

2<sup>ND</sup> YEAR TEACHING & EXAMINATION SCHEMENational Council Component  
(Term A)

No.	Subject code	Subject	Hours per week		Marks*		Credits
			Th.	Pr.	Th.	Pr.	
1	BHM201	Food Production Operations	2	8	100	100	4
2	BHM202	Food & Beverage Operations	2	2	100	100	4
3	BHM203	Front Office Operations	2	2	100	100	4
4	BHM204	Accommodation Operations	2	2	100	100	4
5	BHM205	Food & Beverage Controls	2	-	100	-	2
6	BHM206	Hotel Accountancy	2	-	100	-	2
7	BHM207	Food Safety & Quality	2	-	50	-	1
8	--	Research Methodology	1	-	-	-	-
TOTAL:			15	14	650	400	21
GRAND TOTAL			29		1050		

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

## (Term B)

No.	Subject code	Subject	Marks	Credits
01	BHM208	Industrial Training (20 weeks)	200	5
TOTAL:			200	5

## IGNOU Component

No.	Subject code	Subject	Counseling sessions	Credits
01	BHM209	Management in Tourism	10-12 counseling sessions of two hours each per group per year	8
02	BHM210	Communication Skills in English	10-12 counseling sessions of two hours each per group per year	8
03	BHM211	Human Resource Management	10-12 counseling sessions of two hours each per group per year	8

FOOD PRODUCTION OPERATIONS (BHM201)  
THEORY

S.No.	Topic	Hours
01	<p><b>QUANTITY FOOD PRODUCTION EQUIPMENT</b></p> <ul style="list-style-type: none"> <li>A. Equipment required for mass/volume feeding</li> <li>B. Heat and cold generating equipment</li> <li>C. Care and maintenance of this equipment</li> <li>D. Modern developments in equipment manufacture</li> </ul> <p><b>MENU PLANNING</b></p> <ul style="list-style-type: none"> <li>A. Basic principles of menu planning – recapitulation</li> <li>B. Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units</li> <li>C. Planning menus for <ul style="list-style-type: none"> <li>• School/college students</li> <li>• Industrial workers</li> <li>• Hospitals</li> <li>• Outdoor parties</li> <li>• Theme dinners</li> <li>• Transport facilities, cruise lines, airlines, railway</li> </ul> </li> <li>D. Nutritional factors for the above</li> </ul> <p><b>INDENTING</b></p> <ul style="list-style-type: none"> <li>•△ Principles of Indenting for volume feeding</li> <li>•△ Portion sizes of various items for different types of volume feeding</li> <li>•△ Modifying recipes for indenting for large scale catering</li> <li>•△ Practical difficulties while indenting for volume feeding</li> </ul> <p><b>PLANNING</b></p> <p>Principles of planning for quantity food production with regard to</p> <ul style="list-style-type: none"> <li>• Space allocation</li> <li>• Equipment selection</li> <li>• Staffing</li> </ul>	10
02	<p><b>VOLUME FEEDING</b></p> <ul style="list-style-type: none"> <li>A. Institutional and Industrial Catering <ul style="list-style-type: none"> <li>•A Types of Institutional &amp; Industrial Catering</li> <li>•A Problems associated with this type of catering</li> <li>•A Scope for development and growth</li> </ul> </li> <li>B. Hospital Catering <ul style="list-style-type: none"> <li>• Highlights of Hospital Catering for patients, staff, visitors</li> <li>• Diet menus and nutritional requirements</li> </ul> </li> <li>C. Off Premises Catering <ul style="list-style-type: none"> <li>• Reasons for growth and development</li> <li>• Menu Planning and Theme Parties</li> <li>• Concept of a Central Production Unit</li> <li>• Problems associated with off-premises catering</li> </ul> </li> <li>D. Mobile Catering <ul style="list-style-type: none"> <li>• Characteristics of Rail, Airline (Flight Kitchens and Sea Catering)</li> </ul> </li> </ul>	10

	<ul style="list-style-type: none"> <li>• Branches of Mobile Catering</li> </ul> <p>E. Quantity Purchase &amp; Storage</p> <ul style="list-style-type: none"> <li>• Introduction to purchasing</li> <li>• Purchasing system</li> <li>• Purchase specifications</li> <li>• Purchasing techniques</li> <li>• Storage</li> </ul>	
03	<p><b>REGIONAL INDIAN CUISINE</b></p> <p>A. Introduction to Regional Indian Cuisine</p> <p>B. Heritage of Indian Cuisine</p> <p>C. Factors that affect eating habits in different parts of the country</p> <p>D. Cuisine and its highlights of different states/regions/communities to be discussed under:</p> <ul style="list-style-type: none"> <li>• Geographic location</li> <li>• Historical background</li> <li>• Seasonal availability</li> <li>• Special equipment</li> <li>• Staple diets</li> <li>• Specialty cuisine for festivals and special occasions</li> </ul> <p><b>STATES</b> Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p><b>COMMUNITIES</b> Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p><b>DISCUSSIONS</b> Indian Breads, Indian Sweets, Indian Snacks</p>	20

#### REFERENCE BOOKS

1. Quantity Food Production
2. Taste of India
3. Flavours of India
4. Heritage of India
5. Prashad
6. Cooking Delights of the Maharajas

**FOOD PRODUCTION OPERATIONS  
PRACTICAL**

To formulate 36 sets of menus from the following dishes and to include more dishes from the respective regions.

- Awadh
- Bengal
- Goa
- Gujarat
- Hyderabad
- Kashmiri
- Maharastra
- Punjabi
- Rajasthan
- South India (Tamilnadu, Karnatka, Kerala)

**FOOD & BEVERAGE SERVICE OPERATIONS (BHM202)  
THEORY**

S.No.	Topic	Hours
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Classification	02
02	<p>WINES</p> <p>A. Definition</p> <p>B. Classification with examples</p> <ul style="list-style-type: none"> <li>- Table/Still/Natural</li> <li>- Sparkling</li> <li>- Fortified</li> <li>- Aromatized</li> </ul> <p>C. Production of each classification</p> <p>D. Principal wine regions and wines of</p> <ul style="list-style-type: none"> <li>- France</li> <li>- Germany</li> <li>- Italy</li> <li>- Spain</li> <li>- Portugal</li> <li>- USA</li> <li>- Australia</li> </ul> <p>E. New World Wines (brand names)</p> <ul style="list-style-type: none"> <li>- India</li> <li>- Chile</li> <li>- South Africa</li> <li>- Algeria</li> <li>- New Zealand</li> </ul> <p>F. Food &amp; Wine Harmony</p> <p>G. Storage of wines</p> <p>H. Wine terminology (English &amp; French)</p> <p>PRACTICAL</p> <p>Service of Wines</p> <ul style="list-style-type: none"> <li>- Red wine</li> <li>- White/Rose wine</li> <li>- Sparkling wines</li> <li>- Fortified wines</li> <li>- Aromatized wines</li> </ul>	<p>13</p> <p>12</p>
03	<p>BEER</p> <p>A. Introduction &amp; Definition</p> <p>B. Types of Beer</p> <p>C. Production of Beer</p> <p>D. Storage</p> <p>PRACTICAL</p> <p>Service of</p> <ul style="list-style-type: none"> <li>- Bottled &amp; Canned Beers</li> </ul>	<p>04</p> <p>04</p>



**FRONT OFFICE OPERATIONS (BHM203)  
THEORY**

S.No.	Topic	Hours
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Fidelio B. Amadeus	2
02	FRONT OFFICE (ACCOUNTING) A. Accounting fundamentals B. Guest and non guest accounts C. Accounting system (Non automated, semi automated and fully automated)	10
03	CHECK OUT PROCEDURES A. Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out	04
04	CONTROL OF CASH AND CREDIT	06
05	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)	04
06	FRONT OFFICE AND GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	08
07	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc.	06

**FRONT OFFICE OPERATIONS  
PRACTICAL**

01	<p>Hands on practices of computer application (Hotel Management System) related to Front Office procedures such as Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions)</p> <p>Front office Accounting procedures</p> <ul style="list-style-type: none"> <li>• Manual accounting</li> <li>• Machine accounting</li> <li>• Payable, Accounts Receivable, Guest History, Yield Management</li> </ul> <p>Role Play Situation Handling</p>	
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**SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

S.No.	Topic
1	How to make a reservation
2	How to create and update guest profiles
3	How to update guest folio
4	How to print guest folio
5	How to make sharer reservation
6	How to feed remarks in guest history
7	How to add a sharer
8	How to make add on reservation
9	How to amend a reservation
10	How to cancel a reservation
11	How to make group reservation
12	How to make a room change on the system
13	How to log on cashier code
14	How to close a bank at the end of each shift
15	How to put a routing instruction
16	How to process charges in
17	How to process a guest check out
18	How to check out a folio
19	How to process deposit for arriving guest
20	How to process deposit for in house guest

2	How to check room rate variance report 1
2	How to process part settlements 2
2	How to tally allowance for the day at night 3
2	How to tally paid outs for the day at night 4
2	How to tally forex for the day at night 5

**ACCOMMODATION OPERATIONS (BHM204)  
THEORY**

S.No.	Topic	Hours
01.	<b>LINEN ROOM</b>  A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records H. Recycling of discarded linen I. Linen Hire	16
02.	<b>UNIFORMS</b>  A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. D. Layout of the Uniform room	02
03.	<b>SEWING ROOM</b>  A. Activities and areas to be provided B. Equipment provided	02
04.	<b>LAUNDRY</b>  A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines	14

	E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal	
05.	<b>FLOWER ARRANGEMENT</b>  A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. E. Principles of design as applied to flower arrangement	<b>04</b>
06.	<b>INDOOR PLANTS</b>  Selection and care	<b>02</b>

**ACCOMMODATION OPERATIONS  
PRACTICAL**

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	04
02	Laundry Machinery and Equipment	14
03	Stain Removal	06
04	Flower Arrangement	12
05	Selection and Designing of Uniforms	04

**FOOD & BEVERAGE CONTROLS (BHM205)**

S.No.	Topic	Hours
01	<b>FOOD COST CONTROL</b>  A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing	02
02	<b>FOOD CONTROL CYCLE</b>  A. Purchasing Control B. Aims of Purchasing Policy C. Job Description of Purchase Manager/Personnel D. Types of Food Purchase E. Quality Purchasing F. Food Quality Factors for different commodities G. Definition of Yield H. Tests to arrive at standard yield I. Definition of Standard Purchase Specification J. Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure L. Different Methods of Food Purchasing M. Sources of Supply N. Purchasing by Contract O. Periodical Purchasing P. Open Market Purchasing Q. Standing Order Purchasing R. Centralised Purchasing S. Methods of Purchasing in Hotels T. Purchase Order Forms U. Ordering Cost V. Carrying Cost	10

	<p>W. Economic Order Quantity X. Practical Problems</p>	
03	<p>RECEIVING CONTROL</p> <p>A. Aims of Receiving B. Job Description of Receiving Clerk/Personnel C. Equipment required for receiving D. Documents by the Supplier (including format) E. Delivery Notes F. Bills/Invoices G. Credit Notes H. Statements I. Records maintained in the Receiving Department J. Goods Received Book K. Daily Receiving Report L. Meat Tags M. Receiving Procedure N. Blind Receiving O. Assessing the performance and efficiency of receiving department P. Frauds in the Receiving Department Q. Hygiene and cleanliness of area</p>	05
04	<p>STORING &amp; ISSUING CONTROL</p> <p>A. Storing Control B. Aims of Store Control C. Job Description of Food Store Room Clerk/personnel D. Storing Control E. Conditions of facilities and equipment F. Arrangements of Food G. Location of Storage Facilities H. Security I. Stock Control J. Two types of foods received – direct stores (Perishables/non-perishables) K. Stock Records Maintained Bin Cards (Stock Record Cards/Books) L. Issuing Control M. Requisitions N. Transfer Notes O. Perpetual Inventory Method P. Monthly Inventory/Stock Taking Q. Pricing of Commodities R. Stock taking and comparison of actual physical inventory and Book value S. Stock levels T. Practical Problems U. Hygiene &amp; Cleanliness of area</p>	10
05	<p>PRODUCTION CONTROL</p> <p>A. Aims and Objectives</p>	05

	B. Forecasting C. Fixing of Standards <ul style="list-style-type: none"> <li>•X Definition of standards (Quality &amp; Quantity)</li> <li>•X Standard Recipe (Definition, Objectives and various tests)</li> <li>•X Standard Portion Size (Definition, Objectives and equipment used)</li> <li>•X Standard Portion Cost (Objectives &amp; Cost Cards)</li> </ul> D. Computation of staff meals	
06	<b>SALES CONTROL</b> <ul style="list-style-type: none"> <li>A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price</li> <li>B. Matching costs with sales</li> <li>C. Billing procedure – cash and credit sales</li> <li>D. Cashier's Sales summary sheet</li> </ul>	05

#### HOTEL ACCOUNTANCY (BHM206)

S.No.	Topic	Hours
01	<b>UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS</b> <ul style="list-style-type: none"> <li>A. Introduction to Uniform system of accounts</li> <li>B. Contents of the Income Statement</li> <li>C. Practical Problems</li> <li>D. Contents of the Balance Sheet (under uniform system)</li> <li>E. Practical problems</li> <li>F. Departmental Income Statements and Expense statements (Schedules 1 to 16)</li> <li>G. Practical problems</li> </ul>	14
02	<b>INTERNAL CONTROL</b> <ul style="list-style-type: none"> <li>A. Definition and objectives of Internal Control</li> <li>B. Characteristics of Internal Control</li> <li>C. Implementation and Review of Internal Control</li> </ul>	08
03	<b>INTERNAL AUDIT AND STATUTORY AUDIT</b> <ul style="list-style-type: none"> <li>A. An introduction to Internal and Statutory Audit</li> <li>B. Distinction between Internal Audit and Statutory Audit</li> <li>C. Implementation and Review of internal audit</li> </ul>	08
04	<b>DEPARTMENTAL ACCOUNTING</b> <ul style="list-style-type: none"> <li>A. An introduction to departmental accounting</li> <li>B. Allocation and apportionment of expenses</li> <li>C. Advantages of allocation</li> <li>D. Draw-backs of allocation</li> <li>E. Basis of allocation</li> <li>F. Practical problems</li> </ul>	10

**FOOD SAFETY & QUALITY (BHM207)**

S.No.	Topic	Hours
01	Basic Introduction To Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene	01
02	<p><b>MICRO-ORGANISMS IN FOOD</b></p> <p>A. General characteristics of Micro-Organisms based on their occurrence and structure.</p> <p>B. Factors affecting their growth in food (intrinsic and extrinsic)</p> <p>C. Common food borne micro-organisms:</p> <p style="padding-left: 20px;">a. Bacteria (spores/capsules)</p> <p style="padding-left: 20px;">b. Fungi</p> <p style="padding-left: 20px;">c. Viruses</p> <p style="padding-left: 20px;">d. Parasites</p>	04
03	<p><b>FOOD SPOILAGE &amp; FOOD PRESERVATION</b></p> <p>A. Types &amp; Causes of spoilage</p> <p>B. Sources of contamination</p> <p>C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products)</p> <p>D. Basic principles of food preservation</p> <p>E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives &amp; Irradiation)</p>	06
04	<p><b>BENEFICIAL ROLE OF MICRO-ORGANISMS</b></p> <p>A. Fermentation &amp; Role of lactic and bacteria</p> <p>B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages)</p> <p>C. Miscellaneous (Vineagar &amp; anti-biotics)</p>	02
05	<p><b>FOOD BORNE DISEASES</b></p> <p>A. Types (Infections and intoxications)</p> <p>B. Common diseases caused by food borne pathogens</p> <p>C. Preventive measures</p>	02

06	<b>FOOD ADDITIVES</b> A. Introduction B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)	02
07	<b>FOOD CONTAMINANTS &amp; ADULTERANTS</b> A. Introduction to Food Standards B. Types of Food contaminants (Pesticide residues, bacterial toxins mycotoxins, seafood toxins, metallic contaminants, residues from packaging material) C. Common adulterants in food D. Method of their detection (basic principle)	06
08	<b>FOOD LAWS AND REGULATIONS</b> A. National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO D. Consumer Protection Act	04
09	<b>QUALITY ASSURANCE</b> A. Introduction to Concept of TQM, GMP and Risk Assessment B. Relevance of Microbiological standards for food safety C. HACCP (Basic Principle and implementation)	04
10	<b>HYGIENE AND SANITATION IN FOOD SECTOR</b> A. General Principles of Food Hygiene B. GHP for commodities, equipment, work area and personnel C. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) D. Safety aspects of processing water (uses & standards) E. Waste Water & Waste disposal	06
11	<b>RECENT CONCERNS</b> A. Emerging pathogens B. Genetically modified foods C. Food labelling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	03

**REFERENCES:**

- i. Modern Food Microbiology by Jay. J.
- ii. Food Microbiology by Frazier and Westhoff
- iii. Food Safety by Bhat & Rao
- iv. Safe Food Handling by Jacob M.
- v. Food Processing by Hobbs Betty
- vi. PFA Rules

### RESEARCH METHODOLOGY

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Research Project in the 3<sup>rd</sup> year. Inputs can be given to the students during the institute tenure but topics allotted only after return from IT. This will help students perceive the subject in a better fashion while the vacation period between the two years (2<sup>nd</sup> & 3<sup>rd</sup> year) utilized for exploratory research and self-study. Final preparation of the project will be done only in the 3<sup>rd</sup> year under guidance.

S.No.	Topic
01	<b>INTRODUCTION TO RESEARCH METHODOLOGY</b> A. Meaning and objectives of Research B. Types of Research C. Research Approaches D. Significance of Research E. Research methods vs Methodology F. Research Process G. Criteria of Good Research H. Problem faced by Researches I. Techniques Involved in defining a problem
02	<b>RESEARCH DESIGN</b> A. Meaning and Need for Research Design B. Features and important concepts relating to research design C. Different Research design D. Important Experimental Designs
03	<b>SAMPLE DESIGN</b> A. Censure and sample Survey B. Implication of Sample design C. Steps in sampling design D. Criteria for selecting a sampling procedure E. Characteristics of a good sample design F. Different types of Sample design G. Measurement Scales H. Important scaling Techniques
04	<b>METHODS OF DATA COLLECTION</b>

	<p>A. Collection of Primary Data</p> <p>B. Collection through Questionnaire and schedule collection of secondary data</p> <p>C. Difference in Questionnaire and schedule</p> <p>D. Different methods to collect secondary data</p>
05	<p><b>DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES</b></p> <p>A. Hypothesis Testing</p> <p>B. Basic concepts concerning Hypothesis Testing</p> <p>C. Procedure and flow diagram for Hypothesis Testing</p> <p>D. Test of Significance</p> <p>E. Chi-Square Analysis</p> <p>F. Report Presentation Techniques</p>

### SECOND YEAR – INDUSTRIAL TRAINING SCHEME (BHM208)

- 1) Exposure to Industrial Training is an integral part of the 2<sup>nd</sup> year curriculum. The class would be divided into two groups or as the case may be. The 20 weeks industrial training would be divided into five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2<sup>nd</sup> year would be calculated separately for the two components of in-institute training and industrial training as per NCHMCT rules. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days). A student can avail leave to a maximum of 15% (18 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (12 days) on production of a medical certificate.
  - (a) Students who are unable to complete a minimum of 45 days of Industrial Training would be disallowed from appearing in the term end examinations as per NCHMCT Examination Rules.
  - (b) Students who complete more than 45 days of industrial training but are unable to complete minimum 90 days due to medical reasons may make good during the ensuing summer vacation. Such students will be treated as 'absent' in Industrial Training and results declared as per NCHMCT Examination Rules.
- 3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.
- 4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.

- 5) Once the student has been selected/deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
- 6) There will be no inter change of candidates from one batch to another i.e. winter batch to summer batch and vice versa.

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

#### 1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.
- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

#### 2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees .

- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals , attendance, marks, logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

### 3. RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

#### Hotels:

1. should give proper briefing session/orientation/induction prior to commencement of training.
2. should make a standardized training module for all trainees.
3. should strictly follow the structured training schedule.
4. should ensure cordial working conditions for the trainee.
5. should co-ordinate with the institute regarding training programme.
6. should be strict with the trainees regarding attendance during training.
7. should check with trainees regarding appraisals, training report, log book etc.
8. should inform the institute about truant trainees.
9. should allow the students to interact with the guest.
10. should specify industrial training's "Dos and Don'ts" for the trainee.
11. should ensure issue of completion certificate to trainees on the last day of training.

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### Industrial Training

#### Institutes of Hotel Management & Catering Technology

Name of Student: _____	NCHM&CT Roll No: _____
Institute: IHM, _____	Duration: 5 weeks (30 working days)
Name of the Hotel: _____	From: _____ To: _____
Department: F&BS / FP / HK / FO	

#### Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

#### Punctuality / Attendance ( \_\_\_\_\_ days present out of 30 days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

#### Ability to Communicate (Written / Oral)

Very confident, demonstrates outstanding confidence & ability both spoken/written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1

## Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

## Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

## Initiative / Motivation

Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3
Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1

## Reliability / Comprehension

Is totally trust worthy in any working situation. Understands in detail, why and how the job is done.	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but does'nt fully understand work in hand	3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.	2
Requires constant supervision. Lacks any comprehension of the application.	1

## Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

## Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

## Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total \_\_\_\_\_ / 50

Stipend Paid: Rs. \_\_\_\_\_ per month.

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

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

Signature of Student: \_\_\_\_\_ Date : \_\_\_\_\_

## MANAGEMENT IN TOURISM (BHM209)

The course has been designed to familiarise the learners with the Management concepts, functions and skills keeping in view their applicability in tourism.

## Syllabus

## Block-1 Understanding Entrepreneurship and Management

- Unit 1 Management: Concept and Functions
- Unit 2 Entrepreneurship: Concept and Functions
- Unit 3 Corporate Forms in Tourism
- Unit 4 Management Issues in Tourism

## Block-2 Understanding Organizational Theory

- Unit 5 Understanding Organizations
- Unit 6 Planning and Decision Making
- Unit 7 Organizing
- Unit 8 Monitoring and Controlling

## Block-3 Organizational Behaviour Issues

- Unit 9 Small Group Behaviour
- Unit 10 Inter Personal Behaviour
- Unit 11 Inter Group Behaviour
- Unit 12 Supervisory Behaviour

## Block-4 Management Functions

- Unit 13 Human Resource Management
- Unit 14 Financial Management
- Unit 15 Operations Management
- Unit 16 Marketing Management

Unit	17	Information Technology and Management
Block-5		Managing Financial Operations
Unit	18	Understanding P & L Statements
Unit	19	Understanding Balance Sheet
Unit	20	Profitability Analysis
Unit	21	Project Formulation and Appraisal
Block-6		Managerial Practices in Tourism – 1
Unit	22	Tour Operators
Unit	23	Travel Agencies
Unit	24	Hotels
Unit	25	Public Relations
Block-7		Managerial Practices in Tourism – 2
Unit	26	Food Services
Unit	27	Tourist Transport
Unit	28	Airlines
Unit	29	Airports
Block-8		Convention Promotion and Management
Unit	30	Convention Industry
Unit	31	Planning Conventions
Unit	32	Management and Implementation of Conventions

### COMMUNICATION SKILLS IN ENGLISH (BHM210)

This course is assigned 8 credits and requires about 240 hours of study on your part. It aims at making you aware of how a communicative situation influences the choice of sentence structure and vocabulary. This course is divided into 8 blocks of 5 units each, and includes the basic concepts in communication, formal and informal conversation, official communication, diaries, notes and use of English for the media i.e. Print, T.V. and Radio.

#### Syllabus

Block-1	Letters
Unit 1	Some Concepts in Communication
Unit 2	Formal Letters-1
Unit 3	Formal Letters-2
Unit 4	Informal Letters-1
Unit 5	Informal Letters-2
Block-2	Conversation
Unit 6	Formal Conversation: Face-to-Face-1
Unit 7	Formal Conversation: Face-to-Face-2
Unit 8	Informal Conversation: Face-to-Face-1
Unit 9	Informal Conversation: Face-to-Face-2 Discussions
Unit 10	Telephone Conversation
Block-3	Other Forms of Official Communication

Unit	11	Memoranda
Unit	12	Reports-1
Unit	13	Reports-2
Unit	14	Minutes of Meetings
Unit	15	Telegrams and Telexes
<b>Block-4</b>		<b>Interviews and Public Speaking</b>
Unit	16	Interviews
Unit	17	Debates
Unit	18	Discussions
Unit	19	Speeches
Unit	20	Seminar Talks
<b>Block-5</b>		<b>Diaries, Notes, Tables and Figures</b>
Unit	21	Diaries: Private
Unit	22	Diaries: General
Unit	23	Travelogues
Unit	24	Notes
Unit	25	Tables, Charts and Graphs
<b>Block-6</b>		<b>Mass Media: Print</b>
Unit	26	Writing for Newspapers-1
Unit	27	Writing for Newspapers-2
Unit	28	Articles for Journals
Unit	29	Advertising-1
Unit	30	Advertising-2
<b>Block-7</b>		<b>Writing for Radio</b>
Unit	31	Writing for Radio-1 The Movement of Sounds
Unit	32	Writing for Radio-2 The Movement of Ideas
Unit	33	Writing for Radio-3
Unit	34	Radio Drama-1
Unit	35	Radio Drama-2
<b>Block-8</b>		<b>Mass Media: Television</b>
Unit	36	A Television Script
Unit	37	Television Drama
Unit	38	Documentary and Feature Programmes
Unit	39	Interviews
Unit	40	Media, Contexts and Words

- Audios 1      Letters (Block-1)  
 2      Conversations: Role Relation and Tone in Conversation (Block-2)  
 3      Making a Public Speech (Block-4)
- Videos 1      Debating Skills (Block-4)  
 2      Appearing for an Interview (Block-4)  
 3      Using Charts and Diagrams (Block-5)  
 4      Visualising a T.V. Script: Introduction to T.V. Production Techniques (Block-8)

### HUMAN RESOURCE MANAGEMENT (BHM211)

S.No.	Topic	Hours
01	Human Resource Planning A. Micro B. Macro	
02	HRD applications in Hotel Industry	
03	Relevance of HRD in Hotel Industry	
04	Personnel Office A. Functions B. Operations	
05	Hotel Environment and Culture	
06	HRD System	
07	Job Evaluation A. Concepts B. Scope C. Limitations	
08	Job Analysis and Job Description	
09	Job Evaluation Methods	
10	Task Analysis	
11	Demand and Supply Forecasting	
12	Human Resource Information System	
13	Human Resource Audit	
14	Human Resource Accounting Practices	
15	Recruitment and Selection	
16	Attracting and Retaining Talents • Strategic Interventions	
17	Induction and Placement	
18	Staff Training and Development	
19	Training Methods and Evaluation	

20	Motivation and Productivity	
21	Motivation and Job Enrichment	
22	Career Planning	
23	Employee Counseling	
24	Performance Monitoring and Appraisal	
25	Transfer, Promotion and Reward Policy	
26	Disciplinary Issues	
27	Employees' Grievance Handling	
28	Compensation and Salary Administration	
29	Employee Benefits and Welfare Schemes	
30	Labour Laws and Regulations Related to Hotel Industry	
31	Gender Sensitivities	
32	Emerging Trends and Perspectives	
33	Impacts of Mergers and Acquisitions on Human Resource Practices	