

1ST YEAR TEACHING, EXAMINATION & CREDIT SCHEME

National Council Component

No.	Subject code	Subject	Hours per week		Marks*		Credits
			Th.	Pr.	Th.	Pr.	
1	BHM101	Foundation Course in Food Production	2	8	100	100	4
2	BHM102	Foundation Course in Food & Beverage Service	2	4	100	100	4
3	BHM103	Foundation Course in Front Office	2	2	100	100	4
4	BHM104	Foundation Course in Accommodation Operations	2	2	100	100	4
5	BHM105	Application of Computers	-	2	50	100	3
6	BHM106	Hotel Engineering	2	-	100	-	2
7	BHM107	Nutrition and Principles of Food Science	2	-	100	-	2
8	BHM108	Accountancy	2	-	100	-	2
9	BHM109	Communication	1	-	50	-	1
TOTAL:			15	18	800	500	26
GRAND TOTAL			33		1300		--

* Annual marks will comprise 30% Mid-term & 70% Term end exam marks.

IGNOU Component

No.	Subject code	Subject	Counseling sessions	Credits
01	BHM110	Foundation Course in Tourism	10-12 counseling sessions of two hours each per group per year	8



**FOUNDATION COURSE IN FOOD PRODUCTION (BHM101)
THEORY**

S.No.	Topic	Hours
01	INTRODUCTION TO COOKERY A. Levels of skills and experiences B. Attitudes and behaviour in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment	02
02	CULINARY HISTORY A. Origin of modern cookery	02
03	HIERARCHY AREA OF DEPARTMENT AND KITCHEN A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments	03
04	KITCHEN ORGANIZATION AND LAYOUT A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up	03
05	EQUIPMENT AND FUEL A. Various fuels used - Advantages and disadvantages of each B. Different equipments used in food production	01
06	BASIC MENU PLANNING A. Types of Menu B. Menu Planning Principles	02
07	AIMS & OBJECTS OF COOKING FOOD A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation	05
08	BASIC PRINCIPLES OF FOOD PRODUCTION i) VEGETABLE AND FRUIT COOKERY A. Introduction – classification of vegetables B. Pigments and colour changes C. Effects of heat on vegetables	05

<ul style="list-style-type: none"> D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings 	
<ul style="list-style-type: none"> ii) STOCKS <ul style="list-style-type: none"> A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions 	03
<ul style="list-style-type: none"> iii) SOUPS <ul style="list-style-type: none"> A. Classification with examples B. Basic recipes C. Consommés D. Garnishes and accompaniments 	03
<ul style="list-style-type: none"> iv) SAUCES <ul style="list-style-type: none"> A. Classification of sauces B. Recipes for mother sauces C. Derivatives 	03
<ul style="list-style-type: none"> v) MEAT COOKERY <ul style="list-style-type: none"> A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/muttons D. Cuts of pork E. Variety meats (offals) 	03
<ul style="list-style-type: none"> vi) EGG COOKERY <ul style="list-style-type: none"> A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery E. Methods of cooking egg 	02
<ul style="list-style-type: none"> vii) FISH COOKERY <ul style="list-style-type: none"> A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish D. Selection of fish and shell fish E. Cooking of fish (effects of heat) 	03
<ul style="list-style-type: none"> viii) RICE, CEREALS & PULSES <ul style="list-style-type: none"> A. Introduction B. Classification and identification 	02

	<p>C. Types of Flour D. Processing of Wheat – Flour E. Uses of Flour in Food Production F. Cooking of Flour (Starch)</p> <p>ii) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties</p> <p>iii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions</p> <p>iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various D. Uses of Sugar</p>	<p>02</p> <p>01</p> <p>02</p>
13.	<p>BASIC COMMODITIES:</p> <p>i) Milk A. Introduction B. Processing of Milk C. Pasteurisation – Homogenisation D. Types of Milk – Skimmed and Condensed E. Nutritive Value</p> <p>ii) Cream A. Introduction B. Processing of Cream C. Types of Cream</p> <p>iii) Cheese A. Introduction B. Processing of Cheese C. Types of Cheese D. Classification of Cheese E. Curing of Cheese F. Uses of Cheese</p> <p>iv) Butter A. Introduction B. Processing of Butter Types of Butter</p>	<p>01</p> <p>01</p> <p>02</p> <p>01</p>
14.	BASIC INDIAN COOKERY	

	<p>i) CONDIMENTS & SPICES A. Introduction to Indian food B. Spices used in Indian cookery C. Role of spices in Indian cookery D. Indian equivalent of spices (names)</p> <p>ii) MASALAS A. Blending of spices and concept of masalas B. Different masalas used in Indian cookery •B Wet masalas •B Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends</p> <p>iii) THICKENING AGENTS A. Role of thickening agents in Indian cuisine B. Types of thickening agents</p>	<p>01</p> <p>02</p> <p>01</p>
15	<p>FRENCH A. La material de cuisine (The kitchen and its utensils). B. Hierarchy of kitchen personnel. C. Methods of cooking. D. Egg & Farinaceous E. Cuts of vegetables F. Cuts of fish G. Cuts of Meat •Γ Lamb/Mutton •Γ Pork •Γ Beef •Γ Veal H. Simple menu terminology & grammar Note: Should be taught alongwith the relevant topics</p>	

PRACTICALS
1st Term

S.No.	Topic	Hours
01	<p>INTRODUCTION TO COOKERY Demonstration classes & simple application by students</p> <p style="text-align: center;">Part A. Basic Western Cuisine</p> <p>i) Vegetables</p> <p>A. Varieties of Vegetables</p> <p>B. Classification</p> <p>C. Cuts of Vegetables:</p> <ul style="list-style-type: none"> • Julienne • Jardinière • Mignonette • Dices • Cubes • Macédoine • Paysanne • Shred • Concasse • Mirepoix <p>D. Blanching of Tomatoes & Capsicum</p> <p>E. Methods of Cooking Vegetables</p> <ul style="list-style-type: none"> • Boiling (Potatoes, Beans, Cauliflower) • Frying (Aubergine, Potatoes) • Steaming (cabbage) • Baking (potatoes, turnip) • Braising (onion, leaks, cabbage) <p>ii) Stocks</p> <p style="text-align: center;">Demonstration and preparation of:</p> <ul style="list-style-type: none"> • White stock • Brown stock • Fish stock <p>iii) Sauces</p> <p style="text-align: center;">Demonstration & preparation of basic mother sauces and 2-3 derivatives of each</p> <ul style="list-style-type: none"> • Béchamel (+ cheese sauce, Momay, mustard sauce, parsley sauce) • Espagnole (+ lyonnaise Madeira, charcutière) • Tomato (+ Créole, Italienne, piquante) 	

	<ul style="list-style-type: none"> • Veloute (+ suprême, allemande, normande) • Hollandaise (+ paloise, béarnaise) • Mayonnaise (tartare, cocktail) <p>iv) Soups</p> <p>Classification of soups</p> <p>Preparation of basic soups</p> <ul style="list-style-type: none"> • Consommé, (royale, Carmen, Clermont, ambassadrice, julienne) • Cream (tomato, spinach, vegetables) • Puree (lentil, peas, carrot) • Cut vegetables (Scotch Broth, Minestrone) • Veloute (crème de volaille princesse, veloute dame blanche/marie-louise) • National soup (mulligatawny, French onion, oxtail) • Bisque (Prawn, Shrimp) <p>v) Egg Cookery</p> <p>Preparation of varieties of egg dishes</p> <ul style="list-style-type: none"> • Boiled (soft & hard) • Fried (sunny side up, double fried) • Poaches • Scrambled • Omlette (plain, stuffed) • En cocotte (eggs benedict) • Starch (rice, pasta, potato) <p>vi) Fish Cookery</p> <ul style="list-style-type: none"> • Identification & classification of fish e.g. flat fish (Pomfret, Black Pomfret and Sole) • Round fish (Sumai, Rawas, Mackerel) • Shellfish (Clams, Mussels, Shrimps, Crabs, Lobsters) • Cephalopods (Squid, Cuttle, Fish) • Cuts of Fish e.g., Fillet, Darné, Tronçon, Paupiette, Goujons <p>Preparation of simple fish Dishes such as</p> <ul style="list-style-type: none"> • Saumon grille • Pomfret Meunière • Sole Mornay • Fish Orly • Fish Colbert • Fish à l'anglaise <p>vii) Poultry</p> <ol style="list-style-type: none"> A. Cuts of Poultry B. Preparation and jointing of Chicken C. Preparation of Simple Dishes such as <ul style="list-style-type: none"> • Poulet rôti à l'Anglaise 	
--	---	--

- Poulet grille diable
- Poulet saute chasseur
- Poulet saute Maryland

viii) Meat

- A. Identification of various cuts
- B. Carcass demonstration of Lamb and Pork
- C. Preparation of Basic Cuts such as
 - Lamb and Pork Chops
 - Tomado, Fillet, Steak and Escalope
 - Roast leg of Lamb
 - Stew

Part-B – Bakery & Patisserie

i) Bread making

- A. Demonstration + Preparation of Simple and enriched bread, recipes
- B. Bread Loaf (White and Brown)
- C. Bread Rolls (Various shapes)
- D. French Bread
- E. Brioche

ii) Simple Cakes

Demonstration + Preparation of Simple and enriched Cakes, recipes

- Sponge, Genoise, Fatless, Swiss roll
- Fruit Cake
- Rich Cakes
- Dundee, Madeira

iii) Pastry

- A. Demonstration and Preparation of dishes using varieties of Pastry
- B. Short Crust – Jam tarts, Turnovers
- C. Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- D. Choux Paste – Eclairs, Profiteroles

iv) Simple Cookies

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.

v) Hot/Cold Desserts

- A. Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon/Pineapple, Mousse (Chocolate Coffee,) Bavaroise,

	<p>Diplomat Pudding, Apricot Pudding. B. Steamed Pudding - Albert Pudding, Cabinet Pudding.</p> <p style="text-align: center;">Part -C – Basic Indian Cuisine</p> <p>i) Rice, cereals & pulses</p> <p>A. Identification of various varieties of rice, cereals and pulses B. Simple preparations such as</p> <ul style="list-style-type: none"> •B Boiled rice (draining & absorption method) •B Fried rice •B Various simple dal preparations •B Wheat products like, chappaties, parathas, phulkas, pooris <p>ii) Indian masalas</p> <p>A. Composition of basic Indian masalas</p> <ul style="list-style-type: none"> •A Green •A White •A Brown •A Tandoori <p>B. Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. C. Thickening, coloring and souring agents.</p>	
--	---	--

2nd Term

S.No.	Topic	Hours
	<p>INDIVIDUAL STUDENT PRACTICAL</p> <p>Practical classes to incorporate simple menus both Indian and Continental comprising of following dishes. Each institute to formulate their own combination.</p> <p>A. Soups</p> <ul style="list-style-type: none"> • Cream – vegetable, spinach, tomato, green peas • Consommé with garnishes like royale, carmen, madrilène, Clermont, Celestine • National soups – Oxtail, Mulligatawny, Minestrone, vichyssoise <p>B. Fish – fish Orly, a'langlaise, Colbert, meuniere, poached fish, grilled fish, baked fish, such as Florentine, Momay, Portuguese.</p> <p>C. Entrée – lamb stew, hot pot, hamburgers, shepherd's pie, scotch egg, grilled steaks & lamb/pork chops, casseroles, roast chicken/leg of lamb, beef</p> <p>D. Potato – all basic preparation such as boiled, baked, roast, French fries, lyonnaise, mashed/creamed, parsley/parisienne</p> <p>E. Vegetables</p>	

	<ul style="list-style-type: none"> • Boiled vegetables: cabbage, cauliflower, beans • Glazed vegetables: carrot, radish, turnip • Fried vegetables: aubergines • Stewed vegetables: courgette provencale, baked beans, ratatouille • Braised vegetables: onion, leeks, cabbage <p>F. Salads – basic simple salads & dressings</p> <ul style="list-style-type: none"> • Cole slaw salade nicoise • Russian Salad beetroot salad • Potato salad fruit salad • Carrot & celery waldorf salad <p>G. Cold sweet – honeycomb mould, butterscotch sponge, coffee mousse, lemon sponge, trifle, blancmange, chocolate mousse, lemon soufflé.</p> <p>H. Hot sweet – bread & butter pudding, caramel custard, Albert pudding, Christmas pudding.</p> <ul style="list-style-type: none"> • Indian sweets – simple ones such as chicoti, gajjar halwa, kheer • Indian rice – dishes such as jeera pulao, vegetable pulao, lemon rice, aloo gobi ki thehari, khichdi. • Indian breads – chappatis, pooris, parathas, missi roti • Indian meat/chicken dishes – korma, bafat, safed mas, shahjehani, jhalfrazie, hussainey curry, rogini, Tandoori chicken. • Vegetable preparation: salads, raitas, foogath, thoran, bhajees, bhujia, cucumbers, dahi wadas, preparation of paneer. 	
--	--	--

REFERENCE BOOKS

1. Le Rol A.Polsom
The Professional Chef (4th edition)
2. Paul Hamlyn
Larousse Gastronomique-Cookery Encyclopedia
3. Jane Grigson
The Book of Ingredients
4. Wane Gisslen
Professional Cooking
5. H.L.Cracknel and G.Noble
The New Catering Repertoire (Vol-I)
6. Escoffier
The Complete Guide to the Art of Modern Cookery
7. Philip E.Thangam
Modern Cookery (Vol-I) For Teaching & Trade

8. Readers Digest Association Ltd.
The Cookery Year
9. Frederic H.Semerschmid and John F.Nicolas
Professional Chef's-Art of Garde Manger (4th Edition)
10. Mary Reynolds
Italian Cooking for Pleasure
11. Digvijay Singh
Cooking delights of maharajas
12. Madhu Jaffery
Cook book (food for family & friends)
13. Leto m.J. & bode w. K.h
The larder chef (food preparation & presentation) (3rd edition)
14. wayne glasslen
Professional baking
15. Lundberg, Donald E. & Kotsehevar
Understanding cookery
16. Crmsknell & Kauffmann
Practical professional cookery
17. W.K.H.Bode
Classical food preparation & presentation
18. Ceserani, Kinton & Foskett
Contemporary Cookery
19. Ceserani & Kinton
Cookery – an Introduction
20. Bernald Davis
Food Commodities
21. Jaffery, Madhur
A Taste of India
22. Time Life Service
The Cooking of India
23. Grisslen, Wayhe
Professional Baking
24. Fuller, John
Chef Manual of Kitchen Management

25. Smith, Henry
Classical Recipes of the World
26. ICMR, New Delhi
Nutritive Value of Indian Foods
27. Jaggl Ceon & Sons
Le Repertoire de la Cuisine
28. William Margaret
Food Fundamendal
29. Prashad
30. Understanding Baking/Bakery

	E. Procedure of service at table (Silver service and pre-plated service)	40
	F. Presentation & Encashing the bill	02
	G. Room Service (tray and trolley)	12
	H. French for receiving and greeting the guest and seating the guest	02
	I. French related to taking order and description of dishes	02
07	SIMPLE CONTROL SYSTEM	04
	A. KOT/Bill Control System	
	B. Making bill	
	C. Cash handling equipment	
	D. Record keeping	
08	NON-ALCOHOLIC BEVERAGES	
	Classification (Nourishing, Stimulating and Refreshing beverages)	01
	A. Tea	
	- Origin & Manufacture	02
	- Types & Brands	
	PRACTICAL	04
	Preparation & Service	
	B. Coffee	02
	- Origin & Manufacture	
	- Types & Brands	
	PRACTICAL	04
	Preparation & Service of different types of coffee	
	C. Juices and Soft Drinks	01
	PRACTICAL	
	Service of Juices and Soft Drinks	04
	• Mocktail making	04
	• Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water	01
	D. Cocoa & Malted Beverages	01
	- Origin & Manufacture	
	PRACTICAL	04
	Preparation & Service	
09	TOBACCO	01
	A. History	
	B. Processing for cigarettes, pipe tobacco & cigars	
	C. Cigars – shapes/sizes/colours	
	D. Storage of cigarettes & cigars	
	PRACTICAL	06
	Service of Cigars & Cigarettes	

**FOUNDATION COURSE IN FRONT OFFICE OPERATIONS (BHM103)
THEORY**

S.No.	Topic	Hours.
01	INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	03
02	CLASSIFICATION OF HOTELS A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	05
03	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits	02
04	ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	06
05	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula	03

	<p>D. Different types of tariffs</p> <ul style="list-style-type: none"> •△ Rack Rate •△ Discounted Rates for Corporates, Airlines, Groups & Travel Agents 	
06	<p>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</p> <ul style="list-style-type: none"> A. Layout B. Front office equipment (non automated, semi automated and automated) 	03
07	<p>FRONT OFFICE AND GUEST HANDLING</p> <p>Introduction to guest cycle</p> <ul style="list-style-type: none"> - Pre arrival - Arrival - Stay - Departure and after departure 	03
08	<p>RESERVATIONS</p> <ul style="list-style-type: none"> A. Importance of reservation B. Modes C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation, Amendments and overbooking 	08
09	<p>ROOM SELLING TECHNIQUES</p> <ul style="list-style-type: none"> A. Up selling B. Discounts 	02
10.	<p>ARRIVALS</p> <ul style="list-style-type: none"> A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs 	05
11.	<p>BELL DESK</p> <ul style="list-style-type: none"> A. Functions B. Procedures and records 	06
12	<p>DURING THE STAY ACTIVITIES</p> <ul style="list-style-type: none"> A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history 	05
13	<p>FRONT OFFICE CO-ORDINATION WITH OTHER DEPARTMENTS OF HOTEL</p>	03

14	GUEST ACCOUNTING (MANUAL) A. Guest Weekly Bill B. Visitors Tabular Ledger	03
15	FRENCH A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	06

PRACTICALS

<p>A. Appraisal of front office equipment and furniture B. (Rack, counter bell desk) C. Filling up of various proforma D. Welcoming of guest E. Telephone handling F. Role play</p> <ul style="list-style-type: none"> •Φ Reservation •Φ Arrivals •Φ Luggage handling •Φ Message and mail handling •Φ Paging <p>HMS Training (In computer lab)</p>
--

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

Sl. No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key

**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS (BHM104)
THEORY**

Sl. No.	Topic	Hours
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business	02
02	ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	12
03	CLEANING ORGANISATION A. Principles of cleaning, hygiene and safety factors in cleaning B. Methods of organising cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	04
04	PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure	02 02
05	CLEANING AGENTS A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	06
06	COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic	06

	<ul style="list-style-type: none"> E. Ceramics F. Wood G. Wall finishes H. Floor finishes 	
07.	TYPES OF BEDS AND MATTRESSES	02
08.	KEYS <ul style="list-style-type: none"> A. Types of keys B. Computerised key cards C. Key control 	02
09.	ROOM LAYOUT AND GUEST SUPPLIES <ul style="list-style-type: none"> A. Standard rooms, VIP ROOMS B. Guest's special requests 	02
10.	AREA CLEANING <ul style="list-style-type: none"> A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc. 	06
11.	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT <ul style="list-style-type: none"> A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists 	10
12.	INTER DEPARTMENTAL RELATIONSHIP <ul style="list-style-type: none"> A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department 	

PRACTICAL

Sl. No.	Topic	Hours
01	Room Layout and Standard Supplies	06
02	Cleaning Equipment	04
03	Cleaning of different surfaces <ul style="list-style-type: none"> • Daily • Periodic • Special tasks 	16
04	Maid's Trolley – Setting up a trolley	02
05	Bed making	12
06	Daily cleaning of guestrooms & bathrooms	12
07	Public Area Cleaning	06
08	Guest Room Inspection	02

APPLICATION OF COMPUTERS (BHM105)

Sl. No.	Topic	Hours.
	<p>Objectives: The basic objective of the course is to introduce the students to the world of computers and computer technology. To introduce the students to the basic concepts of Operating Systems, Word Processing, Database, Presentations & Networking.</p>	
01	<p>COMPUTER FUNDAMENTALS - THEORY INFORMATION CONCEPTS AND PROCESSING</p> <p>A. Definitions B. Need, Quality and Value of Information C. Data Processing Concepts</p> <p>ELEMENTS OF A COMPUTER SYSTEM</p> <p>A. Definitions B. Characteristics of Computers C. Classification of Computers D. Limitations</p> <p>HARDWARE FEATURES AND USES</p> <p>A. Components of a Computer B. Generations of Computers C. Primary and Secondary Storage Concepts D. Data Entry Devices E. Data Output Devices</p> <p>SOFTWARE CONCEPTS</p> <p>A. System Software B. Application Software C. Language Classification D. D. Compilers and Interpreters</p>	05

02	<p>OPERATING SYSTEMS/ENVIRONMENTS - THEORY</p> <p>BASICS OF MS-DOS</p> <ul style="list-style-type: none"> A. Internal commands B. External commands <p>INTRODUCTION TO WINDOWS</p> <ul style="list-style-type: none"> A. GUI/Features B. What are Windows and Windows 95 and above? C. Parts of a Typical Window and their Functions <p>WINDOWS OPERATIONS - PRACTICAL</p> <ul style="list-style-type: none"> A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus 	05
03	<p>MS-OFFICE 97</p> <p>MS WORD - PRACTICAL</p> <p>CREATING A DOCUMENT</p> <ul style="list-style-type: none"> A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document <p>FORMATTING A DOCUMENT</p> <ul style="list-style-type: none"> A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. .Pagination <p>SPECIAL EFFECTS</p> <ul style="list-style-type: none"> A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case <p>CUT, COPY AND PASTE OPERATION</p> <ul style="list-style-type: none"> A. Marking Blocks 	15

	<ul style="list-style-type: none"> B. Copying and Pasting a Block C. Cutting and Pasting a Block D. Deleting a Block E. Formatting a Block F. Using Find and Replace in a Block <p>USING MS-WORD TOOLS</p> <ul style="list-style-type: none"> A. Spelling and Grammar B. Mail Merge C. .Printing Envelops and Labels <p>TABLES</p> <ul style="list-style-type: none"> A. Create B. Delete C. Format <p>GRAPHICS</p> <ul style="list-style-type: none"> A. Inserting Clip arts B. Symbols (Border/Shading) C. Word Art <p>PRINT OPTIONS</p> <ul style="list-style-type: none"> A. Previewing the Document B. Printing a whole Document C. Printing a Specific Page D. Printing a selected set E. Printing Several Documents F. Printing More than one Copies 	
04	<p>MS OFFICE 97 MS-EXCEL - PRACTICAL</p> <ul style="list-style-type: none"> A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes <p>CREATING A SPREADSHEET</p> <ul style="list-style-type: none"> A. Starting a new worksheet B. Entering the three different types of data in a worksheet C. Creating simple formulas D. Formatting data for decimal points E. Editing data in a worksheet F. Using AutoFill G. Blocking data H. Saving a worksheet I. Exiting excel 	15

<p>MAKING THE WORKSHEET LOOK PRETTY</p> <ul style="list-style-type: none"> A. Selecting cells to format B. Trimming tables with Auto Format C. Formatting cells for: <ul style="list-style-type: none"> - Currency - Comma - Percent - Decimal - Date D. Changing columns width and row height E. Aligning text <ul style="list-style-type: none"> - Top to bottom - Text wrap - Re ordering Orientation F Using Borders <p>GOING THROUGH CHANGES</p> <ul style="list-style-type: none"> A. Opening workbook files for editing B. Undoing the mistakes C. Moving and copying with drag and drop D. Copying formulas E. Moving and Copying with Cut, Copy and Paste F. Deleting cell entries G. Deleting columns and rows from worksheet H. Inserting columns and rows in a worksheet I. Spell checking the worksheet <p>PRINTING THE WORKSHEET</p> <ul style="list-style-type: none"> A. Previewing pages before printing B. Printing from the Standard toolbar C. Printing a part of a worksheet D. Changing the orientation of the printing E. Printing the whole worksheet in a single pages F. Adding a header and footer to a report G. Inserting page breaks in a report H. Printing the formulas in the worksheet <p>ADDITIONAL FEATURES OF A WORKSHEET</p> <ul style="list-style-type: none"> A. Splitting worksheet window into two four panes B. Freezing columns and rows on-screen for worksheet title C. Attaching comments to cells D. Finding and replacing data in the worksheet E. Protecting a worksheet F. Function commands <p>MAINTAINING MULTIPLE WORKSHEET</p> <ul style="list-style-type: none"> A. Moving from sheet in a worksheet B. Adding more sheets to a workbook C. Deleting sheets from a workbook 	
--	--

	<p>D. Naming sheet tabs other than sheet 1, sheet 2 and so on E. Copying or moving sheets from one worksheet to another</p> <p>CREATING GRAPHICS/CHARTS</p> <p>A. Using Chart wizard B. Changing the Chart with the Chart Toolbar C. Formatting the chart's axes D. Adding a text box to a chart E. Changing the orientation of a 3-D chart F. Using drawing tools to add graphics to chart and worksheet G. Printing a chart with printing the rest of the worksheet data</p> <p>EXCEL's DATABASE FACILITIES</p> <p>A. Setting up a database B. Sorting records in the database</p>	
05	<p>MS OFFICE 97 MS-POWER POINT - PRACTICAL</p> <p>A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects - Setting up a Slide Show E. Creating an Organizational Chart</p>	10
06	<p>NETWORKS – THEORY</p> <p>A. Network Topology</p> <ul style="list-style-type: none"> • Bus • Star • Ring <p>B. Network Applications</p> <p>C. Types of Network</p> <ul style="list-style-type: none"> • LAN • MAN • WAN <p>D. Network Configuration Hardware</p> <ul style="list-style-type: none"> • Server • Nodes <p>E. Channel</p> <ul style="list-style-type: none"> • Fibre optic • Twisted • Co-axial <p>F. Hubs</p> <p>G. Network Interface Card</p> <ul style="list-style-type: none"> • Arcnet • Ethernet <p>G. Network Software</p>	06

	<ul style="list-style-type: none"> • Novel • Windows NT 	
07	Internet & E-mail – PRACTICAL	04

HOTEL ENGINEERING (BHM106)

Sl. No.	Topic	Hours.
01	MAINTENANCE: A. Preventive and breakdown maintenance, comparisons B. Roll & Importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel. C. Organization chart of maintenance department, duties and responsibilities of maintenance department	03
02.	Fuels used in catering industry: A. Types of fuel used in catering industry; calorific value; comparative study of different fuels B. Calculation of amount of fuel required and cost.	04
03	Gas: A. Heat terms and units; method of transfer B. LPG and its properties; principles of Bunsen and burner, precautions to be taken while handling gas; low and high-pressure burners, corresponding heat output. C. Gas bank, location, different types of manifolds	04
04	Electricity: A. Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy concepts; definitions, their units and relationships, AC and DC; single phase and three phase and its importance on equipment specifications B. Electric circuits, open circuits and close circuits, symbols of circuit elements, series and parallel connections, short circuit, fuses; MCB, earthing, reason for placing switches on live wire side. C. Electric wires and types of wiring D. Calculation of electric energy consumption of equipment, safety precaution to be observed while using electric appliances. E. Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharged lamps, illumination, and units of illumination. F. External lighting G. Safety in handling electrical equipment.	06
05.	Water systems: A. Water distribution system in a hotel	04

	<ul style="list-style-type: none"> B. Cold water systems in India C. Hardness of water, water softening, base exchange method D. Cold water cistem swimming pools E. Hot water supply system in hotels F. Flushing system, water taps, traps and closets. 	Demonstration
06	<p>Refrigeration & Air-conditioning:</p> <ul style="list-style-type: none"> A. Basic principles, latent heat, boiling point and its dependence on pressure, vapour compressor system of refrigeration and refrigerants B. Vapour absorption system, care and maintenance of refrigerators, defrosting, types of refrigerant units, their care and maintenance. C. Conditions for comfort, relative humidity, humidification, dehumidifying, dew point control, unit of air conditioning D. Window type air conditioner, central air conditioning, preventive maintenance E. Vertical transportation, elevators, escalators. 	10 Demonstration
07	<p>Fire prevention and fire fighting system:</p> <ul style="list-style-type: none"> A. Classes of fire, methods of extinguishing fires B. Fire extinguishes, portable and stationery C. Fire detectors and alarm D. Automatic fire detectors cum extinguishing devices E. Structural protection F. Legal requirements 	04 Demonstration
08	<p>Waste disposal and pollution control:</p> <ul style="list-style-type: none"> A. Solid and liquid waste, sullage and sewage, disposal of solid waste B. Sewage treatment C. Pollution related to hotel industry D. Water pollution, sewage pollution E. Air pollution, noise pollution, thermal pollution F. Legal Requirements 	05
09	<p>Safety:</p> <ul style="list-style-type: none"> A. Accident prevention B. Slips and falls C. Other safety topics 	01
10.	Security	01
11.	<p>Equipment replacement policy:</p> <ul style="list-style-type: none"> A. Circumstances under which equipment are replaced. B. Replacement policy of items which gradually deteriorates C. Replacement when the average annual cost is minimum D. Replacement when the present cost is minimum E. Economic replacement cycle for suddenly failing equipment 	05
12.	<p>Audio visual equipments:</p> <ul style="list-style-type: none"> A. Various audio visual equipment used in hotel B. Care and cleaning of overhead projector, slide projector, LCD and 	08

	<p>power point presentation units</p> <p>C. Maintenance of computers:</p> <p>D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops</p> <p>E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness</p>	
13.	<p>Contract maintenance:</p> <p>A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance</p> <p>B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages.</p> <p>C. Procedure for inviting and processing tenders, negotiating and finalizing</p>	03

4. Mudambi & Rajgopal Fundamentals of food and nutrition 4th edition 2001
5. Nutritive value of Indian foods. Indian Council of Medical Research

II - PRINCIPLES OF FOOD SCIENCE

S.No	Topic	Hours
01	Definition and scope of food science and its inter-relationship with food chemistry, food microbiology and food processing.	02
02	CARBOHYDRATES A. Introduction B. Effect of cooking (gelatinisation and retrogradation) C. Factors affecting texture of carbohydrates (Stiffness of CHO gel & dextrinization) D. Uses of carbohydrates in food preparations	04
03	FAT & OILS A. Classification (based on the origin and degree of saturation) B. Autoxidation (factors and prevention measures) C. Flavour reversion D. Refining, Hydrogenation & winterisation E. Effect of heating on fats & oils with respect to smoke point F. Commercial uses of fats (with emphasis on shortening value of different fats)	05
04	PROTEINS A. Basic structure and properties B. Type of proteins based on their origin (plant/animal) C. Effect of heat on proteins (Denaturation, coagulation) D. Functional properties of proteins (Gelation, Emulsification, Foamability, Viscosity) E. Commercial uses of proteins in different food preparations (like Egg gels, Gelatin gels, Cakes, Confectionary items, Meringues, Souffles, Custards, Soups, Curries etc.	05
05	FOOD PROCESSING A. Definition B. Objectives C. Types of treatment D. Effect of factors like heat, acid, alkali on food constituents	03
06	EVALUATION OF FOOD A. Objectives B. Sensory assessment of food quality C. Methods D. Introduction to proximate analysis of Food constituents E. Rheological aspects of food	03

07	EMULSIONS A. Theory of emulsification B. Types of emulsions C. Emulsifying agents D. Role of emulsifying agents in food emulsions	03
08	COLLOIDS <ul style="list-style-type: none"> • Definition • Application of colloid systems in food preparation 	02
09	FLAVOUR <ul style="list-style-type: none"> • Definition • Description of food flavours (tea, coffee, wine, meat, fish spices) 	02
10	BROWNING <ul style="list-style-type: none"> • Types (enzymatic and non-enzymatic) • Role in food preparation • Prevention of undesirable browning 	03

REFERENCES:

1. Food Science by Potter & Hotchkiss
2. Principles of Food Science by Borgstrom and Macmillon
3. Food Chemistry by Fennima
4. Sensory Evaluation by Amerine (Academic Press)
5. Handbook of analysis and Quality Control for fruits and vegetables by Rangana S. (Tata Mc Graw Hill)
6. Principles of Food Technology by P.J.Fellows

ACCOUNTANCY (BHM108)

S.No	Topic	No. of Hours.
01	INTRODUCTION TO ACCOUNTING A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)	04
02	PRIMARY BOOKS (JOURNAL) A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals	14
03	SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals	06
04	SUBSIDIARY BOOKS A. Need and Use B. Classification •B Purchase Book •B Sales Book •B Purchase Returns •B Sales Returns •B Journal Proper •B Practicals	06
05	CASH BOOK A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals	12

06	BANK RECONCILIATION STATEMENT A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals	04
07	TRIAL BALANCE A. Meaning B. Methods C. Advantages D. Limitations E. Practicals	04
08	FINAL ACCOUNTS A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> •Δ Closing Stock •Δ Pre-paid Expenses •Δ Outstanding Expenses •Δ Depreciation 	16
09	CAPITAL AND REVENUE EXPENDITURE A. Meaning B. Definition of Capital and Revenue Expenditure	02

NOTE: USE OF CALCULATORS IS PERMITTED

COMMUNICATION (BHM109)

S.No	Topic	Hours.
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	
02	LISTENING ON THE JOB A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	
03	EFFECTIVE SPEAKING A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	
04	NON VERBAL COMMUNICATION A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.	
05	SPEECH IMPROVEMENT A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises	

	E. Introduction to frequently used foreign sounds	
06	USING THE TELEPHONE	
	A. The nature of telephone activity in the hotel industry	
	B. The need for developing telephone skills	
	C. Developing telephone skills	

FOUNDATION COURSE IN TOURISM (BHM110)

Tourism has been acknowledged as one of the most rapidly growing industries in recent years. Yet it has not received adequate attention as an academic discipline which it rightly deserves. This course has been designed with the objective of making up for this lacuna by introducing to you some foundational concepts of tourism studies. The emphasis here has been on the situation obtaining in India, though we have not been unduly different about borrowing concepts and terms from similar studies undertaken in other parts of the world. You will thus find details on the historical evolution of tourism along with core definitions of tourism industry in this course. Tourism services and operations, planning and policy, and marketing and communications form other Blocks of the course. Finally we have also dealt with the geography and tourism and the relationship between cultural heritage and tourism development in this course.

Syllabus

Block-1 Tourism Phenomenon

- Unit 1 Understanding Tourism – I
- Unit 2 Understanding Tourism – II
- Unit 3 Historical Evolution and Development

Block-2 Tourism Industry

- Unit 4 Tourism System
- Unit 5 Constituents of Tourism Industry and Tourism Organisations
- Unit 6 Tourism Regulations
- Unit 7 Statistics and Measurements

Block-3 Tourism Services and Operations – 1

- Unit 8 Modes of Transport
- Unit 9 Tourist Accommodation
- Unit 10 Informal Services in Tourism
- Unit 11 Subsidiary Services: Categories and Roles
- Unit 12 Shops, Emporiums and Melas (Fairs)

Block-4 Tourism Services and Operations – 2

- Unit 13 Travel Agency

Unit	14	Tour Operators
Unit	15	Guides and Escorts
Unit	16	Tourism Information

Block-5 Geography and Tourism

Unit	17	India's Biodiversity: Landscape, Environment and Ecology
Unit	18	Seasonality and Destinations
Unit	19	Map and Chart Work

Block-6 Tourism Marketing and Communications

Unit	20	Tourism Marketing – 1: Relevance, Product Design, Market Research
Unit	21	Tourism Marketing – 2: Promotional Events, Advertising Publicity, Selling
Unit	22	Role of Media
Unit	23	Writing for Tourism
Unit	24	Personality Development and Communicating Skills

Block-7 Tourism: The Cultural Heritage

Unit	25	Use of History
Unit	26	Monuments and Museums
Unit	27	Living Culture and Performing Arts
Unit	28	Religions of India

Block-8 Tourism: Planning and Policy

Unit	29	Tourism Policy and Planning
Unit	30	Infrastructural Development
Unit	31	Local Bodies, Officials and Tourism
Unit	32	Development, Dependency and Manila Declaration

Block-9 Tourism Impact

Unit	33	Economic Impact
Unit	34	Social, Environmental and Political Impacts
Unit	35	Threats and Obstacles to Tourism
