

3 – YEAR B.Sc. DEGREE
IN
HOSPITALITY & HOTEL ADMINISTRATION

CURRICULUM

JOINTLY OFFERED BY:
NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY
NOIDA
(NCHM&CT)

AND

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(IGNOU)

SYLLABUS FOR 1ST SEMESTER
CIRCULATED – 25th JUNE 2010



SEMESTER - I (17 WEEKS)

National Council Component

MINIMUM CONTACT HOURS FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester	
			Th.	Pr.
1	BHM111	Foundation Course in Food Production - I	30	120
2	BHM112	Foundation Course in Food & Beverage Service - I	30	60
3	BHM113	Foundation Course in Front Office - I	30	30
4	BHM114	Foundation Course in Accommodation Operations - I	30	30
5	BHM105	Application of Computers	15	60
6	BHM106	Hotel Engineering	60	-
7	BHM116	Nutrition	30	-
TOTAL:			225	300
GRAND TOTAL			525	

WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM111	Foundation Course in Food Production - I	02	08
2	BHM112	Foundation Course in Food & Beverage Service - I	02	04
3	BHM113	Foundation Course in Front Office - I	02	02
4	BHM114	Foundation Course in Accommodation Operations - I	02	02
5	BHM105	Application of Computers	01	04
6	BHM106	Hotel Engineering	04	-
7	BHM116	Nutrition	02	-
TOTAL:			15	20
GRAND TOTAL			35	

EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM111	Foundation Course in Food Production - I	100	100
2	BHM112	Foundation Course in Food & Beverage Service - I	100	100
3	BHM113	Foundation Course in Front Office - I	100	100
4	BHM114	Foundation Course in Accommodation Operations - I	100	100
5	BHM105	Application of Computers	50	100
6	BHM106	Hotel Engineering	100	-
7	BHM116	Nutrition	100	-
TOTAL:			650	500
GRAND TOTAL			1150	

* Term marks will comprise 30% Incourse & 70% Term end exam marks.



	iii) SAUCES A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions	02	10%
07	METHODS OF COOKING FOOD A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling <ul style="list-style-type: none"> • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking 	04	15%
08	SOUPS A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes	2	10%
09	EGG COOKERY A. Introduction to egg cookery B. Structure of an egg C. Selection of egg D. Uses of egg in cookery	2	5%
10	COMMODITIES: i) Shortenings (Fats & Oils) A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties ii) Raising Agents A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions iii) Thickening Agents A. Classification of thickening agents B. Role of Thickening agents iv) Sugar A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various	4	10%
TOTAL		30	100%



FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS)

PART 'A' - COOKERY

HOURS ALLOTTED: 60

MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications	04
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, paysane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students	04
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour	04
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students	04
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students	04
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato 	Demonstrations & simple applications	04
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull's Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict) 	Demonstrations & simple applications by students	04
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students	04
9	Simple Salads & Soups: <ul style="list-style-type: none"> • Cole slaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad, 	Demonstration by instructor and applications by students	28



	<ul style="list-style-type: none"> • Consommé <p>Simple Egg preparations:</p> <ul style="list-style-type: none"> • Scotch egg, • Assorted omelletes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes <p>Vegetable preparations</p> <ul style="list-style-type: none"> • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. 		
TOTAL		60	



PART 'B' - BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	Equipments <ul style="list-style-type: none"> • Identification • Uses and handling Ingredients - Qualitative and quantitative measures	Demonstration by instructor and applications by students	04
2	BREAD MAKING <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched bread recipes • Bread Loaf (White and Brown) • Bread Rolls (Various shapes) • French Bread • Brioche 	Demonstration by instructor and applications by students	10
3	SIMPLE CAKES <ul style="list-style-type: none"> • Demonstration & Preparation of Simple and enriched Cakes, recipes • Sponge, Genoise, Fatless, Swiss roll • Fruit Cake • Rich Cakes • Dundee • Madeira 		10
4	SIMPLE COOKIES <ul style="list-style-type: none"> • 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. 	Demonstration by instructor and applications by students	16
5	HOT / COLD DESSERTS <ul style="list-style-type: none"> • 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. 	Demonstration by instructor and applications by students	20
TOTAL			60



MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	04.30 HRS		

Indenting and Scullery 30 minutes before and after the practical

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

1. One simple salad OR soup	10
2. One simple sauce	10
3. One simple egg preparation	10
4. One simple vegetable or potato preparation	05
5. Journal	05
	40

Part – B (Bakery)

1. Bread or bread rolls	15
2. Simple cake or cookies	10
3. One dessert hot or cold	10
4. Journal	05
	40

Part – C (General Assessment)

1. Uniform & Grooming	05
2. Indenting and plan of work	05
3. Scullery, equipment cleaning and Hygiene	05
4. Viva	05
	20

PARAMETERS OF ASSESMENT OF EACH DISH

A) Temperature	20%
B) Texture / Consistency	20%
C) Aroma / Flavour	20%
D) Taste	20%
E) Presentation	<u>20%</u>
	<u>100%</u>

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
4. Uniform and grooming must be checked by the examiners before commencement of examination.
5. Students are not allowed to take help from books, notes, journal or any other person.



BHM112 - FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	THE HOTEL & CATERING INDUSTRY A. Introduction to the Hotel Industry and Growth of the hotel Industry in India B. Role of Catering establishment in the travel/tourism industry C. Types of F&B operations D. Classification of Commercial, Residential/Non-residential E. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. F. Structure of the catering industry - a brief description of each	06	20%
02	DEPARTMENTAL ORGANISATION & STAFFING A. Organisation of F&B department of hotel B. Principal staff of various types of F&B operations C. French terms related to F&B staff D. Duties & responsibilities of F&B staff E. Attributes of a waiter F. Inter-departmental relationships (Within F&B and other department)	04	15%
03	I FOOD SERVICE AREAS (F & B OUTLETS) A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque	06	20%
	II ANCILLIARY DEPARTMENTS A. Pantry B. Food pick-up area C. Store D. Linen room E. Kitchen stewarding	04	10%
04	F & B SERVICE EQUIPMENT Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware	04	15%



	- All other equipment used in F&B Service		
	• French terms related to the above	01	
05	NON-ALCOHOLIC BEVERAGES	01	20%
	Classification (Nourishing, Stimulating and Refreshing beverages)		
	A. Tea	01	
	- Origin & Manufacture		
	- Types & Brands	01	
	B. Coffee		
	- Origin & Manufacture	01	
	- Types & Brands		
	C. Juices and Soft Drinks	01	
	D. Cocoa & Malted Beverages		
	- Origin & Manufacture		
TOTAL		30	100%



FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – I (PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Food Service areas – Induction & Profile of the areas	04
02	Ancillary F&B Service areas – Induction & Profile of the areas	04
03	Familiarization of F&B Service equipment	08
04	Care & Maintenance of F&B Service equipment	04
05	Cleaning / polishing of EPNS items by: <ul style="list-style-type: none"> - Plate Powder method - Polivit method - Silver Dip method - Burnishing Machine 	04
06	Basic Technical Skills Task-01: Holding Service Spoon & Fork Task-02: Carrying a Tray / Salver Task-03: Laying a Table Cloth Task-04: Changing a Table Cloth during service Task-05: Placing meal plates & Clearing soiled plates Task-06: Stocking Sideboard Task-07: Service of Water Task-08: Using Service Plate & Crumbing Down Task-09: Napkin Folds Task-10: Changing dirty ashtray Task-11: Cleaning & polishing glassware	16
07	Tea – Preparation & Service	04
08	Coffee - Preparation & Service	04
09	Juices & Soft Drinks - Preparation & Service <ul style="list-style-type: none"> • Mocktails • Juices, Soft drinks, Mineral water, Tonic water 	08
10	Cocoa & Malted Beverages – Preparation & Service	04
TOTAL		60



MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS	100	PASS MARKS	50
DURATION	03.00HRS		

All Technical Skills to be tested as listed in the syllabus

			MARKS
1.	Uniform / Grooming	:	10
2.	Service Equipment Knowledge / Identification	:	20
3.	Care Cleaning & Polishing of service equipment	:	20
4.	Service skills / tasks	:	20
5.	Beverage service Tea / Coffee / Soft drinks	:	20
6.	Journal	:	10
			100

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.



BHM113 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
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	10%
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	15%
03	TYPES OF ROOMS A. Single B. Double C. Twin D. Suits	02	5%
04	TIME SHARE & VACATION OWNERSHIP A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	03	10%
05	FRONT OFFICE ORGANIZATION A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	05	20%
06	HOTEL ENTRANCE, LOBBY AND FRONT OFFICE A. Layout B. Front office equipment (non automated, semi automated and automated)	03	10%
07	BELL DESK A. Functions B. Procedures and records	04	20%



08	FRENCH: To be taught by a professional French language teacher. A. Understanding and uses of accents, orthographic signs & punctuation B. Knowledge of cardinaux & ordinaux (Ordinal & cardinal) C. Days, Dates, Time, Months and Seasons	05	10%
TOTAL		30	100



FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – I (PRACTICALS)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	Appraisal of front office equipment and furniture	2
2	Rack, Front desk counter & bell desk	2
3	Filling up of various proforma	4
4	Welcoming of guest	2
5	Telephone handling	4
6	Role play: <ul style="list-style-type: none"> • Reservation • Arrivals • Luggage handling • Message and mail handling • Paging 	4 4 2 4 2
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00 HRS

		MARKS
1.	UNIFORM & GROOMING	: 10
2.	COURTESY & MANNERS	: 10
3.	SPEECH AND COMMUNICATION	: 10
4.	TECHNICAL KNOWLEDGE	: 20
5.	PRACTICAL SITUATION HANDLING	: 40
6.	JOURNAL	: 10
		100

NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. 200 technical questions to be prepared in advance, covering the entire syllabus.
3. Practical situations – at least 25 situations be made representing all aspects of the syllabus.



BHM114 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION Role of Housekeeping in Guest Satisfaction and Repeat Business	02	5%
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	08	25%
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	15%
04	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	05	20%
05	COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES A. Metals B. Glass C. Leather, Leatherites, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	05	15%
06	INTER DEPARTMENTAL RELATIONSHIP 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	02	10%
07	USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT	04	10
TOTAL		30	100%



FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Sample Layout of Guest Rooms <ul style="list-style-type: none"> • Single room • Double room • Twin room • Suite 	02
02	Guest Room Supplies and Position <ul style="list-style-type: none"> • Standard room • Suite • VIP room special amenities 	04
03	Cleaning Equipment-(manual and mechanical) <ul style="list-style-type: none"> • Familiarization • Different parts • Function • Care and maintenance 	04
04	Cleaning Agent <ul style="list-style-type: none"> • Familiarization according to classification • Function 	02
05	Public Area Cleaning (Cleaning Different Surface) <p>A. WOOD</p> <ul style="list-style-type: none"> • polished • painted • Laminated <p>B. SILVER/ EPNS</p> <ul style="list-style-type: none"> • Plate powder method • Polivit method • Proprietary solution (Silvo) <p>C. BRASS</p> <ul style="list-style-type: none"> • Traditional/ domestic 1 Method • Proprietary solution 1 (brasso) <p>D. GLASS</p> <ul style="list-style-type: none"> • Glass cleanser • Economical method(newspaper) <p>E. FLOOR - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> • Wooden • Marble • Terrazzo/ mosaic etc. <p>F. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> • Skirting • Dado • Different types of paints(distemper Emulsion, oil paint etc) 	14



06	Maid's trolley <ul style="list-style-type: none"> • Contents • Trolley setup 	02
07	Familiarizing with different types of Rooms, facilities and surfaces <ul style="list-style-type: none"> • Twin/ double • Suite • Conference etc 	02
TOTAL		30

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS 100 PASS MARKS 50
 DURATION 03.00HRS

	MARKS
1. UNIFORM & GROOMING	: 10
2. GUEST ROOM SUPPLIES & POSITION	: 10
3. SURFACE CLEANING (TWO DIFFERENT SURFACES)	: 30
4. MAIDS TROLLY	: 10
5. CARE & CLEANING OF EQUIPMENT	: 10
6. VIVA	: 20
7. JOURNAL	: 10
	100

NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus

BHM105 - APPLICATION OF COMPUTERS – THEORY
HOURS ALLOTTED: 15 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	<p>COMPUTER FUNDAMENTALS - THEORY</p> <p>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	05%
02	<p>OPERATING SYSTEMS/ENVIRONMENTS - THEORY</p> <p>BASICS OF MS-DOS</p> <p>A. Internal commands B. External commands</p> <p>INTRODUCTION TO WINDOWS</p> <p>A. GUI/Features B. What are Windows and Windows 95 and above? C. Parts of a Typical Window and their Functions</p>	05	20%
03	<p>NETWORKS – THEORY</p> <p>A. Network Topology</p> <ul style="list-style-type: none"> • Bus • Star • Ring <p>B. Network Applications</p>	05	35%



	<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>H. Network Software</p> <ul style="list-style-type: none"> • Novel • Windows NT 		
TOTAL		15	100%



APPLICATION OF COMPUTERS – PRACTICAL
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus	05	15%
02	MS-OFFICE 2007 MS WORD CREATING A DOCUMENT 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 FORMATTING A DOCUMENT 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 SPECIAL EFFECTS A. Print Special Effects e.g. Bold, Underline, Superscripts, Subscript B. Changing Fonts C. .Changing Case CUT, COPY AND PASTE OPERATION A. Marking Blocks 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 USING MS-WORD TOOLS A. Spelling and Grammar B. Mail Merge C. .Printing Envelops and Labels	15	25%



	<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 		
03	<p>MS OFFICE 2007 MS-EXCEL</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 <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 	15	25%



	<p>- Re ordering Orientation F Using Borders</p> <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 D. Naming sheet tabs other than sheet 1, sheet 2 and so on E. Copying or moving sheets from one worksheet to another <p>CREATING GRAPHICS/CHARTS</p> <ul style="list-style-type: none"> 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>EXCEL's DATABASE FACILITIES</p> <ul style="list-style-type: none"> A. Setting up a database 		
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	B. Sorting records in the database		
04	MS OFFICE 2007 MS-POWER POINT 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	20	25%
05	Internet & E-mail – PRACTICAL	05	10%
TOTAL		60	100%

MARKING SCHEME FOR PRACTICAL EXAMINATION

MAXIMUM MARKS

100

PASS MARKS

50

MARKS

- | | | | |
|----|------------------------------|---|----|
| 1. | VIVA | : | 20 |
| 2. | Typing & Printing (20 lines) | : | 20 |
| 3. | 6 tasks of 10 marks each | : | 60 |

100

(Refer syllabus for tasks)



BHM106 - HOTEL ENGINEERING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>MAINTENANCE:</p> <p>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</p>	03	5%
02.	<p>Fuels used in catering industry:</p> <p>A. Types of fuel used in catering industry; calorific value; comparative study of different fuels B. Calculation of amount of fuel required and cost.</p>	04	5%
03	<p>Gas:</p> <p>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</p>	04	5%
04	<p>Electricity:</p> <p>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.</p>	06	10%
05.	<p>Water systems:</p> <p>A. Water distribution system in a hotel B. Cold water systems in India C. Hardness of water, water softening, base exchange method (Demonstration) D. Cold water cistern swimming pools E. Hot water supply system in hotels F. Flushing system, water taps, traps and closets.</p>	04	5%



06	Refrigeration & Air-conditioning: <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. (Demonstration) 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	15%
07	Fire prevention and fire fighting system: <ul style="list-style-type: none"> A. Classes of fire, methods of extinguishing fires (Demonstration) 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	10%
08	Waste disposal and pollution control: <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	10%
09	Safety: <ul style="list-style-type: none"> A. Accident prevention B. Slips and falls C. Other safety topics 	01	5%
10.	Security	01	10%
11.	Equipment replacement policy: <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	5%
12.	Audio visual equipments: <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 power point presentation units C. Maintenance of computers: D. Care and cleaning of PC, CPU, Modem, UPS, Printer, Laptops E. Sensors – Various sensors used in different locations of a hotel – type, uses and cost effectiveness 	08	10%



13.	Contract maintenance: A. Necessity of contract maintenance, advantages and disadvantages of contract maintenance B. Essential requirements of a contract, types of contract, their comparative advantages and disadvantages. C. Procedure for inviting and processing tenders, negotiating and finalizing	03	5%
TOTAL		60	100%



04	MACRO NUTRIENTS A. Vitamins <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) B. MINERALS <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine 	05	15%
05	WATER <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance) 	01	5%
06	BALANCED DIET <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state 	01	5%
07	MENU PLANNING <ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals. 	02	10%
08	MASS FOOD PRODUCTION <ul style="list-style-type: none"> • Effect of cooking on nutritive value of food (QFP) 	01	5%
09	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH <ul style="list-style-type: none"> • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation) 	01	5%
TOTAL		30	100%



SEMESTER – II (17 WEEKS)

National Council Component

MINIMUM CONTACT HOURS FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	30	120
2	BHM152	Foundation Course in Food & Beverage Service - II	30	60
3	BHM153	Foundation Course in Front Office - II	30	30
4	BHM154	Foundation Course in Accommodation Operations - II	30	30
5	BHM116	Nutrition	30	-
6	BHM108	Accountancy	60	-
7	BHM109	Communication	30	-
TOTAL:			240	240
GRAND TOTAL			480	

WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	02	08
2	BHM152	Foundation Course in Food & Beverage Service - II	02	04
3	BHM153	Foundation Course in Front Office - II	02	02
4	BHM154	Foundation Course in Accommodation Operations - II	02	02
5	BHM116	Nutrition	02	-
6	BHM108	Accountancy	04	-
7	BHM109	Communication	02	-
TOTAL:			16	16
GRAND TOTAL			32	



EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	100	100
2	BHM152	Foundation Course in Food & Beverage Service – II	100	100
3	BHM153	Foundation Course in Front Office - II	100	100
4	BHM154	Foundation Course in Accommodation Operations – II	100	100
5	BHM116	Nutrition	100	-
6	BHM108	Accountancy	100	-
7	BHM109	Communication	50	-
TOTAL:			650	400
GRAND TOTAL			1050	

* Term marks will comprise 30% Incourse & 70% Term end exam marks.

IGNOU Component

No.	Subject code	Subject	Counselling sessions
01	BHM110	Foundation Course in Tourism	10-12 counselling sessions of two hours each per group per year



BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	SOUPS A. Basic recipes other than consommé with menu examples <ul style="list-style-type: none"> • Broths • Bouillon • Puree • Cream • Veloute • Chowder • Bisque etc B. Garnishes and accompaniments C. International soups	02	10%
02	SAUCES & GRAVIES A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary	03	10%
03	MEAT COOKERY A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	04	15%
04	FISH COOKERY A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	03	10%
05	RICE, CEREALS & PULSES A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	01	5%
06	i) PASTRY A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none"> • Recipes and methods of preparation • Differences • Uses of each pastry • Care to be taken while preparing pastry • Role of each ingredient • Temperature of baking pastry 	02	5%

	ii) MASALAS A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> • Wet masalas • Dry masalas C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends		
10	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	02	10%
TOTAL		30	100%



**FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)
PART A - COOKERY**

HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	<ul style="list-style-type: none"> • Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope • Fish-Identification & Classification • Cuts and Folds of fish 	Demonstrations & simple applications	04
2	<ul style="list-style-type: none"> • Identification, Selection and processing of Meat, Fish and poultry. • Slaughtering and dressing 	Demonstrations at the site in local Area/Slaughtering house/Market	04
3	<p>Preparation of menu</p> <p>Salads & soups- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p>Chicken, Mutton and Fish Preparations- Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p>Simple potato preparations- Basic potato dishes</p> <p>Vegetable preparations- Basic vegetable dishes</p> <p>Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students	52
TOTAL			60



PART B - BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No	Topic	Method	Hours
1	PASTRY: Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> • Short Crust – Jam tarts, Turnovers • Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns • Choux Paste – Eclairs, Profiteroles 	Demonstration by instructor and applications by students	20
2	COLD SWEET <ul style="list-style-type: none"> • Honeycomb mould • Butterscotch sponge • Coffee mousse • Lemon sponge • Trifle • Blancmange • Chocolate mousse • Lemon soufflé 	Demonstration by instructor and applications by students	20
3	HOT SWEET <ul style="list-style-type: none"> • Bread & butter pudding • Caramel custard • Albert pudding • Christmas pudding 	Demonstration by instructor and applications by students	12
4	INDIAN SWEETS Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students	08
TOTAL			60

04	TOBACCO A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars	03	
TOTAL		30	100%



FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)

HOURS ALLOTTED: 60

MAXIMUM MARKS: 100

S.No	Topic	Hours		
01	REVIEW OF SEMESTER -1	04		
02	<p>TABLE LAY-UP & SERVICE</p> <p>Task-01: A La Carte Cover Task-02: Table d' Hote Cover Task-03: English Breakfast Cover Task-04: American Breakfast Cover Task-05: Continental Breakfast Cover Task-06: Indian Breakfast Cover Task-07: Afternoon Tea Cover Task-08: High Tea Cover</p> <p>TRAY/TROLLEY SET-UP & SERVICE</p> <p>Task-01: Room Service Tray Setup Task-02: Room Service Trolley Setup</p>	16		
03	<p>PREPARATION FOR SERVICE (RESTAURANT)</p> <p>A. Organizing Mise-en-scene B. Organizing Mise-en-Place C. Opening, Operating & Closing duties</p>	04		
04	<p>PROCEDURE FOR SERVICE OF A MEAL</p> <p>Task-01: Taking Guest Reservations Task-02: Receiving & Seating of Guests Task-03: Order taking & Recording Task-04: Order processing (passing orders to the kitchen) Task-05: Sequence of service Task-06: Presentation & Encashing the Bill Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests</p>	08		
05	<p>Social Skills</p> <p>Task-01: Handling Guest Complaints Task-02: Telephone manners Task-03: Dining & Service etiquettes</p>	04		
06	<p>Special Food Service - (Cover, Accompaniments & Service)</p> <p>Task-01: Classical Hors d' oeuvre</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus </td> </tr> </table> <p>Task-02: Cheese Task-03: Dessert (Fresh Fruit & Nuts)</p>	<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 	12
<ul style="list-style-type: none"> • Oysters • Caviar • Smoked Salmon • Pate de Foie Gras 	<ul style="list-style-type: none"> • Snails • Melon • Grapefruit • Asparagus 			



	Service of Tobacco <ul style="list-style-type: none"> • Cigarettes & Cigars 	
07	Restaurant French: To be taught by a professional French language teacher. <ul style="list-style-type: none"> • Restaurant Vocabulary (English & French) • French Classical Menu Planning • French for Receiving, Greeting & Seating Guests • French related to taking order & description of dishes 	12
TOTAL		60



153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	TARIFF STRUCTURE A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents 	04	10%
02	FRONT OFFICE AND GUEST HANDLING <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure 	04	10%
03	RESERVATIONS A. Importance of reservation B. Modes of reservation 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 G. Amendments H. Overbooking	07	25%
04	ROOM SELLING TECHNIQUES A. Up selling B. Discounts	02	05%
05	ARRIVALS 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	20%
06	DURING THE STAY ACTIVITIES A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique	06	20%



	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history		
07	FRONT OFFICE CO-ORDINATION With other departments of hotel	02	10%
TOTAL		30	100

FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)

HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

Hands on practice of computer applications on PMS.

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check -in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms



BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	ROOM LAYOUT AND GUEST SUPPLIES A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	AREA CLEANING 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	20%
03	ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT 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	35%
04	TYPES OF BEDS AND MATTRESSES	02	5%
05	PEST CONTROL A. Areas of infestation B. Preventive measures and Control measure	03 03	20%
06	KEYS A. Types of keys B. Computerised key cards C. Key control	02	5%
TOTAL		30	100%



FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Review of semester 1	2
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><u>ROOM</u></p> <p>Task 1- open curtain and adjust lighting Task 2-clean ash and remove trays if any Task 3- strip and make bed Task 4- dust and clean drawers and replenish supplies Task 5-dust and clean furniture, clockwise or anticlockwise Task 6- clean mirror Task 7- replenish all supplies Task 8-clean and replenish minibar Task 9-vaccum clean carpet Task 10- check for stains and spot cleaning</p> <p><u>BATHROOM</u></p> <p>Task 1-disposed soiled linen Task 2-clean ashtray Task 3-clean WC Task 4-clean bath and bath area Task 5-wipe and clean shower curtain Task 6- clean mirror Task 7-clean tooth glass Task 8-clean vanitory unit Task 9- replenish bath supplies Task 10- mop the floor</p>	6
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side) Step 2-make miter corner (on both corner of your side) Step 3- spread second sheet (upside down) Step 4-spread blanket Step 5- Spread crinkle sheet Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet) Step 7- tuck the folds on your side Step 8- make miter corner with all three on your side Step 9- change side and finish the bed in the same way Step 10- spread the bed spread and place pillow</p>	8
04	<p>Records</p> <ul style="list-style-type: none"> • Room occupancy report • Checklist • Floor register • Work/ maintenance order] • Lost and found • Maid's report • Housekeeper's report • Log book 	4



	<ul style="list-style-type: none"> • Guest special request register • Record of special cleaning • Call register • VIP list • Floor linen book/ register 	
05	Guest room inspection	2
06	Minibar management <ul style="list-style-type: none"> • Issue • stock taking • checking expiry date 	2
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> • maintaining register/ record • replenishing floor pantry • stock taking 	4
08	Guest handling <ul style="list-style-type: none"> • Guest request • Guest complaints 	2



BHM116 - NUTRITION
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	BASIC ASPECTS A. Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients	01	5%
02	ENERGY A. Definition of Energy and Units of its measurement (Kcal) B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) C. Factors affecting energy requirements D. Concept of BMR, SDA, Thermodynamic action of food E. Dietary sources of energy F. Concept of energy balance and the health hazards associated with Underweight, Overweight	03	10%
03	MACRO NUTRIENTS <div style="text-align: center;">Carbohydrates</div> <ul style="list-style-type: none"> • Definition • Classification (mono, di and polysaccharides) • Dietary Sources • Functions • Significance of dietary fibre (Prevention/treatment of diseases) <div style="text-align: center;">Lipids</div> <ul style="list-style-type: none"> • Definition • Classification : Saturated and unsaturated fats • Dietary Sources • Functions • Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health • Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol <div style="text-align: center;">Proteins</div> <ul style="list-style-type: none"> • Definition • Classification based upon amino acid composition • Dietary sources • Functions • Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins) 	04	10%
		04	10%
		04	10%



04	MACRO NUTRIENTS A. Vitamins <ul style="list-style-type: none"> • Definition and Classification (water and fats soluble vitamins) • Food Sources, function and significance of: <ol style="list-style-type: none"> 1. Fat soluble vitamins (Vitamin A, D, E, K) 2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid) B. MINERALS <ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine 	05	15%
05	WATER <ul style="list-style-type: none"> • Definition • Dietary Sources (visible, invisible) • Functions of water • Role of water in maintaining health (water balance) 	01	5%
06	BALANCED DIET <ul style="list-style-type: none"> • Definition • Importance of balanced diet • RDA for various nutrients – age, gender, physiological state 	01	5%
07	MENU PLANNING <ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals. 	02	10%
08	MASS FOOD PRODUCTION <ul style="list-style-type: none"> • Effect of cooking on nutritive value of food (QFP) 	01	5%
09	NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH <ul style="list-style-type: none"> • Need for introducing nutritionally balanced and health specific meals • Critical evaluation of fast foods • New products being launched in the market (nutritional evaluation) 	01	5%
TOTAL		30	100%



BHM - ACCOUNTANCY
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
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	5%
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	10	15%
03	SECONDARY BOOK (LEDGER) A. Meaning and Uses B. Formats C. Posting D. Practicals	06	10%
04	SUBSIDIARY BOOKS A. Need and Use B. Classification <ul style="list-style-type: none"> • Purchase Book • Sales Book • Purchase Returns • Sales Returns • Journal Proper • Practicals 	06	10%
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	10	15%
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	5%
07	TRIAL BALANCE A. Meaning	06	10%



	B. Methods C. Advantages D. Limitations E. Practicals		
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"> • Closing Stock • Pre-paid Expenses • Outstanding Expenses • Depreciation 	12	25%
09	CAPITAL AND REVENUE EXPENDITURE A. Meaning B. Definition of Capital and Revenue Expenditure	02	5%
TOTAL		60	100%

NOTE: USE OF CALCULATORS IS PERMITTED



BHM109 - COMMUNICATION
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	BUSINESS COMMUNICATION A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7	20%
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	6	20%
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	7	20%
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.	4	15%
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	4	15%
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	2	10%
TOTAL		30	100%



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



3 – YEAR B.Sc. DEGREE
IN
HOSPITALITY & HOTEL ADMINISTRATION

CURRICULUM

JOINTLY OFFERED BY:
NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY
NOIDA
(NCHM&CT)

AND

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(IGNOU)

SYLLABUS FOR 3RD / 4TH SEMESTER
CIRCULATED – 18th JUNE 2010

3RD/4TH SEMESTER TEACHING & EXAMINATION SCHEME (17 WEEKS)

National Council Component

No.	Subject code	Subject	Hours per Semester		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM201	Food Production Operations	02	08	100	100
2	BHM202	Food & Beverage Operations	02	02	100	100
3	BHM203	Front Office Operations	02	02	100	100
4	BHM204	Accommodation Operations	02	02	100	100
5	BHM205	Food & Beverage Controls	02	-	100	-
6	BHM206	Hotel Accountancy	02	-	100	-
7	BHM207	Food Safety & Quality	02	-	50	-
8	--	Research Methodology	01	-	-	-
TOTAL:			15	14	650	400
GRAND TOTAL			29		1050	

* Term marks will comprise 30% Incourse & 70% Term end exam marks.

3RD/4TH SEMESTER TEACHING & EXAMINATION SCHEME

No.	Subject code	Subject	Marks
01	BHM208	Industrial Training (17 weeks)	200
TOTAL:			200

IGNOU Component

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



	<ul style="list-style-type: none"> • Diet menus and nutritional requirements <p>C. Off Premises Catering</p> <ul style="list-style-type: none"> • Reasons for growth and development • Menu Planning and Theme Parties • Concept of a Central Production Unit • Problems associated with off-premises catering <p>D. Mobile Catering</p> <ul style="list-style-type: none"> • Characteristics of Rail, Airline (Flight Kitchens and Sea Catering) • Branches of Mobile Catering <p>E. Quantity Purchase & Storage</p> <ul style="list-style-type: none"> • Introduction to purchasing • Purchasing system • Purchase specifications • Purchasing techniques • Storage 		5%
			5%
			5%
03	<p>REGIONAL INDIAN CUISINE</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"> • Geographic location • Historical background • Seasonal availability • Special equipment • Staple diets • Specialty cuisine for festivals and special occasions <p>STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal</p> <p>COMMUNITIES Parsee, Chettinad, Hyderabad, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri</p> <p>DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks</p>	16	15%
			25%
			10%
TOTAL		30	100%



FOOD PRODUCTION OPERATIONS – PRACTICAL
HOURS ALLOTTED: 120 MAXIMUM MARKS: 100

Each institute to formulate 36 set of menus from the following cuisines.

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

SUGGESTED MENUS

MAHARASTRIAN

- MENU 01 Masala Bhat
 Kolhapuri Mutton
 Batata Bhajee
 Masala Poori
 Koshimbir
 Coconut Poli
- MENU 02 Moong Dal Khichdee
 Patrani Macchi
 Tomato Saar
 Tilgul Chapatti
 Amti
 Basundi

AWADH

- MENU 01 Yakhni Pulao
 Mughlai Paratha
 Gosht Do Piazza
 Badin Jaan
 Kulfi with Falooda
- MENU 02 Galouti Kebab
 Bakarkhani
 Gosht Korma
 Paneer Pasanda
 Muzzafar



BENGALI

- MENU 01 Ghee Bhat
Macher Jhol
Aloo Posto
Misti Doi
- MENU 02 Doi Mach
Tikoni Pratha
Baigun Bhaja
Payesh
- MENU 03 Mach Bhape
Luchi
Sukto
Kala Jamun
- MENU 04 Prawan Pulao
Mutton Vidalloo
Beans Foogath
Dodol

GOAN

- MENU 01 Arroz
Galina Xacutti
Toor Dal Sorak
Alle Belle
- MENU 02 Coconut Pulao
Fish Caldeen
Cabbage Foogath
Bibinca

PUNJABI

- MENU 01 Rada Meat
Matar Pulao
Kadhi
Punjabi Gobhi
Kheer
- MENU 02 Amritsari Macchi
Rajmah Masala
Pindi Chana
Bhaturas
Row Di Kheer



MENU 03 Sarson Da Saag
Makki Di Roti
Peshawari Chole
Motia Pulao
Sooji Da Halwa

MENU 04 Tandoori Roti
Tandoori Murg
Dal Makhani
Pudinia Chutny
Baingan Bhartha
Savian

SOUTH INDIAN

MENU 01 Meen Poriyal
Curd Rice
Thorani
Rasam
Pal Payasam

MENU 02 Line Rice
Meen Moilee
Olan
Malabari Pratha
Parappu Payasam

MENU 03 Tamarind Rice
Kori Gashi
Kalan
Sambhar
Savian Payasam

MENU 04 Coconut Rice
Chicken Chettinad
Avial
Huli
Mysore Pak

RAJASTHANI

MENU 01 Gatte Ka Pulao
Lal Maas
Makki Ka Soweta
Chutny (Garlic)
Dal Halwa



MENU 02 Dal
Batti
Churma
Besan Ke Gatte
Ratalu Ki Subzi
Safed Mass

GUJRATI

MENU 01 Sarki
Brown Rice
Salli Murg
Gujrati Dal
Methi Thepla
Shrikhand

MENU 02 Gujrati Khichadi
Oondhiyu
Batata Nu Tomato
Osaman
Jeera Poori
Mohanthal

HYDERABADI

MENU 01 Sofyani Biryani
Methi Murg
Tomato Kut
Hare Piaz ka Raita
Double Ka Meetha

MENU 02 Kachi Biryani
Dalcha
Mirchi Ka Salan
Mix Veg. Raita
Khumani Ka Meetha

KASHMIRI

Two menus may be formed out of the Dishes given as under:

Rice and Bread Preparations: Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

Vegetables and Potato: Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri ,Nader Palak, Razma Gogji

Sweet Dishes: Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa



Chutneys: Mujeh cheten, Ganda Cheten, Dween cheten, Aleh cheten (pumpkin chutney)

Note: In addition to above each institute to formulate 08 (eight) set of regional menus including snacks, sweets etc.



BHM202 - FOOD & BEVERAGE SERVICE OPERATIONS – THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	ALCOHOLIC BEVERAGE A. Introduction and definition B. Production of Alcohol <ul style="list-style-type: none"> • Fermentation process • Distillation process C. Classification with examples	03	7%
02	DISPENSE BAR A. Introduction and definition B. Bar layout – physical layout of bar C. Bar stock – alcohol & non alcoholic beverages D. Bar equipment	02	07%
03	WINES A. Definition & History B. Classification with examples <ul style="list-style-type: none"> • Table/Still/Natural • Sparkling • Fortified • Aromatized C. Production of each classification D. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • France • Germany • Italy • Spain • Portugal E. New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <ul style="list-style-type: none"> • USA • Australia • India • Chile • South Africa • Algeria • New Zealand F. Food & Wine Harmony G. Storage of wines H. Wine terminology (English & French)	08	30%
04	BEER A. Introduction & Definition B. Types of Beer C. Production of Beer D. Storage	04	15%
05	SPIRITS	07	25



	<ul style="list-style-type: none"> A. Introduction & Definition B. Production of Spirit <ul style="list-style-type: none"> • Pot-still method • Patent still method C. Production of <ul style="list-style-type: none"> • Whisky • Rum • Gin • Brandy • Vodka • Tequilla D. Different Proof Spirits <ul style="list-style-type: none"> • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale) 		
06	APERITIFS <ul style="list-style-type: none"> A. Introduction and Definition B. Types of Aperitifs <ul style="list-style-type: none"> • Vermouth (Definition, Types & Brand names) • Bitters (Definition, Types & Brand names) 	03	08%
07	LIQUEURS <ul style="list-style-type: none"> A. Definition & History B. Production of Liqueurs C. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel) D. Popular Liqueurs (Name, colour, predominant flavour & country of origin) 	03	08%
TOTAL		30	100%



FOOD & BEVERAGE SERVICE OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Dispense Bar – Organizing Mise-en-place Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables	05
02	Service of Wines Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines Task-05 Service of Aromatized Wines Task-06 Service of Cider, Perry & Sake	05
03	Service of Aperitifs Task-01 Service of Bitters Task-02 Service of Vermouths	03
04	Service of Beer Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers	02
05	Service of Spirits Task-01 Service styles – neat/on-the-rocks/with appropriate mixers Task-02 Service of Whisky Task-03 Service of Vodka Task-04 Service of Rum Task-05 Service of Gin Task-06 Service of Brandy Task-07 Service of Tequila	04
06	Service of Liqueurs Task-01 Service styles – neat/on-the-rocks/with cream/en frappe Task-02 Service from the Bar Task-03 Service from Liqueur Trolley	03
07	Wine & Drinks List Task-01 Wine Bar Task-02 Beer Bar Task-03 Cocktail Bar	04
08	Matching Wines with Food Task-01 Menu Planning with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine Task-02 Table laying & Service of menu with accompanying Wines <ul style="list-style-type: none"> • Continental Cuisine • Indian Regional Cuisine 	04
	TOTAL	30



BHM203 - FRONT OFFICE OPERATIONS – THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	COMPUTER APPLICATION IN FRONT OFFICE OPERATION A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus	02	5%
02	FRONT OFFICE (ACCOUNTING) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system <ul style="list-style-type: none"> • Non automated – Guest weekly bill, Visitors tabular ledger • Semi automated • Fully automated 	06	20%
03	CHECK OUT PROCEDURES <ul style="list-style-type: none"> • Guest accounts settlement <ul style="list-style-type: none"> - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out 	04	20%
04	CONTROL OF CASH AND CREDIT	04	15%
05	NIGHT AUDITING A. Functions B. Audit procedures (Non automated, semi automated and fully automated)	04	15%
06	FRONT OFFICE & GUEST SAFETY AND SECURITY A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)	05	20%
07	FRENCH A. Expressions de politesse et les commander et Expressions d'encouragement B. Basic conversation related to Front Office activities such as <ul style="list-style-type: none"> • Reservations (personal and telephonic) • Reception (Doorman, Bell Boys, Receptionist etc.) • Cleaning of Room & change of Room etc. 	05	5%
TOTAL		30	100%



FRONT OFFICE OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

- A. Hands on practice of computer applications related to Front Office procedures such as
- Reservation,
 - Registration,
 - Guest History,
 - Telephones,
 - Housekeeping,
 - Daily transactions
- B. Front office accounting procedures
- Manual accounting
 - Machine accounting
 - Payable, Accounts Receivable, Guest History, Yield Management
- C. Role Play
- D. Situation Handling

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.No	Topic
1	Hot function keys
2	Create and update guest profiles
3	Send confirmation letters
4	Print registration cards
5	Make FIT reservation & group reservation
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cahier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check –in a walk-in guest
17	Maintain guest history
18	Make sharer reservation
19	Add a sharer to a reservation
20	Make A/R account
21	Take reservation through Travel Agent/Company/ Individual or Source
22	Make room change
23	Make check and update guest folios
24	Process charges for in-house guests and non-resident guests.
25	Handle allowances and discounts and packages



26	Process advance for in-house guest
27	Put routing instructions
28	Print guest folios during stay
29	Processing foreign currency exchange/ cheque exchange
30	Process guest check out by cash and credit card
31	Check out without closing folio-Skipper accounts
32	Handle paymaster folios
33	Check out using city ledger
34	Print guest folio during check out
35	Close bank at end of each shift
36	Check room rate and variance report
37	Tally Allowances for the day at night
38	Tally paid outs for the day at night
39	Tally forex for the day at night
40	Credit check report



BHM204 - ACCOMMODATION OPERATIONS - THEORY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01.	LINEN ROOM 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	10	35%
02.	UNIFORMS A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room	03	10%
03.	SEWING ROOM A. Activities and areas to be provided B. Equipment provided	02	5%
04.	LAUNDRY A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal	10	35%
05.	FLOWER ARRANGEMENT A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement	03	10%
06.	INDOOR PLANTS Selection and care	02	5%
TOTAL		30	100%



ACCOMMODATION OPERATIONS - PRACTICAL
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	Layout of Linen and Uniform Room/Laundry	03
02	Laundry Machinery and Equipment	10
03	Stain Removal	06
04	Flower Arrangement	08
05	Selection and Designing of Uniforms	03



BHM205 - FOOD & BEVERAGE CONTROLS
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FOOD COST CONTROL A. Introduction to Cost Control B. Define Cost Control C. The Objectives and Advantages of Cost Control D. Basic costing E. Food costing	02	5%
02	FOOD CONTROL CYCLE 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 W. Economic Order Quantity X. Practical Problems	07	25%
03	RECEIVING CONTROL 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	05	15



	<p>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>		
04	<p>STORING & ISSUING CONTROL 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 & Cleanliness of area</p>	08	25
05	<p>PRODUCTION CONTROL A. Aims and Objectives B. Forecasting C. Fixing of Standards <ul style="list-style-type: none"> • Definition of standards (Quality & Quantity) • Standard Recipe (Definition, Objectives and various tests) • Standard Portion Size (Definition, Objectives and equipment used) • Standard Portion Cost (Objectives & Cost Cards) D. Computation of staff meals</p>	04	15
06	<p>SALES CONTROL A. Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price B. Matching costs with sales C. Billing procedure – cash and credit sales D. Cashier's Sales summary sheet</p>	04	15
TOTAL		30	100%



BHM206 - HOTEL ACCOUNTANCY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	UNIFORM SYSTEM OF ACCOUNTS FOR HOTELS A. Introduction to Uniform system of accounts B. Contents of the Income Statement C. Practical Problems D. Contents of the Balance Sheet (under uniform system) E. Practical problems F. Departmental Income Statements and Expense statements (Schedules 1 to 16) G. Practical problems	10	35%
02	INTERNAL CONTROL A. Definition and objectives of Internal Control B. Characteristics of Internal Control C. Implementation and Review of Internal Control	06	20%
03	INTERNAL AUDIT AND STATUTORY AUDIT A. An introduction to Internal and Statutory Audit B. Distinction between Internal Audit and Statutory Audit C. Implementation and Review of internal audit	06	20%
04	DEPARTMENTAL ACCOUNTING A. An introduction to departmental accounting B. Allocation and apportionment of expenses C. Advantages of allocation D. Draw-backs of allocation E. Basis of allocation F. Practical problems	08	25%
TOTAL		30	100%



BHM207 - FOOD SAFETY & QUALITY
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	Basic Introduction to Food Safety, Food Hazards & Risks, Contaminants and Food Hygiene	01	Intro
02	MICRO-ORGANISMS IN FOOD A. General characteristics of Micro-Organisms based on their occurrence and structure. B. Factors affecting their growth in food (intrinsic and extrinsic) C. Common food borne micro-organisms: a. Bacteria (spores/capsules) b. Fungi c. Viruses d. Parasites	02	10%
03	FOOD SPOILAGE & FOOD PRESERVATION A. Types & Causes of spoilage B. Sources of contamination C. Spoilage of different products (milk and milk products, cereals and cereal products, meat, eggs, fruits and vegetables, canned products) D. Basic principles of food preservation E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)	04	15%
04	BENEFICIAL ROLE OF MICRO-ORGANISMS A. Fermentation & Role of lactic and bacteria B. Fermentation in Foods (Dairy foods, vegetable, Indian foods, Bakery products and alcoholic beverages) C. Miscellaneous (Vinegar & anti-biotics)	02	5%
05	FOOD BORNE DISEASES A. Types (Infections and intoxications) B. Common diseases caused by food borne pathogens C. Preventive measures	02	5%
06	FOOD ADDITIVES A. Introduction B. Types (Preservatives, anti-oxidants, sweeteners, food colours and flavours, stabilizers and emulsifiers)	02	5%
07	FOOD CONTAMINANTS & ADULTERANTS 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)	04	15%
08	FOOD LAWS AND REGULATIONS A. National – PFA Essential Commodities Act (FPO, MPO etc.) B. International – Codex Alimentarius, ISO C. Regulatory Agencies – WTO D. Consumer Protection Act	03	10%



09	QUALITY ASSURANCE 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%
10	HYGIENE AND SANITATION IN FOOD SECTOR 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	04	15%
11	RECENT CONCERNS A. Emerging pathogens B. Genetically modified foods C. Food labelling D. Newer trends in food packaging and technology E. BSE (Bovine Serum Encephalopathy)	02	10%
TOTAL		30	100%

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
HOURS ALLOTTED: 15

Research Methodology will be taught in the theory class to prepare students on how to approach the subject of Research Project in the 3rd 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 (2nd & 3rd year) utilized for exploratory research and self-study. Final preparation of the project will be done only in the 3rd year under guidance.

S.No.	Topic
01	INTRODUCTION TO RESEARCH METHODOLOGY 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	RESEARCH DESIGN 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	SAMPLE DESIGN 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	METHODS OF DATA COLLECTION A. Collection of Primary Data B. Collection through Questionnaire and schedule collection of secondary data C. Difference in Questionnaire and schedule D. Different methods to collect secondary data
05	DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES A. Hypothesis Testing B. Basic concepts concerning Hypothesis Testing C. Procedure and flow diagram for Hypothesis Testing D. Test of Significance E. Chi-Square Analysis F. Report Presentation Techniques



SECOND YEAR – INDUSTRIAL TRAINING SCHEME (BHM208) (17 Weeks)

- 1) Exposure to Industrial Training is an integral part of the 2nd year curriculum. The class would be divided into two groups or as the case may be. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, Accommodation Operations & Front Office Operations.
- 2) Attendance in the 2nd 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 102 working days i.e. (17 weeks x 06 days = 102 days). A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.
- 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.



Industrial Training

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.

* * * * *



Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)
Institutes of Hotel Management & Catering Technology

Name of Student: _____	NCHM&CT Roll No: _____
Institute: IHM, _____	Duration: 4 weeks (24 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 doesn't 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
Block-4	Interviews and Public Speaking
Unit 16	Interviews
Unit 17	Debates
Unit 18	Discussions
Unit 19	Speeches
Unit 20	Seminar Talks



Block-5 Diaries, Notes, Tables and Figures

Unit	21	Diaries: Private
Unit	22	Diaries: General
Unit	23	Travelogues
Unit	24	Notes
Unit	25	Tables, Charts and Graphs

Block-6 Mass Media: Print

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

Block-7 Writing for Radio

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

Block-8 Mass Media: Television

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
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 Counselling
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



5th SEMESTER TEACHING & EXAMINATION SCHEME (17 WEEKS)

National Council Component

No.	Subject code	Subject	Hours per week		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM311	Advance Food Production Operations - I	02	08	100	100
2	BHM312	Advance Food & Beverage Operations – I	02	02	100	100
3	BHM313	Front Office Management - I	02	02	100	100
4	BHM314	Accommodation Management - I	02	02	100	100
5	BHM307	Financial Management	04	-	100	-
6	BHM308	Strategic Management	02	-	50	-
7	BHM309	Research Project	-	01	-	-
8	--	Special topics/Guest speakers	02	-	-	-
TOTAL:			16	15	550	400
GRAND TOTAL			31		950	

* Term marks will comprise 30% In course & 70% Term end exam marks.

IGNOU Component

No.	Subject code	Subject	Counselling sessions
01	TS-6	Tourism Marketing	10-12 counselling sessions of two hours each per group per year



BHM311 - ADVANCE FOOD PRODUCTION OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	LARDER		
	I. LAYOUT & EQUIPMENT	02	05%
	A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections		
01	II. TERMS & LARDER CONTROL	03	10%
	A. Common terms used in the Larder and Larder control B. Essentials of Larder Control C. Importance of Larder Control D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing		
	III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF	03	10%
01	A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef		
	CHARCUTIERIE		
	I. SAUSAGE	02	05%
02	A. Introduction to charcuterie B. Sausage – Types & Varieties C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives		
	II. FORCEMEATS	02	05%
	A. Types of forcemeats B. Preparation of forcemeats C. Uses of forcemeats		
02	III. BRINES, CURES & MARINADES	02	05%
	A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. Uses of Marinades F. Difference between Brines, Cures & Marinades		



	<p>IV. HAM, BACON & GAMMON</p> <p>A. Cuts of Ham, Bacon & Gammon. B. Differences between Ham, Bacon & Gammon C. Processing of Ham & Bacon D. Green Bacon E. Uses of different cuts</p> <p>V. GALANTINES</p> <p>A. Making of galantines B. Types of Galantine C. Ballotines</p> <p>VI. PATES</p> <p>A. Types of Pate B. Pate de foie gras C. Making of Pate D. Commerical pate and Pate Maison E. Truffle – sources, Cultivation and uses and Types of truffle.</p> <p>VII. MOUSE & MOUSSELINE</p> <p>A. Types of mousse B. Preparation of mousse C. Preparation of mousseline D. Difference between mousse and mousseline</p> <p>VIII. CHAUD FROID</p> <p>A. Meaning of Chaud froid B. Making of chaud frod & Precautions C. Types of chaud froid D. Uses of chaud froid</p> <p>IX. ASPIC & GELEE</p> <p>A. Definition of Aspic and Gelee B. Difference between the two C. Making of Aspic and Gelee D. Uses of Aspic and Gelee</p> <p>X. QUENELLES, PARFAITS, ROULADES</p> <p>Preparation of Quenelles, Parfaits and Roulades</p>	<p>02</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p> <p>01</p>	<p>05%</p> <p>05%</p> <p>05%</p> <p>05%</p> <p>05%</p> <p>05%</p> <p>05%</p> <p>05%</p>
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	XI. NON EDIBLE DISPLAYS A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermacol work	03	10%
03	APPETIZERS & GARNISHES A. Classification of Appetizers B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes	02	05%
04	SANDWICHES A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches	02	05%
05	USE OF WINE AND HERBS IN COOKING A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking	01	05%
TOTAL		30	100%



BHM311 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)**PART A - COOKERY****HOURS ALLOTTED: 60****MAXIMUM MARKS: 50**

Topic	Contact hours
<u>MENU 01</u> <ul style="list-style-type: none"> • Consommé Carmen • Poulet Sauté Chasseur • Pommes Loretta • Haricots Verts 	4
<u>MENU 02</u> <ul style="list-style-type: none"> • Bisque D'écrevisse • Escalope De Veau viennoise • Pommes Batailles • Epinards au Gratin 	4
<u>MENU 03</u> <ul style="list-style-type: none"> • Crème Du Barry • Darne De Saumon Grille • Sauce paloise • Pommes Fondant • Petits Pois A La Flamande 	4
<u>MENU 04</u> <ul style="list-style-type: none"> • Veloute Dame Blanche • Cote De Porc Charcuterie • Pommes De Terre A La Crème • Carottes Glace Au Gingembre 	4
<u>MENU 05</u> <ul style="list-style-type: none"> • Cabbage Chowder • Poulet A La Rex • Pommes Marguises • Ratatouille 	4
<u>MENU 06</u> <ul style="list-style-type: none"> • Barquettes Assortis • Stroganoff De Boeuf • Pommes Persilles • Riz Pilaf 	4
<u>MENU 07</u> <ul style="list-style-type: none"> • Duchesse Nantua • Poulet Maryland • Croquette Potatoes • Banana fritters • Corn gallets 	4



MENU 08 <ul style="list-style-type: none"> • Kromeskies • Filet De Sols Walweska • Pommes Lyonnaise • Funghi Marirati 	4
MENU 09 <ul style="list-style-type: none"> • Vol-Au-Vent De Volaille Et Jambon • Poulet a la kiev • Creamy Mashed Potatoes • Butter tossed green peas 	4
MENU 10 <ul style="list-style-type: none"> • Quiche Lorraine • Roast Lamb • Mint sauce • Pommes Parisienne 	4
Plus 5 Buffets <ul style="list-style-type: none"> • Cold Buffet • Hot Continental • Hot Indian • Buffet Desserts • Bread Displays 	20
TOTAL	60



BHM311 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)
PART B – BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No.	Topic	Contact hours
1	Brioche Baba au Rhum	4
2	Soft Rolls Chocolate Parfait	4
3	French Bread Tarte Tartin	4
4	Garlic Rolls Crêpe Suzette	4
5	Harlequin Bread Chocolate Cream Puffs	4
6	Foccacia Crème Brûlée	4
7	Vienna Rolls Mousse Au Chocolat	4
8	Bread Sticks Souffle Milanaise	4
9	Brown Bread Pâte Des Pommes	4
10	Clover Leaf Rolls Savarin des fruits	4
11	Whole Wheat Bread Charlotte Royal	4
12	Herb & Potato Loaf Doughnuts	4
13	Milk Bread Gateaux des Peache	4
14	Ciabatta Chocolate Brownie	4
15	Buffet desserts Modern Plating Styles	4
TOTAL		60



BHM312 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	<p>PLANNING & OPERATING VARIOUS F&B OUTLET</p> <p>A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc.</p>	08	25%
02	<p>FUNCTION CATERING</p> <p>BANQUETS</p> <p>A. History B. Types C. Organisation of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus</p> <p>BANQUET PROTOCOL</p> <ul style="list-style-type: none"> • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures <p>INFORMAL BANQUET</p> <ul style="list-style-type: none"> • Réception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows 	08	25%



	<ul style="list-style-type: none"> • Trade Fair • Wedding • Outdoor catering 		
03	<p>FUNCTION CATERING</p> <p>BUFFETS</p> <p>A. Introduction</p> <p>B. Factors to plan buffets</p> <p>C. Area requirement</p> <p>D. Planning and organisation</p> <p>E. Sequence of food</p> <p>F. Menu planning</p> <p>G. Types of Buffet</p> <p>H. Display</p> <p>I. Sit down</p> <p>J. Fork, Finger, Cold Buffet</p> <p>K. Breakfast Buffets</p> <p>L. Equipment</p> <p>M. Supplies</p> <p>N. Check list</p>	08	30%
04	<p>GUERIDON SERVICE</p> <p>A. History of gueridon</p> <p>B. Definition</p> <p>C. General consideration of operations</p> <p>D. Advantages & Dis-advantages</p> <p>E. Types of trolleys</p> <p>F. Factor to create impulse, Buying – Trolley, open kitchen</p> <p>G. Gueridon equipment</p> <p>H. Gueridon ingredients</p>	04	15%
05	<p>KITCHEN STEWARDING</p> <p>A. Importance</p> <p>B. Opportunities in kitchen stewarding</p> <p>C. Record maintaining</p> <p>D. Machine used for cleaning and polishing</p> <p>E. Inventory</p>	02	05%
TOTAL		30	100%



BHM312 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No	Topic	Hours
01	Planning & Operating Food & Beverage Outlets <u>Class room Exercise</u> <ul style="list-style-type: none"> • Developing Hypothetical Business Model of Food & Beverage Outlets • Case study of Food & Beverage outlets - Hotels & Restaurants 	08
02	Function Catering – Banquets <ul style="list-style-type: none"> • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings 	08
03	Function Catering – Buffets Planning & organizing various types of Buffet	04
04	Gueridon Service <ul style="list-style-type: none"> • Organizing Mise-en-place for Gueridon Service • Dishes involving work on the Gueridon <ul style="list-style-type: none"> Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak 	08
05	Kitchen Stewarding <ul style="list-style-type: none"> • Using & operating Machines • Exercise – physical inventory 	02
TOTAL		30



BHM313 - FRONT OFFICE MANAGEMENT – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	PLANNING & EVALUATING FRONT OFFICE OPERATIONS A. Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data <ul style="list-style-type: none"> • % of walking • % of overstay • % of under stay E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations	12	40%
02	BUDGETING A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of budgeting	12	40%
03	PROPERTY MANAGEMENT SYSTEM A. Fidelio / IDS / Shawman B. Amadeus	06	20%
TOTAL		30	100%



BHM313 - FRONT OFFICE MANAGEMENT – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

Hands on practice of computer applications on PMS front office procedures such as:

- Night audit,
- Income audit,
- Accounts
- Situation handling – handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.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
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest
35	How to process deposit for in house guest
36	How to check room rate variance report



37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold



BHM314 - ACCOMMODATION MANAGEMENT – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control	15	50%
02	HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS	04	15%
03	CONTRACT SERVICES A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services	04	15%
04	ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS	05	15%
05	FIRST AID	02	05%
TOTAL		30	100%



BHM314 - ACCOMMODATION MANAGEMENT – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
1	Team cleaning <ul style="list-style-type: none"> • Planning • Organizing • Executing • Evaluating 	4
2	Inspection checklist	2
3	Time and motion study <ul style="list-style-type: none"> • Steps of bed making • Steps in servicing a guest room etc 	12
4	Devising/ designing training module <ul style="list-style-type: none"> • Refresher training(5 days) • Induction training(2 days) • Remedial training(5 days) 	12
TOTAL		30



BHM307 - FINANCIAL MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FINANCIAL MANAGEMENT MEANING & SCOPE A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management	02	05%
02	FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems	07	10%
03	RATIO ANALYSIS A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems	12	20%
04	FUNDS FLOW ANALYSIS A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems	10	15%
05	CASH FLOW ANALYSIS A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems	10	15%
06	FINANCIAL PLANNING MEANING & SCOPE A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems	05	10%
07	CAPITAL EXPENDITURE	05	10%



	<ul style="list-style-type: none"> A. Meaning of Capital Structure B. Factors determining capital structure C. Point of indifference D. Practical problems 		
08	WORKING CAPITAL MANAGEMENT <ul style="list-style-type: none"> A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading 	02	05%
09	BASICS OF CAPITAL BUDGETING <ul style="list-style-type: none"> A. Importance of Capital Budgeting B. Capital Budgeting appraising methods C. Payback period D. Average rate of return E. Net Present Value F. Profitability index G. Internal rate of return H. Practical problems 	07	10%
TOTAL		60	100%



BHM308 - STRATEGIC MANAGEMENT
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

S.No.	Topic	Hours	Weight age
01	<p>ORGANISATIONAL STRATEGY</p> <p>A. MISSION</p> <ul style="list-style-type: none"> • Mission Statement Elements and its importance <p>B. OBJECTIVES</p> <ul style="list-style-type: none"> • Necessity of formal objectives • Objective Vs Goal <p>C. STRATEGY</p> <ul style="list-style-type: none"> • DEVELOPING STRATEGIES <ul style="list-style-type: none"> - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach 	04	15%
02	<p>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</p> <p>A. NEED FOR ENVIRONMENTAL ANALYSIS</p> <p>B. KEY ENVIRONMENTAL VARIABLE FACTORS</p> <p>C. OPPORTUNITIES AND THREATS</p> <ul style="list-style-type: none"> • Internal resource analysis <p>D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX</p> <p>E. STRENGTHS AND WEAKNESSES</p> <ul style="list-style-type: none"> • Marketing • Finance • Production • Personnel • Organisation 	05	15%
03	<p>STRATEGY FORMULATION</p> <p>A. STRATEGY (GENERAL) ALTERNATIVES</p> <ul style="list-style-type: none"> • Stability Strategies • Expansion Strategies • Retrench Strategies • Combination Strategies <p>B. COMBINATION STRATEGIES</p> <ul style="list-style-type: none"> • Forward integration • Backward integration • Horizontal integration • Market penetration • Market development • Product development • Concentric diversification • Conglomerate diversification • Horizontal diversification • Joint Venture 	08	25%



	<ul style="list-style-type: none"> • Retrenchment • Divestiture • Liquidation • Combination 		
04	<p>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</p> <p>A. FACTORS INFLUENCING CHOICE</p> <ul style="list-style-type: none"> • Strategy formulation <p>B. INPUT STAGE</p> <ul style="list-style-type: none"> • Internal factor evaluation matrix • External factor evaluation matrix • Competitive profile matrix <p>C. MATCHING STAGE</p> <ul style="list-style-type: none"> • Threats opportunities – weaknesses – strengths matrix (TOWS) • Strategic position and action evaluation matrix (SPACE) • Boston consulting group matrix (BCGM) • Internal – External matrix • Grand Strategy matrix <p>D. DECISION STAGE</p> <ul style="list-style-type: none"> • Quantitative Strategic Planning matrix (QSPM) 	06	20%
05	<p>POLICIES IN FUNCTIONAL AREAS</p> <p>A. POLICY</p> <p>B. PRODUCT POLICIES</p> <p>C. PERSONNEL POLICIES</p> <p>D. FINANCIAL POLICIES</p> <p>E. MARKETING POLICIES</p> <p>F. PUBLIC RELATION POLICIES</p>	03	10%
06	<p>STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION</p> <p>A. MCKINSEY 7-S FRAMEWORK</p> <p>B. LEADERSHIP AND MANAGEMENT STYLE</p> <p>C. STRATEGY REVIEW AND EVALUATION</p> <ul style="list-style-type: none"> • Review underlying bases of Strategy • Measure Organisational Performance • Take corrective actions 	04	15%
TOTAL		30	100%



RESEARCH PROJECT (BHM309)
HOURS ALLOTTED 15

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

In the SEM V, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimise time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students alongwith the supervisor must regularly interact during this period. The final preparation and presentation would be done during SEM VI before a panel of internal and external examiners through a report and viva voce.



**COVERAGE OF SPECIAL TOPICS
USING EXTERNAL GUEST AND EXPERT SPEAKERS
HOURS ALLOTTED: 30**

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute and the NCHMCT.



TOURISM MARKETING (TS-6)

This course familiarises the students with Marketing concepts, techniques and skills as required in the marketing of tourism products and attractions.

Syllabus

Block-1 Understanding Entrepreneurship and Management

Unit	1	Introduction to Tourism Marketing – Approaches, Relevance and Role
Unit	2	Market Segmentation
Unit	3	Tourism Markets: International and Domestic

Block-2 Market Analysis

Unit	4	Marketing Research
Unit	5	Competitive Analysis and Strategies
Unit	6	Forecasting for Tourism and its Products
Unit	7	Role of Technology in Tourism Marketing

Block-3 Developmental Role of Marketing

Unit	8	Role of Public Organizations
Unit	9	Role of Local Bodies
Unit	10	Role of NGOs
Unit	11	Socially Responsible Marketing
Unit	12	Social Marketing

Block-4 Marketing Mix

Unit	13	Product Designing
Unit	14	Pricing Strategies
Unit	15	Promotion Strategies
Unit	16	Distribution Strategies
Unit	17	The Fifth P: People, Process and Physical Evidence

Block-5 Marketing Mix: Specific Situations

Unit	18	Familiarization Tours
Unit	19	Seasonal Marketing
Unit	20	Tourism Fairs and Travel Markets

Block-6 Destination Marketing

Unit	21	Regions, Cities, Leisure Spots
Unit	22	Events, Activities, Individuals
Unit	23	Shopping, Education and Culture
Unit	24	Marketing Local Foods



Block-7 Accommodation Marketing

Unit	25	Star Category Hotels
Unit	26	Alternate' Accommodation
Unit	27	Supplementary Accommodations
Unit	28	Linkages in the Trade

Block-8 Transport and Travel Services Marketing

Unit	29	Air lines Marketing
Unit	30	Tourist Transport Marketing
Unit	31	Travel Agency Marketing
Unit	32	Tour Operators Marketing



6th SEMESTER TEACHING & EXAMINATION SCHEME

National Council Component

No.	Subject code	Subject	Hours per week		Term Marks*	
			Th.	Pr.	Th.	Pr.
1	BHM351	Advance Food Production Operations - II	02	08	100	100
2	BHM352	Advance F&B Operations - II	02	02	100	100
3	BHM353	Front Office Management - II	02	02	100	100
4	BHM354	Accommodation Management - II	02	02	100	100
5	BHM305	Food & Beverage Management	04	-	100	-
6	BHM306	Facility Planning	04	-	100	-
7	BHM309	Research Project	-	03	-	100
8	--	Special topics/Guest speakers	02	-	-	-
TOTAL:			18	17	600	500
GRAND TOTAL			35		1100	

* Term marks will comprise 30% Incourse & 70% Term end exam marks.



BHM351 - ADVANCE FOOD PRODUCTION OPERATIONS – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	INTERNATIONAL CUISINE A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialities E. Recipes F. Equipment in relation to: <ul style="list-style-type: none"> • Great Britain • France • Italy • Spain & Portugal • Scandinavia • Germany • Middle East • Oriental • Mexican • Arabic 	12	40%
	CHINESE A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensils	04	15%
02	BAKERY & CONFECTIONERY I. ICINGS & TOPPINGS A. Varieties of icings B. Using of Icings C. Difference between icings & Toppings D. Recipes	02	05%
	II. FROZEN DESSERTS A. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture	02	05%
	III. MERINGUES A. Making of Meringues	01	05%



	<p>B. Factors affecting the stability C. Cooking Meringues D. Types of Meringues E. Uses of Meringues</p> <p>IV. BREAD MAKING</p> <p>A. Role of ingredients in bread Making B. Bread Faults C. Bread Improvers</p> <p>V. CHOCOLATE</p> <p>A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications</p>	02	05%
03	<p>PRODUCTION MANAGEMENT</p> <p>A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management</p> <p>PRODUCT & RESEARCH DEVELOPMENT</p> <p>A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation</p>	03	15%
04	<p>FRENCH</p> <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettes classique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary <p>Note: Should be taught along with the relevant topics</p>		
TOTAL		30	100%



BHM351 - ADVANCE FOOD PRODUCTION OPERATIONS – II (COOKERY PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

Menu	Hours
CHINESE	4
<u>MENU 01</u> <ul style="list-style-type: none"> • Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noddles 	4
<u>MENU 02</u> <ul style="list-style-type: none"> • Hot & Sour soup • Beans Sichwan • Stir Fried Chicken & Peppers • Chinese Fried Rice 	4
<u>MENU 03</u> <ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice 	4
<u>MENU 04</u> <ul style="list-style-type: none"> • Wonton Soup • Spring Rolls • Stir Fried Beef & Celery • Chow Mein 	4
<u>MENU 05</u> <ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles 	4
INTERNATIONAL	4
<u>SPAIN</u>	
<u>MENU 06</u> <ul style="list-style-type: none"> • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana 	



<p style="text-align: center;"><u>ITALY</u></p> <p><u>MENU 07</u></p> <ul style="list-style-type: none"> • Minestrone • Ravioli Arabeata • Fettocine Carbonara • Pollo Alla Cacciatore • Medanzane Parmigiane 	4
<p style="text-align: center;"><u>GERMANY</u></p> <p><u>MENU 08</u></p> <ul style="list-style-type: none"> • Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad • 	4
<p style="text-align: center;"><u>U.K.</u></p> <p><u>MENU 09</u></p> <ul style="list-style-type: none"> • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato 	4
<p style="text-align: center;"><u>GREECE</u></p> <p><u>MENU 10</u></p> <ul style="list-style-type: none"> • Soupe Avogolemeno • Moussaka A La Greque • Dolmas • Tzaziki 	4
<p>DEMONSTRATION OF</p> <ul style="list-style-type: none"> • Charcuterie Galantines • Pate • Terrines • Mousselines <p>New Plating Techniques</p>	20
TOTAL	60



BHM351 - ADVANCE FOOD PRODUCTION OPERATIONS – II (BAKERY PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

S.No.	Topic	Hours
1	Grissini Tiramisu	4
2	Pumpernickle Apfel Strudel	4
3	Yorkshire Curd Tart Crusty Bread	4
4	Baklava Harlequin Bread	4
5	Baugette Crepe Normandy	4
6	Crossiants Black Forest Cake	4
7	Pizza base Honey Praline Parfait	4
8	Danish Pastry Cold Cheese Cake	4
9	Soup Rolls Chocolate Truffle cake	4
10	Ginger Bread Blancmange	4
11	Lavash Chocolate Parfait	4
12	Cinnamon & Raisin Rolls Souffle Chaud Vanille	4
13	Fruit Bread Plum Pudding	4
14	Demonstration of <ul style="list-style-type: none"> • Meringues • Icings & Topings 	4
15	Demonstration of <ul style="list-style-type: none"> • Wedding Cake & Ornamental cakes 	4
TOTAL		60



BHM352 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	FOOD & BEVERAGE STAFF ORGANISATION A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster	08	25%
02	MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure	06	25%
03	BAR OPERATIONS A. Types of Bar <ul style="list-style-type: none"> • Cocktail • Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties	06	25%
08	COCKTAILS & MIXED DRINKS A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none"> - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm's Cup – no. 1,2,3,4,5 - Flips - Noggs - Champagne Cocktail 	10	25%



	<ul style="list-style-type: none"> - Between the Sheets - Daiquiri - Bloody Mary - Screw Driver - Tequilla Sunrise - Gin-Sling - Planters Punch - Singapore Sling - Pinacolada - Rusty Nail - B&B - Black Russian - Margarita - Gimlet – Dry & Sweet - Cuba Libre - Whisky Sour - Blue Lagoon - Harvey Wall Banger - Bombay Cocktail 		
TOTAL		30	100%

BHM352 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours
01	F&B Staff Organization <u>Class room Exercise (Case Study method)</u> <ul style="list-style-type: none"> • Developing Organization Structure of various Food & Beverage Outlets • Determination of Staff requirements in all categories • Making Duty Roster • Preparing Job Description & Specification 	08
02	Supervisory Skills <ul style="list-style-type: none"> • Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events • Drafting Standard Operating Systems (SOPs) for various F & B Outlets • Supervising Food & Beverage operations • Preparing Restaurant Log 	12
03	Bar Operations <ul style="list-style-type: none"> • Designing & Setting the bar • Preparation & Service of Cocktail & Mixed Drinks 	10
TOTAL		30



BHM353 - FRONT OFFICE MANAGEMENT – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	YIELD MANAGEMENT A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"> • Capacity management • Discount allocation • Duration control C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team	14	50%
02	TIMESHARE & VACATION OWNERSHIP <ul style="list-style-type: none"> • Definition and types of timeshare options • Difficulties faced in marketing timeshare business • Advantages & disadvantages of timeshare business • Exchange companies -Resort Condominium International, Intervals International • How to improve the timeshare / referral/condominium concept in India- Government's role/industry role 	10	40%
03	FRENCH Conversation with guests <ul style="list-style-type: none"> • Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc. • Departure (Cashier, Bills Section and Bell Desk) 	06	10%
TOTAL		30	100%



BHM353 - FRONT OFFICE MANAGEMENT – II (PRACTICAL)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

S.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
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to add a sharer
23	How to make add on reservation
24	How to amend a reservation
25	How to cancel a reservation
26	How to make group reservation
27	How to make a room change on the system
28	How to log on cashier code
29	How to close a bank at the end of each shift
30	How to put a routing instruction
31	How to process charges
32	How to process a guest check out
33	How to check out a folio
34	How to process deposit for arriving guest



35	How to process deposit for in house guest
36	How to check room rate variance report
37	How to process part settlements
38	How to tally allowance for the day at night
39	How to tally paid outs for the day at night
40	How to tally forex for the day at night
41	How to pre-register a guest
42	How to handle extension of guest stay
43	Handle deposit and check ins with voucher
44	How to post payment
45	How to print checked out guest folio
46	Check out using foreign currency
47	Handle settlement of city ledger balance
48	Handle payment for room only to Travel Agents
49	Handle of banquet event deposits
50	How to prepare for sudden system shutdown
51	How to checkout standing batch totals
52	How to do a credit check report
53	How to process late charges on third party
54	How to process late charges to credit card
55	How to check out during system shut down
56	Handling part settlements for long staying guest
57	How to handle paymaster folios
58	How to handle bills on hold



BHM354 - ACCOMMODATION MANAGEMENT – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	SAFETY AND SECURITY A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation	06	20%
02	INTERIOR DECORATION A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories	15	50%
03	LAYOUT OF GUEST ROOMS A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration	06	20%
04	NEW PROPERTY COUNTDOWN	03	10%
TOTAL		30	100%



BHM354 - ACCOMMODATION MANAGEMENT – II (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

S.No.	Topics	Hours
1	Standard operating procedure <ul style="list-style-type: none"> • skill oriented task (e.g. cleaning and polishing glass, brass etc) 	4
2	First aid <ul style="list-style-type: none"> • first aid kit • dealing with emergency situation • maintaining records 	4
3	Fire safety fire fighting <ul style="list-style-type: none"> • safety measures • fire drill (demo) 	4
4	Special decoration (theme related to hospitality industry) <ul style="list-style-type: none"> • indenting • costing • planning with time split • executing 	6
5	Layout of guest room <ul style="list-style-type: none"> • to the scale • earmark pillars <p>specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used</p>	12
Total		30



BHM305 - FOOD & BEVERAGE MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	COST DYNAMICS A. Elements of Cost B. Classification of Cost	02	05%
02	SALES CONCEPTS A. Various Sales Concept B. Uses of Sales Concept	02	05%
03	INVENTORY CONTROL A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory	10	15%
04	BEVERAGE CONTROL A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control	10	15%
05	SALES CONTROL A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling	05	10%
06	BUDGETARY CONTROL A. Define Budget B. Define Budgetary Control	05	10%



	<ul style="list-style-type: none"> C. Objectives D. Frame Work E. Key Factors F. Types of Budget G. Budgetary Control 		
07	<p>VARIANCE ANALYSIS</p> <ul style="list-style-type: none"> A. Standard Cost B. Standard Costing C. Cost Variances D. Material Variances E. Labour Variances F. Overhead Variance G. Fixed Overhead Variance H. Sales Variance I. Profit Variance 	05	10%
08	<p>BREAKEVEN ANALYSIS</p> <ul style="list-style-type: none"> A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost E. Graphs 	07	10%
09	<p>MENU MERCHANDISING</p> <ul style="list-style-type: none"> A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of Menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning 	05	10%
10.	<p>MENU ENGINEERING</p> <ul style="list-style-type: none"> A. Definition and Objectives B. Methods C. Advantages 	05	05%
11.	<p>MIS</p> <ul style="list-style-type: none"> A. Reports B. Calculation of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative 	04	05%
TOTAL		60	100%



BHM306 - FACILITY PLANNING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

S.No.	Topic	Hours	Weight age
01	HOTEL DESIGN A. Design Consideration <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management 	04	10%
02	FACILITIES PLANNING The systematic layout planning pattern (SLP) Planning consideration A. Flow process & Flow diagram B. 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 Architectural consideration A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation	02 04 05	05% 05% 10%
03	STAR CLASSIFICATION OF HOTEL Criteria for star classification of hotel (Five, four, three, two, one & heritage)	04	05%
04	KITCHEN A. Equipment requirement for commercial kitchen <ul style="list-style-type: none"> • Heating - gas/electrical • Cooling (for various catering establishment) B. Developing Specification for various Kitchen equipments C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)	02 02 02	05% 05% 05%
05	KITCHEN LAY OUT & DESIGN A. Principles of kitchen layout and design	10	15%



	<ul style="list-style-type: none"> B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I. Budgeting for kitchen equipment 		
06	KITCHEN STEWARDING LAYOUT AND DESIGN <ul style="list-style-type: none"> A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department 	04	05%
07	STORES – LAYOUT AND DESIGN <ul style="list-style-type: none"> A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores 	04	05%
08	ENERGY CONSERVATION <ul style="list-style-type: none"> A. Necessity for energy conservation B. Methods of conserving energy in different area of operation of a hotel C. Developing and implementing energy conservation program for a hotel 	01 01 02	05%
09	CAR PARKING <ul style="list-style-type: none"> Calculation of car park area for different types of hotels 	01	02%
10	PLANNING FOR PHYSICALLY CHALLENGED	02	03%
11	PROJECT MANAGEMENT <ul style="list-style-type: none"> A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost 	01 02 02 01 02 02	15%
TOTAL		60	100%



BHM309 - RESEARCH PROJECT (PRACTICAL)
HOURS ALLOTTED: 45 MAXIMUM MARKS: 100

Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.



**COVERAGE OF SPECIAL TOPICS
USING EXTERNAL GUEST AND EXPERT SPEAKERS
HOURS ALLOTTED: 30**

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute and the NCHMCT.

