be able-

1. Explain various types of banquets.
2. List various types of Guéridon trolleys.
3. Assess the advantages and disadvantages of Guéridon Service.
4. Prepare duty roster for institutional events.
5. Plan staff requirements for various F&B outlets end events.

Acknowledge the old/ new world wine

Aware of uses about various liqueurs and other compound beverages

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time require for unit
1.	PLANNING & OPERATING VARIOUS F&B OUTLETS	30 Hrs.
2.	BUFFET/ PARTY CATERING	
3.	BANQUET	
4.	ROOM SERVICE	
5.	GUÉRIDON SERVICE & SPECIALIZED SERVICE	

B. DETAILED SYLLABUS:

Unit	Unit Details
	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
	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

<p>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</p>

C. RECOMMENDED STUDYMATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	World Atlas of Wine	Johnson, Hugh	latest	Mitchell Beazley
2.	Food and Wine Tourism	Croce, Erica	latest	CABI
3.	The Beverage Manager's Guide to Wines , Beers, and Spirits	Laloganes, John Peter	latest	Pearson
4.	Simplified Alcoholic Beverages	Gupta, Suyasha	latest	Unistar
5.	Academic Dictionary of Food and Beverages	Krishan, J.K.	latest	Isha Books
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: The students will be able to:

1. Explain the need for management functions.
2. Discuss the supervisory inspection process in Housekeeping.
3. Predict room availability with the statistical data (short and long-term forecasting).
4. Create customer loyalty by practicing strategies.
5. Acknowledge the importance of Housekeeping supervisory procedures.

A. OUTLINE OF THE COURSE:

UNIT NO.	UNIT NAME	HOURS
1	MANAGEMENT FUNCTIONS	15 Hrs.
2	BUDGETING	
3	EVALUATING FRONT OFFICE OPERATIONS	
4	SUPERVISION IN HOUSEKEEPING	
5	MANAGING RELATIONSHIP AND BUILDING LOYALTY	

B. DETAILED SYLLABUS:

Unit	Unit Details
	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

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Checkin Checkout	Ghosh, Suvradeep Gauranga	latest	Aman Pub.
2.	Front Office Management	Bhatnagar, S.K.	latest	Frank Bros and company
3.	Hotel Front Office Management	Bardi, James A	latest	Wiley Pub.
4.	Industrial Laundry	Rastogi, Meenakshi	latest	Sonali Pub.
5.	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able to-

1. Explain the role and importance of facility management.
2. Design Safety inspection checklist.
3. Monitor the safety and security of a building.
4. Response to any security threat or emergency.
5. Update the latest building safety and security equipment and technologies at the workplace.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	MANAGEMENT FUNCTIONS	30 Hrs.
2.	BUDGETING	
3.	EVALUATING FRONT OFFICE OPERATIONS	
4.	SUPERVISION IN HOUSEKEEPING	
5.	MANAGING RELATIONSHIP AND BUILDING	

B. DETAILED SYLLABUS:

Unit	Unit Details
	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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	The Facility Management	<u>David G. COTTS</u>		AMACOM
2.	Facility Management: Indian & Global	<u>Ar Pallavi Patil</u>	2021	Notion Press
3.				
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Students will be able-

1. Define retail management.
2. Explain the principles of retail management.
3. Identify various factors in store layout.
4. Resolve customer complaints.
5. Appreciate the importance of marketing and promotion in retail management.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO RETAIL MANAGEMENT	30 Hrs.
2.	INTRODUCTION TO RETAIL MANAGEMENT	
3.	STORE LAYOUT	
4.	PRICING STRATEGY	
5.	CASH MANAGEMENT	

B. DETAILED SYLLABUS:

S.No.	Topic
	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: C- 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 Change 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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Retail Management: Text	U.C. Mathur	2019	Paperback
2.	Retail Management: Text	U.C. Mathur		I K International Publishing House
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be able-

1. Describe storage conditions for food.
2. Elaborate on the hygiene aspects.
3. Explain the concepts of nutrition.
4. Describe different nutrients, their sources & daily intake.
5. Advocate good hygiene practices to avoid the risks associated with unsafe food.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	DEFINITION AND SCOPE OF FOOD SCIENCE	30 Hrs.
2.	FOOD AND NUTRITION	
3.	FOOD HYGIENE, QUALITY ASSURANCE & FSSAI	
4.	FOOD MICROBIOLOGY	
5.	CONSERVING NUTRIENTS FOR FOOD SERVICE OPERATIONS	

B. DETAILED SYLLABUS:

S.No.	Topic
	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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Modern Food Microbiology	Jay.J	latest	Springer-Verlag New York Inc
2.	Food Microbiology	Frazier and Westhoff	latest	Royal Society of Chemistry
3.	Food Safety	Bhat & Rao	latest	Maxford Books
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: students will be -

1. Write different types of official letters.
2. Enlist the selection criteria for technology-based communication tools.
3. Develop written communication skills.
4. Prepare and present a formal business report.
5. Promote effective use of oral and written communication at the workplace.

A. OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit(Hours)
1.	ORGANIZATIONAL COMMUNICATION	30 Hrs.
2.	EFFECTIVE WRITING	
3.	BUSINESS CORRESPONDENCE	
4.	BUSINESS REPORTS & RÉSUMÉ WRITING	
5.	TECHNOLOGY-ENABLED BUSINESS COMMUNICATION	

B. DETAILED SYLLABUS:

S.No.	Topic
01	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
02	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)
03	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
04	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

05	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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A. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	BUSINESS COMMUNICATION	Dr. Seema Zagade	1 st	Paperback
2.	BUSINESS COMMUNICATION	<u>Dr.Ramesh R Kulkarni</u>	1 st	Notion Press
3.				
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Student will be able to:

1. Define and classify Accounting.
2. Explain the Double entry system.
3. Explain uniform system of accounts for hotels.
4. Prepare a financial statement.
5. Advocate the importance of good accounting practices.

A. OUTLINE OF THE COURSE:

Unit	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO ACCOUNTING	30 Hrs.
2.	JOURNAL & LEDGER	
3.	TRIAL BALANCE	
4.	FINANCIAL STATEMENTS	
5.	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS	

B. DETAILED SYLLABUS:

S.No.	Topic
01	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
02	Unit 2: JOURNAL & LEDGER- Journal: a) Meaning b) Format of Journal c) Advantages d) Practicals Ledger: a) Meaning b) Format c) Posting d) Practicals
03	Unit 3: TRIAL BALANCE- a) Meaning b) Objectives c) Advantages & Limitations Practicals a) Capital and revenue expenditure b) Meaning and examples c) Distinctions
04	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
05	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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Hotel Accounting: Systems	Ratandeep Singh		Kanishka Publishing House
2.	Textbook of Hotel Accounting	Arora		Cyber Tech Publications
3.				

Important Web Links

1.	https://www.ihmnotessite.net/
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COURSE OUTCOMES: students will have

1. Recognize the various equipment used in bulk kitchen/ volume feeding
2. State the applicable food laws and regulations for bulk cooking.
3. Develop expertise in indenting and menu planning for volume cooking
4. Design special menus for different festivals of India
5. Promote special Tribal and Community Cuisines of India.

i. DETAILED SYLLABUS**Unit 1: CUISINE OF NORTH INDIA**

MENU-1 Sarson da saag Makki ki roti Kadhi pakora Jeera Rice Sooji Halwa	MENU-2 Amritsari Macchi Rajma Aloo Gobhi Boiled Rice Boondi ka raita Gulab Jamun	MENU-3 Tandoori Chicken Dal Makhani Matar Paneer Vegetable Pulao Sewaiyan	MENU-4 Choley Bhaturey Paneer butter masala Matar Pulao Roh di Kheer
MENU-5 Lal Maas Gatte ki sabzi Ker Sangri Boiled Rice Missi Roti Moong Daal Halwa	MENU-6 Safed Maas Dal Bati Churma Gawar ki phalli dry Ghewar	MENU-7 Shammi kebab Mutton Rizala Paneer Pasanda Pulao Muzzafar	MENU-8 Galouti Kabab Ghost Do Piyaza Navarattan Korma Pulao Warqi Paratha Zarda
MENU-9 Main Meals: Tabak Maaz, Dhaniwal Korma, Gushtaba, Rista, Al Yakhni, Haaq Breads: Bakarkhani, Roth, Sheermaal Desserts: Phirni, Shufta, Halwa Chutney: Mujj Chatin	MENU-10 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 raita, 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

MENU-1 Macher Jhol Aloo Posto Bhaaja Mooger daal Ghee Bhaat Mishti Doi Rasogulla	MENU-2 Doi Mach Channa daal Lucchi Baigun Bhaja Bhaat Tomator Chatni Sondesh
MENU-3 Champaran Mutton Litti Chokha Sattu ka paranthan Balushai	MENU-4 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

A. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Food Production Operations	Bali, Parvinder S	latest	Oxford Pub.
2.	Prashad Cooking with Indian Masters	Kalra, J Inder Singh	latest	Allied Pub.
3.	Simplifying Indian Cuisine	Singh, Shakesh	latest	Aman Pub.
4.	The Indian Culinary Repertory	Mangal, Rakesh	latest	Naman Pub.
5.	Quality Food Production Operation and Indian Cuisine	Bali, Parvinder	latest	Oxford University
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSEOUTCOMES: Students will be able-

1. Explain various types of banquets.
2. List various types of Guéridon trolleys.
3. Assess the advantages and disadvantages of Guéridon Service.
4. Prepare duty roster for institutional events.
5. Plan staff requirements for various F&B outlets end events.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	PLANNING AND ORGANIZING SMALL EVENTS	30 Hrs.
2.	RESTAURANT/ BANQUET SETUP	
3.	BUFFET ARRANGEMENT	
4.	ROOM SERVICE	
5.	GUÉRIDON SERVICE / LIVE COUNTER	

B. DETAILED SYLLABUS:

S.No	Topic
01	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
02	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
03	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
04	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

05	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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C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	World Atlas of Wine	Johnson, Hugh	latest	Mitchell Beazley
2.	Food and Wine Tourism	Croce, Erica	latest	CABI
3.	The Beverage Manager's Guide to Wines , Beers, and Spirits	Laloganes, John Peter	latest	Pearson
4.	Simplified Alcoholic Beverages	Gupta, Suyasha	latest	Unistar
5.	Academic Dictionary of Food and Beverages	Krishan, J.K.	latest	Isha Books
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: The students will be able to:

1. Explain the need for management functions.
2. Discuss the supervisory inspection process in Housekeeping.
3. Predict room availability with the statistical data (short and long-term forecasting).
4. Create customer loyalty by practicing strategies.
5. Acknowledge the importance of Housekeeping supervisory procedures.

DETAILED SYLLABUS:

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

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Checkin Checkout	Ghosh, Suvradeep Gauranga	latest	Aman Pub.
2.	Front Office Management	Bhatnagar, S.K.	latest	Frank Bros and company
3.	Housekeeping For All	Mehrotra, Rajiv	latest	Aman Pub.
4.	Hotel Housekeeping	Raghubalan, G	latest	Oxford
5.	Hotel Housekeeping Management and Operations	Andrews, Sudhir	latest	McGraw Hill
Important Web Links				
1.	https://www.ihmnotessite.net/			

COURSE OUTCOMES: Industrial training will

1. Provide the students the feel of actual operations and environment and to gain knowledge and skills which in turn will motivate develop and built the confidence of the students
2. Also provides the students basis to identify their area of interest
3. Explore new job opportunities offered by hotels and the tourism sector.

Detailed Information:-

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.

Industrial Training

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				
	5	4	3	2	1
1. Personal Grooming Clean uniform, Personal hygiene, Dental care, Skin care, Nail care & Hair care	5	4	3	2	1
2. Punctuality & Attendance Attends assigned tasks on time, Consistent in showing up on scheduled shifts	5	4	3	2	1
3. Oral Communication Interacts positively with staff and guests, Always mindful in choice of words and language at the workplace	5	4	3	2	1
4. Non-verbal Communication Display confident body language, Keeps pleasing facial expressions, Maintains eye contact during interactions, Attentive listener	5	4	3	2	1
5. Written Communication 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
6. Cross-Cultural Communication	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					
7. Accountability Honest and strong moral values, Takes responsibility at work, Admits mistakes if committed, Positively handles any adverse situation	5	4	3	2	1
8. Etiquettes & Manners Use proper greetings, Talk politely, display self-control and good faith behaviour & help others	5	4	3	2	1
9. Technology Acumen Able to work on computers and departmental software applications, Understand, analyze & interpret department data and generate reports	5	4	3	2	1
10. Department Oriented Skills 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: _____

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	FP	HK	FO	Grade obtained / Total Marks
	Maximum Grade (5)	Maximum Grade (5)	Maximum Grade (5)	Maximum Grade (5)	(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: _____			

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	

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

V SEMESTER

Code: BHMCHM5101

INTERNATIONAL CUISINE- I

[LTP:2-0-0]

COURSEOUTCOMES: Students will be able-

1. Analyze flour treatments and their impact on dough quality
2. Elaborate the importance and uses of different tools and specific techniques involved.
3. Plan the menu from the respective cuisines without losing its main attributes.
4. Develop advanced skills through hands-on practice and operational training.
5. Develop deep sentiment related the historic and philosophical roots of each cuisine

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO CHINESE CUISINE	30
2.	INTRODUCTION TO JAPANESE CUISINE	
3.	INTRODUCTION TO THAI CUISINE	
4.	FLOUR AND DOUGH ADDITIVES AND TREATMENTS	
5.	BAKERY PRODUCTS- FAULTS AND REMEDIES	

B. DETAILED SYLLABUS:

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

C. RECOMMENDED STUDYMATERIAL:

Sr.No	ReferenceBook	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to gar de manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.
Websites				
https://www.ihmnotessite.net/				

COURSE OURSEOUTCOMES: Students will be able-

1. Define cost, describe elements of cost and classify cost.
2. Describe the importance of beverage and forecasting control.
3. Prepare the staffing guidelines, prepare work schedules and analyze labour cost.
4. Organize MICE and special events.
5. Plan, organize, and execute hospitality events with financial and operational precision.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	REVENUE CONTROL	30
2.	FOOD & BEVERAGE CONTROL	
3.	SALES/ REVENUE / BUDGET CONTROL SYSTEM	
4.	EVENT MANAGMENTEVENT MANAGMENTT	
5.	BREAK EVEN ANALYSIS	

B. DETAILED SYLLABUS:

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

C. RECOMMENDED STUDYMATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Food and Beverage Management & Cost Control	Kant, Jay Prakash	latest	Aman Pub.
3.	Banquet Management & Room Division	Aggarwal, D.K.	latest	Aman Pub.
4.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-

1. Illustrate the importance of Inventory management.
2. Discuss various sustainable practices with respect to waste management and energy consumption.
3. Draw various inventory formats, indent format.
4. Draw to the scale guestrooms and sub department layouts.
5. Develop interest in interior decoration by understanding the impact of colours, furniture placement, and renovation processes.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	PLANNING & ORGANIZING THE HOUSE KEEPING DEPARTMENT OFFICE OPERATIONS	30
2.	INTRODUCTION TO INTERIOR DECORATION	
3.	STORE MANAGEMENT & CONTRACT MANAGEMENT	
4.	HOTEL MAINTENANCE	
5.	HOTEL BUILDING SYSTEMS	

B.DETAILED SYLLABUS:

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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Housekeeping Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Hotel Housekeeping Necessary Features	Gusain, K. S.	latest	Cyber Tech.Pub.
3.	Personality & Body Language for the Hospitality Professionals	Aggarwal, Neeraj	latest	Aman Publication
4.	First Aid Manual	Andrews	latest	DK
5.	Hotel Maintenance: security safety and first aid	Deshmuh, Suwarna	latest	Naman Pub.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to –

1. Explain the key Design, Layout and planning considerations in a hotel.
2. Identify the appropriate equipment in F & B, House Keeping and other departments.
3. Discuss the Project Management and network analysis.
4. Prepare & explain blue prints of F & B outlets, House Keeping & Front Office areas.
5. Clarifying the procedure seeking Licenses and hotel Classification.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	HOTEL STAR CLASSIFICATION AND GUIDELINES	30
2.	HOTEL DESIGN	
3.	DESIGNING AND PLANNING OF ROOMS DIVISION	
4.	DESIGNING AND PLANNING OF FOOD & BEVERAGE	
5.	DESIGNING AND PLANNING OF FOOD PRODUCTION	

B. DETAILED SYLLABUS:

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, panty 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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Hotel Facility Planning	Bansal, Tarun	latest	Oxford
2.	Environmental and Facilities Planning in Hotel Industry	Singh, D.K.	latest	Naman Pub.
3.	Human Resource Planning	Bhattacharyya, Dipak Kumar	latest	Excel Books

Websites

<https://www.ihmnotessite.net/>

COURSE OUTCOMES: Students will be able to

1. Understand cash flow and net working capital.
2. Explain Credit policies, Risk assessment and collection strategies.
3. Maintain inventory control.
4. Apply short-term financial planning techniques to optimize cash flow and working capital.
5. Evaluate financing decisions and risk analysis methods to enhance business sustainability

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	SHORT-TERM FINANCING AND PLANNING	30
2.	CASH AND INVENTORY MANAGEMENT & RECEIVABLES MANAGEMENT	
3.	FINANCING DECISIONS, RISK ANALYSIS AND CAPITAL BUDGETING	
4.	VALUATION OF A HOSPITALITY FIRM/ CORPORATION	
5.	INORGANIC GROWTH, DIVIDENDS AND OTHER PAYOUTS	

B. DETAILED SYLLABUS:

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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Principles of Management for the Hospitality Industry	Tesone, Dona	latest	Routledge
2.	Financial management: : text, problems and cases	Khan, M. Y.	latest	Aman
3.	Financial Management in Hotels	Singh, D.K.	latest	Aman
4.	Hotel Finance	Iyengar, Anand	latest	Oxford

Websites

<https://www.ihmnotessite.net/>

COURSEOUTCOMES: Students will be able to:

1. Define and illustrate the scope of marketing.
2. Explain traditional and modern marketing approaches.
3. Design and host company website for product marketing.
4. Implement data driven marketing decision.
5. Analyze the market environment using strategic tools.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO MARKETING	30
2.	MARKETING ENVIRONMENT	
3.	SCANNING THE MARKET ENVIRONMENT	
4.	CONSUMER PRODUCT ACQUISITION PROCESS	
5.	DIGITAL MARKETING PAYOUTS	

B. DETAILED SYLLABUS:

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

RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Fundamentals of Marketing	<u>M.S. Raju</u>	2008	Excel Books
2.	Fundamentals of Marketing	Marilyn A. Stone	1st	Routledge
3.				
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Student will be able to:

1. Define the concept of management.
2. Illustrate the organizational design application.
3. Analyze the leadership function, recognizing leadership as the relationship between a supervisor and subordinates in an organizational environment.
4. Discuss the impact of productivity on corporate and managerial success.
5. Appreciate the dynamic nature of the management and organizational behavior.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	MANAGERS AND MANAGEMENT	30
2.	PLANNING TOOLS AND TECHNIQUES	
3.	TECHNOLOGY AND THE DESIGN OF WORK PROCESS	
4.	BASIC ORGANIZATION DESIGNS	
5.	WORK TEAM	

B. DETAILED SYLLABUS:

Unit 1: MANAGERS AND MANAGEMENT- 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

Unit 2: PLANNING TOOLS AND TECHNIQUES- 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

Unit 3: TECHNOLOGY AND THE DESIGN OF WORK PROCESS- 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

Unit 4: BASIC ORGANIZATION DESIGNS- 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)

Unit 5: WORK TEAM- 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

RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Fundamentals of Management	A. R. Aryasri	1st	McGraw Hill Education
2.	Fundamentals of Management	Bishwambhar Jha	14 th	Novelty & Co.
3.				
4.				
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to -

1. Analyze flour treatments and their impact on dough quality
2. Elaborate the importance and uses of different tools and specific techniques involved.
3. Plan the menu from the respective cuisines without losing its main attributes.
4. Develop advanced skills through hands-on practice and operational training.
5. Develop deep sentiment related the historic and philosophical roots of each cuisine

Detailed Syllabus:-

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 (laab), 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, Tullies, 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

A. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to garde manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.
Websites				
https://www.ihmnotessite.net/				

COURSE COURSEOUTCOMES: Students will be able-

1. Define cost, describe elements of cost and classify cost.
2. Describe the importance of beverage and forecasting control.
3. Prepare the staffing guidelines, prepare work schedules and analyze labour cost.
4. Organize MICE and special events.
5. Plan, organize, and execute hospitality events with financial and operational precision

Detailed Syllabus:-

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.

RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Food and Beverage Management & Cost Control	Kant, Jay Prakash	latest	Aman Pub.
3.	Banquet Management & Room Division	Aggarwal, D.K.	latest	Aman Pub.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-

1. Illustrate the importance of Inventory management.
2. Discuss various sustainable practices with respect to waste management and energy consumption.
3. Draw various inventory formats, indent format.
4. Draw to the scale guestrooms and sub department layouts.
5. Develop interest in interior decoration by understanding the impact of colours, furniture placement, and renovation processes.

A. DETAILED SYLLABUS:-

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

B. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Housekeeping Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Hotel Housekeeping Necessary Features	Gusain, K. S.	latest	Cyber Tech.Pub.
3.	Personality & Body Language for the Hospitality Professionals	Aggarwal, Neeraj	latest	Aman Publication
4.	First Aid Manual	Andrews	latest	DK
5.	Hotel Maintenance: security safety and first aid	Deshmuh, Suwarna	latest	Naman Pub.

Websites

<https://www.ihmnotessite.net/>

VI SEMSTER

Code: BHMCHM6101

INTERNATIONAL CUISINE- II

[LTP: 2-0-0]

COURSE OUTCOMES: Students will be able-

1. Elaborate different trends in the fusion cuisine.
2. Interpret the concept of cloud Kitchen management.
3. Consolidate the international specialty food.
4. Discover the new trends of food photography.
5. Appraise the concepts of food production management

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	MEDITERRANEAN CUISIN	30
2.	LATIN- AMERICAN CUISINE	
3.	FOOD PHOTOGRAPHY & LATEST TRENDS IN FOOD PRODUCTION MANAGEMENT	
4.	MODERN BAKERY & CONFECTIONERY	
5.	CHOCOLATE	

B. DETAILED SYLLABUS:-

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,

c. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to gar de manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able-

1. Describe methods of inventory control.
2. Discuss Menu Merchandising.
3. Apply menu engineering and evaluate menu item performance.
4. Judge the performance of a F&B outlet based on menu statistics provided.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	ADVANCED VARIANCE ANALYSIS IN HOSPITALITY	30
2.	MODERN INVENTORY CONTROL TECHNIQUES	
3.	MENU MERCHANDISING AND INNOVATION	
4.	MENU ENGINEERING & PROFITABILITY ANALYSIS	
5.	MANAGEMENT INFORMATION SYSTEMS FOR F&B OPERATIONS	

B. DETAILED SYLLABUS:

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

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Around the World in 80 Cocktails	Parkhil, Chad	latest	Jaico Publishing House
3.	Bar and Beverage Management	Singh, R.K.	latest	Aman Pub.
4.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
5.	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able-

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. Apply the tools of Revenue Management to maximize yield in operations
4. Appreciate that with effective implementation of revenue management strategies, yield output can be maximized.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	METRICS, CAPACITY MANAGEMENT AND YIELD OPTIMIZATION	30
2.	STRATEGIC SALES AND CHANNEL MANAGEMENT	
3.	DECISION MAKING	
4.	UNDERSTANDING PRICING STRATEGY	
5.	APPLICATION OF AI IN REVENUE MANAGEMENT	

B. DETAILED SYLLABUS:

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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Front Office Management	Woods, Robert H	latest	Pearson
2.	Revenue Management	Ronald Huefner	2nd	Business Expert Press
3.	This is Revenue Management:	Johan Hammer	latest	Kindle Edition
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to -

1. Explain the evolution of entrepreneurship.
2. Define entrepreneurial management.
3. Plan strategies for business.
4. Appreciate the concept of entrepreneurship.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION to Hospitality Entrepreneurship and Its Evolution	30
2.	LEADING TEAMS AND ESTABLISHING OWNERSHIP in Hospitality Enterprises	
3.	MANAGING GROWTH in Hospitality Ventures	
4.	HOSPITALITY ENTREPRENEURSHIP IN THE ERA OF GLOBALIZATION	
5.	SOCIAL AND FAMILY ENTREPRENEURSHIP IN HOSPITALITY	

B. DETAILED SYLLABUS:

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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Entrepreneurship Development	Bhupinder Singh		
2.	Fundamentals of Entrepreneurship Development	<u>Golla Ravi</u>	1 st	CONTENT VIBES
3.	Entrepreneurship Development	<u>SANGEETA SHARMA</u>	2 nd	PHI Learning
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-

1. Describe the Apprenticeship Act, 1961 & the Employment Exchange Act, 1959.
2. Explain the relevance of cyber space law in hotel industry.
3. Carry out day to day functioning by observing the provisions of applicable acts.
4. Authenticate the cyber technology up gradation to meet the technology change.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO HOSPITALITY LAW	30
2.	FOOD LEGISLATION	
3.	UNDERSTANDING LAWS & PROCEDURES	
4.	CYBER LAWS	
5.	LAWS RELATING TO HOSPITALITY BUSINESS	

B. DETAILED SYLLABUS:

Unit 1: INTRODUCTION TO HOSPITALITY LAW- 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

Unit 2: FOOD LEGISLATION-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

Unit 3: UNDERSTANDING LAWS & PROCEDURES-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

Unit 4: CYBER LAWS-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.

Unit 5: LAWS RELATING TO HOSPITALITY BUSINESS including industrial and commercial legislation-
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)

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Hospitality Law	Stephen C. Barth	2nd	John Wiley & Sons
2.	Hospitality Law	Barry Langford	2nd	Kendall/Hunt Publishing Co
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able to-

1. Develop strategic human resources orientation needed to meet organizational goals & objectives.
2. Understand & develop techniques for effective planning & utilizing human resource
3. Describe the steps required to designing, developing & evaluating employee training program.
4. Explain, how legislation impacts human resource management practice.
5. Understanding of the labour laws governing organizations & their use in specific context.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the Unit(Hours)
1.	INTRODUCTION TO HRM	30
2.	RECRUITMENT & SELECTION	
3.	REWARD MANAGEMENT	
4.	EMERGING TRENDS IN HRM	
5.	DYNAMICS OF LABOUR MANAGEMENT RELATIONS	

B. DETAILED SYLLABUS:

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

C. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	CULTURAL DIVERSITY	Z Bookswagon	2022	Z Bookswagon
2.	The Evolution of Cultural Diversity	Ruth Mace	2005	Left Coast Pr

COURSEOUTCOMES: Students will be able to:

1. Analyze the factors responsible for differences in culture
2. Design the service delivery keeping guest's culture in mind.
3. Appreciate the differences in different cultures.
4. Acknowledge that different cultures have differences in social behavior.

A. OUTLINE OF THE COURSE:

Unit No.	Title of the unit	Time required for the
1.	UNDERSTANDING CULTURE AND DIVERSITY	30
2.	INDIAN CULTURAL AND REGIONAL DIVERSITY	
3.	GLOBAL CULTURAL DIVERSITY AND COMMUNICATION	
4.	MANAGING DIVERSITY IN HOSPITALITY OPERATIONS	
5.	CULTURE, HERITAGE & CONTEMPORARY ISSUES IN TOURISM	

B. DETAILED SYLLABUS:

Unit 1: UNDERSTANDING CULTURE AND DIVERSITY

- Definitions and concepts: culture, diversity, cultural diversity
- Significance of cultural diversity in hospitality
- Stereotypes, biases, and cultural sensitivity

Unit 2: INDIAN CULTURAL AND REGIONAL DIVERSITY

- Major regions, language groups, and religions of India
- Overview of traditions, values, and customs
- Major dance forms, music forms and handicrafts
- Influence of regional cuisines, festivals, and rituals on hospitality

Unit 3: GLOBAL CULTURAL DIVERSITY AND COMMUNICATION

- Introduction to prominent world cultures relevant to hospitality (USA, UK, Japan, Australia, Canada, France and Germany)
- Comparison with Indian context
- Fundamentals of cross-cultural communication
- Overcoming barriers and building intercultural competence

Unit 4: MANAGING DIVERSITY IN HOSPITALITY OPERATIONS

- Culturally sensitive service delivery: etiquette, attire, and traditions
- Creating inclusive guest experiences
- Managing multicultural teams and workforce diversity
- Legal and ethical aspects; dealing with conflict and discrimination

Unit 5: CULTURE, HERITAGE & CONTEMPORARY ISSUES IN TOURISM

- Link between cultural heritage, tourism, and hospitality
- Presentation and preservation of local and tribal cuisines
- Organizing culturally sensitive events, festivals, and guest experiences
- Recent challenges: cultural shock, adaptation, and case studies

COURSE OUTCOMES: Students will be able-

1. Elaborate different trends in the fusion cuisine.
2. Interpret the concept of cloud Kitchen management.
3. Consolidate the international specialty food.
4. Discover the new trends of food photography.
5. Appraise the concepts of food production management

A. DETAILED SYLLABUS:

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
Greek	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: Tsoureki Dessert: Portokalopita
Italian	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
Spanish	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
Lebanese	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
French	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
Mexican	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)

B. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Salads Sandwiches and Chafing Dish Dainties	Hill, Janet McKenzie	latest	Shri Bajrang Pub.
2.	Cold Kitchen: a guide to gar de manger	Sharma, D.D.	latest	Aman
3.	Salad Hot and Cold	Trident	latest	Trident Press
4.	Textbook of Bakery and Confectionery	Yogambal, Ashok Kumar	latest	PHI Learning
5.	Theory of Bakery and Patisserie	Bali, Parvinder S	latest	Oxford Univ.

Websites

<https://www.ihmnotessite.net/>

COURSE OUTCOMES: Students will be able-

1. Describe methods of inventory control.
2. Discuss Menu Merchandising.
3. Apply menu engineering and evaluate menu item performance.
4. Judge the performance of a F&B outlet based on menu statistics provided.

A. DETAILED SYLLABUS:

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	Category	Cocktail Name	Base Spirit
aperitif Cocktails	Martini (Dry/Sweet)	Gin / Vodka	Whisky / Bourbon- Based	Whisky Sour	Whisky
	Manhattan (Dry/Sweet)	Whisky		Rusty Nail	Scotch Whisky
	Dubonnet	Fortified Wine	Vodka-Based	Bloody Mary	Vodka
	Roy-Roy	Scotch Whisky		Screwdriver	Vodka
	Bronx	Gin		Black Russian	Vodka
	Gin Sling	Gin		Blue Lagoon	Vodka
Classic Gin- Based	White Lady	Gin	Tequila- Based	Tequila Sunrise	Tequila
	Pink Lady	Gin		Margarita	Tequila
	Gimlet (Dry/Sweet)	Gin	Wine / Champagne- Based	Champagne Cocktail	Champagne
	Singapore Sling	Gin		Pimm's Cup (No. 1– 5)	Varies
	John Collins	Gin	Egg & Cream-Based	Flips	Varies
	Tom Collins	Gin		Noggs	Varies
	Gin Fizz	Gin		Alexandra	Brandy / Gin
Brandy- Based	Side Car	Brandy	Trending Cocktails	Espresso Martini	Vodka
	Between the Sheets	Brandy/Rum		Aperol Spritz	Aperol
	B&B	Brandy & Bénédictine		Mezcal Negroni	Mezcal
	Bombay Cocktail	Brandy		Paloma	Tequila
Rum-Based	Bacardi	White Rum		Paper Plane	Bourbon
	Planter's Punch	Dark Rum		Clover Club	Gin
	Pina Colada	White Rum			
	Daiquiri	White Rum			
	Cuba Libre	White Rum			

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

C. RECOMMENDED STUDY MATERIAL:

Sr.No	Reference Book	Author	Edition	Publication
1.	Food and Beverage Management	Sudan, Amrik Singh	latest	Anmol Pub.
2.	Food and Beverage Management & Cost Control	Kant, Jay Prakash	latest	Aman Pub.
3.	Banquet Management & Room Division	Aggarwal, D.K.	latest	Aman Pub.
4.	Catering Management	Sethi, Mohini	latest	Newage Int. Pub.
5.	Food & Beverage Service Operations	Mangal, Rakesh	latest	The Hospitality Press
Websites				
https://www.ihmnotessite.net/				

COURSE OUTCOMES: Students will be able-

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. Apply the tools of Revenue Management to maximize yield in operations
4. Appreciate that with effective implementation of revenue management strategies, yield output can be maximized.

DETAILED SYLLABUS:

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:
 - o What kind of hotels they typically stay in.
 - o What features/services they value the most.
 - o What they are willing to pay per night in different cities.
 - o How they decide between hotel options.
3. Teams prepare a short presentation answering:
 - o Estimated WTP range for their segment.
 - o Key features driving WTP.
 - o Recommendations for pricing strategy for that segment.
 - o 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:
 - o Branding stance: Emotional / Functional / Combination
 - o Taglines, campaigns, or themes that illustrate the stance
 - o How brand promise is delivered at property level
 - o 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
 - o Taj properties (Taj Mahal Palace, Taj Lands End, etc.)
 - o Marriott brands (JW Marriott, Renaissance, Courtyard)
 - o Hilton brands (Conrad, DoubleTree, Hilton Garden Inn)
 - Identify:
 - o Price ranges across property tiers
 - o Seasonal pricing differences
 - o Any dynamic pricing or package strategy
 - o Loyalty program benefits influencing pricing

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

Section C: Brand-Pricing Alignment Analysis

- o How does the brand stance justify the price being charged?
- o Which brand communicates premium value more effectively, and how?
- o Are emotional brands priced higher than functional ones? Why or why not?
- o 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

A. RECOMMENDED STUDY MATERIAL:

Sr. No	Reference Book	Author	Edition	Publication
1.	Professional Front Office Management	Woods, Robert H	latest	Pearson
2.	Revenue Management	Ronald Huefner	2nd	Business Expert Press
3.	This is Revenue Management:	Johan Hammer	latest	Kindle Edition
Websites				
https://www.ihmnotessite.net/				