



**MANAV RACHNA INTERNATIONAL INSTITUTE OF
RESEARCH AND STUDIES**

(Deemed to be University under section 3 of the UGC Act, 1956)

FACULTY OF HOTEL MANAGEMENT

**CURRICULUM
AND
SCHEME OF EXAMINATION**

**(BACHELOR OF SCIENCE IN HOSPITALITY
AND HOTEL ADMINISTRATION)**

BATCH : 2021-2024

FOREWORD

This is to certify that this booklet contains the entire Curriculum and Scheme of Examination of Bachelor of Science in Hospitality and Hotel Administration being offered at Faculty of Hotel Management of this University. This has been duly vetted and finally approved by the Academic Council of the University vide its **29th meeting** held on **05-07-2019** and changes, if any deemed appropriate, shall be duly incorporated after the necessary approval by the Academic Council.

This Curriculum and Scheme of Examination of Bachelor of Science in Hospitality and Hotel Administration shall be implemented w.e.f. AY 2019-20.

Date:

**Prof. (Dr.) Naresh Grover
Dean-Academics, MRIIRS**

Preamble

The Faculty of Hotel Management aims to equip the students with best of human values and professional skills. They are taught with an objective to quickly adapt the industry in any part of the world. It's a people's industry where learning to deal with customers are the ultimate skills. We not only impart the complex technical skills of culinary but pay equal attention to know how the customer oriented industry works in the competitive world. It is one of the fastest growing sectors and creates an opportunity for the young graduates to get associated with the best brands of the industry. Besides hotel industry, students are suitable to work in any industry demanding hospitality in their business. Any sector having core business of manufacturing, retail, airlines, cruise-lines, hospitals etc. are creating a never ending demand of hospitality graduates.

The curriculum has been benchmarked against the model curriculum of National Council of Hotel Management and Catering Technology with training and education to roll out the highly skilled generation joining the workforce globally. India is an emerging economy and with global hotel chains making their presence in India, students have ample opportunities not only in metro cities but all over the country and even small towns and remote areas. Courses focusing on regional aspects are travel and tourism, facility management etc., on National needs are Hospitality Entrepreneurship, Various lab courses on Food and Beverage Production and Service, and focusing on global aspects are courses of operational safety and HACCP to name a few.

The curriculum includes courses focusing on employability, entrepreneurship and skill development. Examples of such courses are Hospitality Entrepreneurship, Employability Skills, Hospitality Retail Management, Managing Food and Beverage Company and various lab courses based on Food and Beverage Production, Food and Beverage Service, Front Office and Housekeeping.

Certain courses are meant to create awareness about the environment and sustainability and inculcate professional ethics. Examples of such courses are Environment Studies, Customer Relationship Management and Value ethics and CSR.

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**FACULTY OF HOTEL MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT**

VISION AND MISSION OF THE DEPARTMENT

VISION

To provide responsible, holistically developed future leaders of Hospitality Industry who are equipped with enhanced level of skills, knowledge and service attitude.

MISSION

1. To be an internationally recognized institution of higher learning through excellence in curriculum, research & creativity.
2. To cultivate passion among students.
3. To deliver high quality teaching & learning experience.
4. To promote exchange of students and scholars with research institutes.
5. To inculcate social sensibilities, right values & capabilities for life long learning.

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ABOUT THE PRAGRAMME (B.Sc. HHA)

The programme started in the year 2009 and emphasizes on operational and strategic management skills for this industry. In the duration of three years the student is trained for different verticals of the Hospitality Industry. We believe in experiential learning and holistic development of the student where they can apply the learning and understand better. We have labs and Academic Industry tie up with hotels of repute which enables the students to visit the best hotels from the very first day of their programme. Students are expected to participate actively in every phase of this highly application oriented and multicultural academic programme. Course work complements practical training, cultural and technical seminars. A lot of encouragement is given towards the creative interests of the students so that they can convert their passion into start ups and entrepreneurship ventures.

It's a 3 years degree course and is broadly divided into four major departments namely Food and Beverage Production, Food and Beverage Service, Front Office and Housekeeping. In addition to the core areas, domain centric electives, ability enhancement and skill development courses are taught to cultivate managerial aptitude in the students. Besides, generic on-line courses (MOOCs) to be offered shall be notified by the Academic Branch of the University well before start of Semester / Academic Session.

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Program Education Objectives of B.Sc. Hospitality and Hotel Administration:

- PEO 1** Inculcate the importance of human values and professional ethics for lifelong professional learnings.
- PEO 2** Understand communication, coordination and cooperate to work as a team member and to form his own team.
- PEO 3** Develop critical thinking and to refine their analytical, problem-solving and decision-making skills.
- PEO 4** Develop the managerial knowledge, skills, competencies and attitude.

Program Outcomes of B.Sc. Hospitality and Hotel Administration: On successful completion of the program (B.Sc. HHA) the student will be able to:

- PO 1** Demonstrate the knowledge, skills and attitudes for responsible leadership roles in the hospitality industry.
- PO 2** Develop employability skills required for a hospitality and culinary professional in a contemporary environment.
- PO 3** Apply critical thinking and to develop analytical, problem-solving and decision-making skills.
- PO 4** Develop the managerial skills, abilities and competencies needed for managing hotels, restaurants and related operations.
- PO 5** Communicate effectively and professionally to function as part of a team.
- PO 6** Manage relevant hands-on operational experience in different facets of the hospitality industry.

Program Specific Outcomes (PSO's) of B.Sc. Hospitality & Hotel Administration:

These are statements that describe what learners will know and be able to do when they graduate from the program. The intended outcomes are aligned with educational objectives and are listed below. By the end of the programme, students shall be able to –

- PSO 1** Develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
- PSO 2** Recognize diversity of cultural and generational influences and values, and their importance for guest service.
- PSO 3** Practice the team concept in planning, purchasing, preparing, and servicing in a variety of professional environments
- PSO 4** Understand the latest trends of technology used in the Hospitality operations

	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PSO-1	PSO-2	PSO-3	PSO-4
PEO-1	3	3	2	3	3	1	3	3	2	1
PEO-2	2	3	2	3	3	3	1	1	3	2
PEO-3	3	3	3	3	2	2	3	2	2	3
PEO-4	3	3	2	3	2	3	2	2	3	2

Choice Based Credit System (CBCS)

Credit based system of study and student's performance/progress is measured by the number of credits that he/she has earned, i.e. completed satisfactorily. Based on the course credits and grade obtained by the student, grade point average is calculated

(a) Course credits assignment

Each course has a certain number of credits assigned to it depending upon its duration in periods for lecture, tutorial and laboratory/clinical practice in a week. A few courses/activities are without credit (s) and are referred to as Audit Pass Courses (APC) but are mandatory to pass as a partial fulfillment of award of degree.

(b) Earning of credits

At the end of every course, a letter "Grade" shall be awarded in each course for which a student has registered. On obtaining a minimum Pass Grade, student shall accumulate the course credits as Earned Credits. A student's performance shall be measured by the number of credits that he/she has earned and by the weighted grade point average. Grades obtained in the audit courses shall not be counted for computation of grade point average, however shall be mandatory to pass as a partial fulfillment of award of degree.

For Award of Degree of a programme B.Sc. Hospitality and Hotel Administration, he/she has to earn minimum 120 credits during the 3 year duration of the programme in 6 semesters.

The total credits required to be earned have been further classified under two baskets of courses: "Compulsory Courses Basket", and "Elective Courses Basket". The total 94 credits required to be earned under "Compulsory Courses Basket" and 26 credits under "Elective Courses Basket".

All courses under "Compulsory Courses Basket", are required to be qualified and cleared/pass by each and every students enrolled under the programme and are semester-wise listed in the study scheme along with credits assigned to each course.

Under Elective Courses Basket, there will be three types of courses:

- Semester-wise courses offered by the department itself
- Open/Inter-disciplinary courses offered at the Institute/University level notified from the office of Dean-Academics.
- Massive Open Online Courses (MOOCs) available on SWAYAM Platform or any other platform as recommended by UGC/AICTE and notified from the office of Dean-Academics.

Each course shall have credits assigned to it. Student shall be required to register courses every semester for as many courses/credits specified under "Elective Courses Basket" depending upon his/her interest, capability/pace of learning and availability of time slot (without any clash in time table) so as to earn all required total credits under the "Elective Courses Basket" during the entire programme duration.

However, for registration of courses [including courses under "Compulsory Courses Basket", "Elective Courses Basket" and Previous Semester Courses (wherein he/she was declared in-eligible on the basis of attendance or he/she could not clear the course within permissible given chances)], if any, the maximum limit in a semester shall be 30 credits.

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DEPARTMENT OF HOTEL MANAGEMENT													
B.Sc. HOSPITALITY AND HOTEL ADMINISTRATION													
Semester wise study scheme													
SEMESTER-I													
COMPULSORY COURSES													
Course Type	Course Code	Title of Course	Pre-requisite Course, if any		Periods/Week				Marks			Duration of Exam	Credits
			Title	Code	L	T	P	Total	Cont. Eval.	End Sem. Exam	Total		
Core Course	BHM-DS-101	Food and Beverage Production (Theory) - I	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-151	Food & Beverage Production (Lab) - I	Nil	Nil	-	-	4	4	50	50	100	3Hrs	2
	BHM-DS-102	Food & Beverage Service (Theory) - I	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-152	Food & Beverage Service (Lab) - I	Nil	Nil	-	-	2	2	50	50	100	3Hrs	1
	BHM-DS-103	Rooms Division (Theory)- I	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-153	Rooms Division (Lab)- I	Nil	Nil	-	-	4	4	50	50	100	3Hrs	2
Foundation Course	CH-202B	Environment Studies	Nil	Nil	3	-	1	4	100	100	200	3Hrs	4
Discipline Centric Elective	BHM-DS-104	Nutrition	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-105	Travel And Tourism											
Total					11		11	22	650	650	1300		17

ELECTIVE COURSES													
Open Electives	HM-OE	Introduction to Guest Psychology	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	HM-OE	Hotel Accounting	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
SEMESTER-II													
Course Type	Course Code	Title of Course	Pre-requisite Course, if any		Periods/Week				Marks			Duration of Exam	Credits
			Title	Code	L	T	P	Total	Cont. Eval.	End Sem. Exam	Total		
COMPULSORY COURSES													
Core Course	BHM-DS-201	Food & Beverage Production (Theory) – II	Food and Beverage Production (Th.) - I	BHM-DS-101	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-251	Food & Beverage Production (Lab) –II	Food & Beverage Production (Lab) - I	BHM-DS-151	-	-	4	4	50	50	100	3Hrs	2
	BHM-DS-202	Food & Beverage Service (Theory) – II	Food & Beverage Service (Th.) – I	BHM-DS-102	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-252	Food & Beverage Service (Lab) – II	Food & Beverage Service (Lab) – I	BHM-DS-152	-	-	2	2	50	50	100	3Hrs	1
	BHM-DS-203	Rooms Division (Theory)- II	Rooms Division (Th.)- I	BHM-DS-103	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-253	Rooms Division (Lab)- II	Rooms Division (Lab)- I	BHM-DS-153	-	-	4	4	50	50	100	3Hrs	2

Ability Enhance ment	BHM-DS-254	Business Communica tion	Nil	Nil	-	-	2	2	50	50	100	3Hrs	Audit Pass
	BHM-DS-205	Operational Safety & HACCP	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
Skill Enhance ment	BHM-DS-255	Hospitality Entrepreneurship- I	Nil	Nil	-	-	2	2	50	50	100	3HRS	1
Total					8		14	22	650	650	1300		14

ELECTIVE COURSES

Open Electives	HM-OE-001	Event Management	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	HM-OE-002	Economics of Tourism	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2

In addition to above Domain Specific Electives, Interdisciplinary, Generic, on-line courses (MOOCs) to be offered, shall be notified by the Academic Branch of the University well before start of Semester / Academic Session.

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SEMESTER-III (INDUSTRIAL TRAINING)

COMPULSORY COURSES

Course Type	Course Code	Title of Course	Pre-requisite Course, if any		Periods/Week				Marks			Duration of Exam	Credits
			Title	Code	L	T	P	Total	Cont. Eval.	End Sem. Exam	Total		
Core Course	BHM-DS-351,352,353,354,355	Industrial Training	Nil	Nil	-	-	8	48	700	300	1000	3Hrs	20
Total					0		8	48	700	300	1000		20

SEMESTER-IV

Course Type	Course Code	Title of Course	Pre-requisite Course, if any		Periods/Week				Marks			Duration of Exam	Credits
			Title	Code	L	T	P	Total	Cont. Eval.	End Sem.	Total		

											Exam	al		
COMPULSORY COURSES														
Core Course	BHM-DS-401	Food & Beverage Production (Theory) – III	Food and Beverage Production (Th.) - II	BHM-DS-201	2	-	-	2	100	100	200	3Hrs	2	
	BHM-DS-451	Food & Beverage Production (Lab) –III	Food & Beverage Production (Lab) - II	BHM-DS-251	-	-	4	4	50	50	100	3Hrs	2	
	BHM-DS-402	Food & Beverage Service (Theory) – III	Food & Beverage Service (Th.) – II	BHM-DS-202	2	-	-	2	100	100	200	3Hrs	2	
	BHM-DS-452	Food & Beverage Service (Lab) – III	Food & Beverage Service (Lab) – II	BHM-DS-252	-	-	2	2	50	50	100	3Hrs	1	
	BHM-DS-403	Rooms Division (Theory)- III	Rooms Division (Th.)- II	BHM-DS-203	2	-	-	2	100	100	200	3Hrs	2	
	BHM-DS-453	Rooms Division (Lab)- III	Rooms Division (Lab)- II	BHM-DS-253	-	-	4	4	50	50	100	3Hrs	2	
Skill Enhancement	BHM-DS-454	Hospitality Entrepreneurship- II	Hospitality Entrepreneurship - I	BHM-DS-255	-	-	2	2	50	50	100	3Hrs	1	
Discipline Centric Elective	BHM-DS-404	Food & Beverage Control	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2	
	BHM-DS-405	Facility Management	Nil	Nil										
Total					8		1	2	600	600	1200		14.0	
ELECTIVE COURSES														
Open Elective	HM-OE-003	Hospitality Retail Management	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2	
	HM-OE-004	Managing Food & Beverage Company	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2	

In addition to above Domain Specific Electives, Interdisciplinary, Generic, on-line courses (MOOCs) to be offered, shall be notified by the Academic Branch of the University well before start of Semester / Academic Session.

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SEMESTER-V													
COMPULSORY COURSES													
Course Type	Course Code	Title of Course	Pre-requisite Course, if any		Periods/Week				Marks			Duration of Exam	Credits
			Title	Code	L	T	P	Total	Cont. Eval.	End Sem. Exam	Total		
Core Course	BHM-DS-501	Food and Beverage Production (Theory) – IV	Food & Beverage Production (Th) – III	BHM-DS-401	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-551	Food & Beverage Production (Lab) - IV	Food & Beverage Production (Lab) –III	BHM-DS-451	-	-	4	4	50	50	100	3Hrs	2
	BHM-DS-502	Food & Beverage Service (Theory) – IV	Food & Beverage Service (Th) – III	BHM-DS-402	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-552	Food & Beverage Service (Lab) – IV	Food & Beverage Service (Lab) – III	BHM-DS-452	-	-	2	2	50	50	100	3Hrs	1
	BHM-DS-503	Rooms Division (Theory)- IV	Rooms Division (Th.)- III	BHM-DS-403	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-553	Rooms Division (Lab)- IV	Rooms Division (Lab)- III	BHM-DS-453	-	-	4	4	50	50	100	3Hrs	2
Foundation	BHM-DS-504	Principles of Management	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
Ability Enhancement	BHM-DS-554	Employability Skills- Campus to Corporate I	Nil	Nil	-	-	2	2	50	50	100	3Hrs	Audit Pass

Skill Enhancement	BHM-DS-555	Hospitality Entrepreneurship- III	Hospitality Entrepreneurship- II	BHM-DS-454	-	-	2	2	50	50	100	3HRS	1
Total					8		14	22	650	650	1300		14
ELECTIVE COURSES													
Open Electives	HM-OE	Customer Relationship Management	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	HM-OE	Bakery Management practical	Nil	Nil	-	-	4	4	100	100	200	3Hrs	2
SEMESTER-VI													
Course Type	Course Code	Title of Course	Pre-requisite Course, if any		Periods/Week				Marks			Duration of Exam	Credits
			Title	Code	L	T	P	Total	Cont. Eval.	End Sem. Exam	Total		
COMPULSORY COURSES													
Discipline Centric Elective	BHM-DS-601	Food & Beverage Production (Theory) – V	Food and Beverage Production (Theory) – IV	BHM-DS-501	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-651	Food & Beverage Production (Lab) –V	Food & Beverage Production (Lab) - IV	BHM-DS-551	-	-	4	4	50	50	100	3Hrs	2
	BHM-DS-602	Food & Beverage Service (Theory) – V	Food & Beverage Service (Theory) – IV	BHM-DS-502	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-652	Food & Beverage Service (Lab) – V	Food & Beverage Service (Lab) – IV	BHM-DS-552	-	-	4	4	50	50	100	3Hrs	2
	BHM-DS-603	Front Office (Theory)- I	Rooms Division (Theory)- IV	BHM-DS-503	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-653	Front Office (Lab)- I	Rooms Division (Lab)- IV	BHM-DS-553	-	-	4	4	50	50	100	3Hrs	2
	BHM-DS-604	Housekeeping (Theory)- I	Rooms Division (Theory)- IV	BHM-DS-503	2	-	-	2	100	100	200	3Hrs	2

	BHM-DS-654	Housekeeping (Lab)- I	Rooms Division (Lab)- IV	BHM-DS-553	-	-	4	4	50	50	100	3Hrs	2
Foundation Courses	BHM-DS-605	Hospitality Law	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-606	Human Resource Management	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
	BHM-DS-607	Hospitality Sales & Marketing	Nil	Nil	2	-	-	2	100	100	200	3Hrs	2
Ability Enhancement	BHM-DS-608	Values, Ethics & CSR	Nil	Nil	2	-	-	2	100	100	200	3Hrs	Audit Pass
	BHM-DS-655	Employability Skills-Campus to Corporate II	Employability Skills-Campus to Corporate I	BHM-DS-554	-	-	2	2	50	50	100	3Hrs	Audit Pass
Skill Enhancement	BHM-DS-656	Hospitality Entrepreneurship- IV	Hospitality Entrepreneurship- III	BHM-DS-555	-	-	2	2	50	50	100	3HRS	1
Total					12	-	12	24	800	800	1600		15.0
ELECTIVE COURSES													
In addition to above Domain Specific Electives, Interdisciplinary, Generic, on-line courses (MOOCs) to be offered, shall be notified by the Academic Branch of the University well before start of Semester / Academic Session.													

SEMESTER-I

MRPILERS

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BHM-DS-101: FOOD AND BEVERAGE PRODUCTION (THEORY) – I

Periods/week Credits

L: 2 T: 2 2

Duration of Examination: 3 Hours

Prerequisites: NIL

Course Type: Core course

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-101.1 Remember the hierarchy of the kitchen brigade along with duties and responsibilities

BHM-DS-101.2 Gain Knowledge of cooking and baking techniques to carry out professional food and beverage production

BHM-DS-101.3 Demonstrate an appropriate use of food commodities in use in regional and global food production.

BHM-DS-101.4 Understand the significance of personal hygiene, uniforms and protective clothing and analyze the work mechanism of a professional kitchen.

UNIT 1: Introduction to Cookery

- 1.1 Levels of Skills & Experiences.
- 1.2 Attitude & Behavior in the Kitchen.
- 1.3 Personal Hygiene.
- 1.4 Uniforms & Protective Clothing.
- 1.5 Safety procedures in Handling Equipment's.
- 1.6 Origin of Modern Cookery.
- 1.7 Culinary Terms.

UNIT 2: Hierarchy of Food Production Department

- 2.1 Classical Kitchen Brigade.
- 2.2 Modern staffing in various category hotels.
- 2.3 Duties & Responsibilities of Kitchen Staff.
- 2.4 Co-operation with other departments.

UNIT 3: Aims & Objectives of Cooking Food

- 3.1 Aims & Objectives of cooking food.
- 3.2 Various Textures.
- 3.3 Various Consistencies.
- 3.4 Methods of Heat Transfer.
- 3.5 Methods of Cooking

UNIT 4: Basic Principles of Food Production

- 4.1 Vegetable & Fruit Cookery
- 4.2 Classification of Vegetables, Pigments & Colour Change, Effects of heat on vegetables., Cuts of Vegetables, Classification of Fruits.
- 4.3 Salads & Salad Dressing

- 4.4 Stocks: Definition of Stock, Types of Stock, Preparation of stock, Recipes, Storage of Stocks, Uses of Stocks, Care & Precautions.
- 4.5 Sauces: Classification of Sauces, Recipes of Mother Sauces, Storage & Precautions.
- 4.6 Soups: Classification with examples, Consommé, Garnishes and Accompaniments.

UNIT 5: Egg Cookery

- 5.1 Introduction to Egg Cookery.
- 5.2 Structure of an Egg.
- 5.3 Selection & Grading of Egg.
- 5.4 Uses of Egg in Cookery.

UNIT 6: Commodities

- 6.1 Shortening (Fats & Oils)
- 6.1.1 Role of Shortenings
- 6.1.2 Varieties of Shortening.
- 6.2 Raising Agents
- 6.2.1 Classification of raising agents.
- 6.2.2 Role of Raising agents.
- 6.3 Thickening Agents
- 6.3.1 Classification of Thickening agents.
- 6.3.2 Role of Thickening agents.
- 6.4 Sugar
- 6.4.1 Importance of Sugar.
- 6.4.2 Types of Sugar
- 6.4.3 Cooking of Sugar.

Text Books/ Reference Books:

1. Sarah.R.Labensky, Alan.M.Hause, 2010, On Cooking, 5th Edition, Prentice Hall.
2. Krishna Arora, 2011, Theory of Cookery, 6th Revised Edition, Frank Bros. & Co. Ltd
3. Thangam E. Philip, Modern Cookery Volume I, 6th Edition, Orient Blackswan.
4. V. Singh, S. Majumdar, 2009, Basic Training Kitchen, Abe Books.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
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Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-101)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-101.1	3	3	1	2	1	3	1	2	1	-
BHM-DS-101.2	3	2	-	-	1	2	-	-	2	2
BHM-DS-101.3	2	1	-	1	3	-	2	-	-	3
BHM-DS-101.4	3	2	-	-	1	2	-	-	2	1

MRTR

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-151: FOOD AND BEVERAGE PRODUCTION (LAB) – I

Periods/week Credits

L: 0 T: 0 P:4 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Core course

Max. Marks :100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-151.1 Identify kitchen ingredients and cooking equipment's

BHM-DS-151.2 Learn and demonstrate methods of cooking and attain proficiency in all kinds of vegetable cutting.

BHM-DS-151.3 Handle cooking flame and cooking on flame for basic food preparations

BHM-DS-151.4 Prepare the basic stock, sauce and soup and do their seasoning.

List of Practical's

1. Practical 1:
Introduction to kitchen & safety/HACCP, Identification of kitchen & equipment's.
2. Practical 2:
Identification to Ingredients (basic), Methods of cooking
3. Practical 3:
Cuts of Vegetables
4. Practical 4:
Stocks & Sauces
5. Practical 5:
Stocks & Sauces
6. Practical 6:
Egg Preparations
7. Practical 7:
Crème de Tomate, Poisson grille, Sauce Tartare, Pomme chips
8. Practical 8:
Potage minestrone, Poisson Colbert, French fries, Choux flux Au gratin
9. Practical 9:
Boiled rice, Dal Tadka, Paneer Butter masala, Rawakesari
10. Practical 10:
Fried rice, Mutton korma, Vegetable Korma, Onion Raita, Gajar Halwa
11. Practical 11: Macedoine mayonnaise, Bisque de crevettes, Poulet sauté chasseur. Pomme parsley
12. Practical 12:
Mutton broth, Poulet roti aujus, Pomme roti, Carrot glaze
13. Practical 13:
Lacha paratha, Mutton Rogan Josh, Palak paneer, Kachumber, Gulab jamun

Text Books/ Reference Books:

1. R. Ceserani, Victor & Kinton, 1984, Practical Cookery, Hodder Arnold.
2. P. Bali, 2014, Food Production Operations, Oxford University Press.

3. D. Foskett, V. Ceserani, 2007, The Theory of Catering, 11th Edition, Hodder Arnold.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-151)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-151.1	2	2	-	-	1	3	1	3	1	2
BHM-DS-151.2	2	2	-	1	-	3	2	3	1	3
BHM-DS-151.3	3	2	-	1	-	3	3	-	1	3
BHM-DS-151.4	2	-	1	-	-	3	-	-	-	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-102: FOOD & BEVERAGE SERVICE (THEORY) – I

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam: 100

Course Type: Core Course

Course Outcomes: After completion of this course the students will be able to

BHM-DS-102.1 Develop an understanding of the food and beverage service operations

BHM-DS-102.2 Demonstrate an appropriate use of service equipment's used in operations.

BHM-DS-102.3 Describe and carry out professional food and beverage service, i.e. French, English and American service.

BHM-DS-102.4 Develop knowledge of catering establishments/ Food and beverage outlets.

UNIT 1: Introduction to Food and Beverage Service

- 1.1 A Brief History of the Food and Beverage Industry
- 1.2 Growth of the hotel Industry in India
- 1.3 Modern Definition of a Food and Beverage Establishment
- 1.4 Types of Food and Beverage Establishments
- 1.5 Organization and Management of Service Staff.

UNIT 2: Departmental Organization & Staffing

- 2.1 Organization of F&B department of hotel
- 2.2 Principal staff of various types of F&B operations
- 2.3 French terms related to F&B staff
- 2.4 Duties & responsibilities of F&B staff
- 2.5 Attributes of a waiter
- 2.6 Interdepartmental relationships (Within F&B and other department).

UNIT 3: Food Service Areas (F & B Outlets)

- 1.1 Specialty Restaurants
- 1.2 Coffee Shop
- 1.3 Cafeteria
- 1.4 Fast Food (Quick Service Restaurants)
- 1.5 Grill Room
- 1.6 Banquets
- 1.7 Bar
- 1.8 Discotheque

UNIT 4: Ancillary Departments

- 1.1 Pantry
- 1.2 Food pick-up area
- 1.3 Store
- 1.4 Linen room
- 1.5 Kitchen stewarding

UNIT 5: F & B Service Equipment

- 4.1 Cutlery & Crockery
- 4.2 Glassware
- 4.3 Flatware
- 4.4 Hollow ware
- 4.5 Restaurant
- 4.6 Furniture
- 4.7 Table Linen

UNIT 6: Non-Alcoholic Beverages

- 6.1 Classification (Nourishing, Stimulating and Refreshing beverages)
- 6.2 Tea - Origin & Manufacture, Types & Brands
- 6.3 Coffee - Origin & Manufacture, Types & Brands
- 6.4 Juices and Soft Drinks
- 6.5 Cocoa & Malted Beverages - Origin & Manufacture

Text Books/ Reference Books:

1. J. Fischer, 2006, At your service: a practical guide for the Professional Dining Room, 2nd edition, Wiley.
2. D.R. Lillicrap & J.A. Cousins, 1998, Food and beverage service, 5th edition, Hodder and Stoughton: London.

Instructions for Paper Setting

Theory Course

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-102)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-102.1	3	2	1	1	2	2	3	2	1	3
BHM-DS-102.2	2	2	1	-	3	-	3	2	2	3
BHM-DS-102.3	1	1	-	2	3	-	1	3	2	3
BHM-DS-102.4	3	3	1	2	-	2	-	1	2	3

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-152: FOOD & BEVERAGE SERVICE (LAB.) – I

Periods/week Credits

L: 0 P: 2 1

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Core

Max. Marks:100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-152.1 Explain the technical skills of food and beverage service operations

BHM-DS-152.2 Demonstrate preparations and service of non-alcoholic beverages, i.e. tea, coffee etc.

BHM-DS-152.3 Remember Service and Restaurant Etiquettes, and understand the significance Mis-en-place and Mis-en-scene.

UNIT 1: Food Services Areas

1.1 Food Service areas – Induction & Profile of the areas

1.2 Ancillary F&B Service areas – Induction & Profile of the areas

UNIT 2: Familiarization of F&B Service equipment

2.1 Care & Maintenance of F&B Service equipment

2.2 Cleaning / polishing of EPNS items by:

2.3 Plate, Powder method

2.4 Polivit method

2.5 Silver Dip method

2.6 Burnishing Machine

UNIT 3: Basic Technical Skills

3.1: Holding Service Spoon & Fork

3.2: Carrying a Tray / Salver

3.3: Laying a Table Cloth

3.4 Changing a Table Cloth during the service

3.5: Placing meal plates & Clearing soiled plates

3.6: Stocking Sideboard

3.7: Service of Water

3.8: Using Service Plate & Crumbing Down

3.9: Napkin Folds

3.10: Changing dirty ashtray

UNIT 4: Non-Alcoholic Beverages

4.1: Tea – Preparation & Service

4.2: Coffee - Preparation & Service

4. 3: Juices & Soft Drinks - Preparation & Service

4. 4: Cocoa & Malted Beverages – Preparation & Service

Text Books/ Reference Books:

1. J. Fischer, 2006, At your service: a practical guide for the Professional Dining Room, 2nd edition, Wiley.
2. D.R. Lillicrap & J.A. Cousins, 1998, Food and beverage service, 5th edition, Hodder and Stoughton: London.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination : 50 Marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-152)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-152.1	3	2	1	1	2	2	3	2	1	3
BHM-DS-152.2	3	3	1	2	-	2	-	1	2	3
BHM-DS-152.3	1	1	-	2	3	-	1	3	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-103: ROOMS DIVISION (THEORY)- I

Periods/week Credits

L: 2 T:0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Program Core

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-103.1 Understand the concept of Hospitality and lodging industry and various classifications of Hotels in India.

BHM-DS-103.2 Analyze the duties and responsibilities of various rooms' division personnel, i.e. Housekeeping, guest relations staff, concierge, porter, valet etc.

BHM-DS-103.3 Evaluate the significance of interdepartmental coordination

BHM-DS-103.4 Identify staffing needs for a hotel based on occupancy, activity, and budget constraints.

BHM-DS-103.5 Recognize the significance of housekeeping in the smooth operations of the hotel business.

FRONT OFFICE COMPONENT

Unit 1: Introduction to Hospitality

- 1.1 Introduction to hospitality industry
- 1.2 Hospitality industry origin, evolution & growth
- 1.3 Tourism industry, its importance & industries related to tourism
- 1.4 Pioneers of Hospitality industry

Unit 2: Classification of Hotels

- 2.1 Classification of Hotels
- 2.2 Need of classification
- 2.3 Governing body responsible for classification in India
- 2.4 Classification on basis of size/ location/ clientele/ duration of stay/ level of service/ ownership
- 2.5 Types of rooms

Unit 3: Staffing & Organization

- 1.1 Front office organization
- 1.2 Staff hierarchy in a hotel establishment
- 1.3 Staff hierarchy in a Front office department
- 1.4 Section and layouts of front office
- 1.5 Duties and responsibilities of Front office staff

Unit 4: Tariffs

- 4.1 Room tariff: Basis of charging
- 4.2 Plans, competition, customer's profile, standards of service & amenities
- 4.3 Different types of tariffs, Tariff fixation, FIT, GIT & Corporate guests

Unit 5: Interdepartmental coordination of Front Office

- 5.1 With Housekeeping

- 5.2 With F&B Service
- 5.3 With Security
- 5.4 With Stores
- 5.5 With Accounts
- 5.6 With Personnel
- 5.7 With Maintenance

HOUSEKEEPING COMPONENT

Unit 6: Role of housekeeping in hospitality operations

- 6.1 Introduction to housekeeping services
- 6.2 Importance of housekeeping
- 6.3 Role of Housekeeping in Guest Satisfaction and Repeat Business
- 6.4 Housekeeping in other institutions

Unit 7: Housekeeping organization chart

- 7.1 Organization chart of the housekeeping department
- 7.2 Hierarchy in small, medium, large and chain hotels
- 7.3 Identifying Housekeeping Responsibilities
- 7.4 Personality Traits of housekeeping Management Personnel.
- 7.5 Duties and Responsibilities of Housekeeping staff
- 7.6 Layout of the Housekeeping Department

Unit 8: Cleaning Organization

- 8.1 Principles of cleaning
- 8.2 Principles of cleaning, hygiene and safety factors in cleaning
- 8.3 Methods of organizing, cleaning
- 8.4 Frequency of cleaning daily, periodic, special
- 8.5 Design features that simplify cleaning

Unit 9: Cleaning equipment's & agents

- 9.1 Use and care of Equipment
- 9.2 Cleaning agent selection
- 9.3 Use, care and Storage
- 9.4 Distribution and Controls
- 9.5 Use of Eco-friendly products in Housekeeping

Unit 10: Composition, care & cleaning of different surfaces

- 10.1 Metals
- 10.2 Glass
- 10.3 Leather, Leatherites, Rexines
- 10.4 Plastic
- 10.5 Ceramics
- 10.6 Wood
- 10.7 Wall finishes
- 10.8 Floor finishes

Unit 11: Interdepartmental communication of HK

- 11.1 With Front Office

- 11.2 With F&B Services
- 11.3 With Security
- 11.4 With Stores
- 11.5 With Accounts, Personnel
- 11.6 With Maintenance

Text Books/ Reference Books:

1. James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
2. M. Kasavana, R. Brooks, 2001, Managing front office operations, 6th edition, Educational Institute American Hotel & Lodging Association: Michigan.
3. G.K. Vallen & J. J. Vallen, 2000, Check-in checkout, 5th edition, McGraw Hill: Boston.

Instructions for Paper Setting

Theory Paper:

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix :

CO Statement (BHM-DS-103)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-103.1	2	2	1	2	2	2	2	3	3	2
BHM-DS-103.2	2	2	-	1	2	2	2	2	2	2
BHM-DS-103.3	1	-	2	1	1	2	2	2	2	2
BHM-DS-103.4	2	2	1	2	2	2	2	1	2	2
BHM-DS-103.5	2	3	3	2	2	1	3	2	3	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-153: ROOMS DIVISION (LAB)- I

Periods/week Credits

P: 4 T :2 2

Duration of Examination: 3 Hrs.

Max. Marks: 100

Continuous Evaluation: 50

End Semester Exam: 50

Prerequisites: NIL

Course Type: Program Core

Course Outcomes: After completion of this course the students will be able to

BHM-DS-153.1 Signify the importance of Communication skills for front office personnel.

BHM-DS-153.2 Understand the architectural layout of five-star hotel and guest rooms.

BHM-DS-153.3 Identify the different formats used for operations.

BHM-DS-153.4 Familiarization with cleaning agents and equipments

BHM-DS-153.5 Learning the process of cleaning the different surfaces.

FRONT OFFICE COMPONENT

List of Practical Activities:

1. Hotel Visit
2. Communication skills for Front Office Operations.
3. Identification of Stationary, formats, equipment's and work structure.
4. Layout of a five-star hotel front office department.
5. Activities and functions of each subsection of front office.
6. Telephone handling and on-call etiquettes.
7. Role Plays of welcoming and interacting with a guest.

HOUSEKEEPING COMPONENT

Unit 1:

1.1 Sample Layout of Guest Rooms

- Single room, Double room, Twin room, Suite

1.2 Familiarizing with different types of rooms, facilities and surfaces

- Twin/ double, Suite, Conference etc.

1.3 Guest Room Supplies and Position

- Standard room, Suite, VIP room special amenities

Unit 2: Surface Cleaning

- 2.1 Scrubbing
- 2.2 Polishing
- 2.3 Wiping
- 2.4 Swabbing
- 2.5 Sweeping
- 2.6 Mopping
- 2.7 Brushing
- 2.8 Buffing
- 2.9 Washing
- 2.10 Rinsing

Unit 3: Cleaning Equipment- (Manual and Mechanical)

3.1 Familiarization 3.2 Different parts 3.3 Function 3.4 Care and maintenance

Unit 4: Cleaning Agent

4.1 Familiarization according to classification
4.2 Function, Use of Abrasives, Polishes / Chemical Agents

Unit 5: Public Area Cleaning (Cleaning Different Surface)

5.1 Glass, Glasscleanser, Economical method(newspaper)

5.2 Wall

- Care and maintenance of different types and parts
- Skirting, Dado, Different types of Paints (distemper Emulsion, oil paint etc.)

5.3 Cleaning and Polishing of Different Types of Floor

- Wood, Marble, Terrazzo/ mosaic etc.

Unit 6: Maid's Trolley

- Contents and Trolley setup

Text Books/ Reference Books:

1. James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
2. M. Kasavana, R. Brooks, 2001, Managing front office operations, 6th edition, Educational Institute American Hotel & Lodging Association: Michigan.
3. G.K. Vallen & J. J. Vallen, 2000, Check-in checkout, 5th edition, McGraw Hill: Boston.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination : 50 Marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix :

CO Statement (BHM-DS-153)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-153.1	3	2	2	1	2	1	3	2	1	3
BHM-DS-153.2	3	3	1	2	3	2	1	2	2	1
BHM-DS-153.3	2	3	1	2	1	3	1	1	1	3
BHM-DS-153.4	3	3	2	1	1	3	2	1	1	3
BHM-DS-153.5	2	1	-	-	1	3	1	1	1	3

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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CH-202B: ENVIRONMENT STUDIES

Periods/week Credits

L: 3 P: 1 4

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Foundation

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

CH-202B.1 Understand the significance of equitable use of natural resources and will be able to utilize the knowledge of biodiversity conservation and protection of the environment.

CH-202B.2 Learn about atmospheric pollution and global issues related to environment like natural disasters and understand the different acts for pollution control.

CH-202B.3 Develop an understanding of major health issues of women and children will gain knowledge of Mortality and Mortality rate.

CH-202B.4 Knowledge of different ecosystems and energy flow in ecosystem.

CH-202B.5 Gain knowledge of disaster management

Unit 1: Introduction to environmental studies

1.1 Multidisciplinary nature of environmental studies

1.2 Scope and importance; Concept of sustainability and sustainable development.

Unit 2: Ecosystems

2.1 What is an ecosystem?

2.2 Structure and function of ecosystem

2.3 Energy flow in an ecosystem

2.4 Food chains, food webs and ecological succession.

2.5 Case studies of the following ecosystem

- Forest ecosystem
- Grassland ecosystem
- Desert ecosystem
- Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 3: Natural Resources: Renewable and Non-renewable Resources

3.1 Land resources and land use change; Land degradation, soil erosion and desertification.

3.2 Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.

3.3 Water: Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & interstate)

3.4 Energy resources: Renewable and non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

Unit 4: Biodiversity and Conservation

- 4.1 Levels of biological diversity: genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hot spots
- 4.2 India as a mega-biodiversity nation; Endangered and endemic species of India.
- 4.3 Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.
- 4.4 Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

Unit 5: Environmental Pollution

- 5.1 Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution
- 5.2 Nuclear hazards and human health risks.
- 5.3 Solid waste management: Control measures of urban and industrial waste.
- 5.4 Pollution case studies.

Unit 6: Environmental Policies & Practices

- 6.1 Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture.
- 6.2 Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD).
- 6.3 Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

Unit 7: Human Communities and the Environment

- 7.1 Human population growth: Impacts on environment, human health and welfare.
- 7.2 Resettlement and rehabilitation of project affected persons; case studies.
- 7.3 Disaster management: floods, earthquake, cyclones and landslides.
- 7.4 Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan.
- 7.5 Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.
- 7.6 Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi)

Unit 8: Chemistry for peaceful purposes

- 8.1 The duality of chemistry: Chemistry for peaceful purposes versus Chemical Weapons
- 8.2 Dual – use nature of toxic and precursor chemicals
- 8.3 Weapons of mass destructions, disarmament

Unit 9: Field work* (1 credit)

- 9.1 Visit to an area to document environmental assets: river/ forest/ flora/fauna, etc.
- 9.2 Visit to a local polluted site-Urban/Rural/Industrial/Agricultural.
- 9.3 Study of common plants, insects, birds and basic principles of identification.
- 9.4 Study of simple ecosystems-pond, river, Delhi Ridge, etc.

Text Books/ Reference Books:

1. R. Carson, 2002, Silent Spring, Houghton Mifflin Harcourt.
2. M. Gadgil & R Guha, 1993, This Fissured Land: An Ecological History of India. Univ. of California Press.

3. B. Gleeson and N. Low, 1999, Global Ethics and Environment, London, Routledge.
4. P.H. Gleick, 1993, Water in Crisis. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
5. Martha J. Groom, Gary K. Meffe, and Carl Ronald Carroll, 2006, Principles of Conservation Biology. Sunderland: Sinauer Associates.
6. R. Edward Grumbine, and M.K. Pandit, 2013, Threats from India's Himalaya dams. Science, 339: 36--37.
7. P. McCully, 1996, Rivers no more: the environmental effects of dams(pp. 29--- 64). Zed Books.
8. John R. McNeill, 2000, Something New Under the Sun: An Environmental History of the Twentieth Century.
9. I.L. Pepper, C.P. Gerba, & M.L. Brusseau, 2011, Environmental and Pollution Science. Academic Press.
10. M.N. Rao, & A.K. Datta, 1987, Waste Water Treatment. Oxford and IBH Publishing Co. Pvt. Ltd.
11. P.H. Raven, D.M. Hassenzahl, & L.R. Berg, 2012, Environment. 8th edition. John Wiley & Sons.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (CH-202B)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
CH-202B.1	2	2	-	3	-	1	2	1	1	2
CH-202B.2	2	2	1	2	1	1	2	1	1	2
CH-202B.3	2	2	2	2	1	-	2	2	2	2
CH-202B.4	2	2	1	2	1	1	1	2	2	2
CH-202B.5	2	2	2	2	3	2	3	2	2	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-104: NUTRITION

Periods/week Credits

L: 2 T:0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Discipline centric elective

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam:100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-104.1 Understand basic food groups and realize the significance of various sensory Evaluations.

BHM-DS-104.2 Analyze the various chemical changes that occur during cooking& the effect on food.

BHM-DS-104.3 Develop the knowledge of BMR, the total energy required by a person and the SDA, dietary sources of energy.

BHM-DS-104.4 Comprehend the Balanced diet and develop diet menus.

BHM-DS-104.5 Design and plan a menu for the various categories of people, patients included

BHM-DS-104.6 Appreciate food production methods with rationality and signify the chemical changes and physical changes.

BHM-DS-104.7 Understand the role of nutrition & nutrients in leading a healthy lifestyle

Unit 1: Nutrition & Nutrients

1.1 Introduction of the topic

1.2 What is nutrition?

1.3 Types of nutrients-Macro & Micro

1.4 Names of the nutrients.

1.5 Dietary sources of the nutrients

1.6 Effect of cooking on the nutrient

1.7 Uses in various food preparations

1.8 Food Pyramid

Unit 2: Balanced diet

2.1 Definition

2.2 Importance of balanced diet

2.3 RDA for age, gender, physiological state

2.4 Definition of energy and units of measurement (KCAL)

2.5 The Energy contribution from macro nutrients

2.6 Factors affecting energy requirements

2.7 Concept of BMR, SDA. Thermodynamics action of food.

2.8 Dietary sources of energy

2.9 The Concept of energy balance and health hazards associated with overweight and underweight

Unit 3: Changes in food

3.1 Dextrinization

3.2 Auto-oxidation-Factors and prevention measures

3.3 Refining, Hydrogenation & Winterization

- 3.4 Gelatinization, Emulsification,
- 3.5 Foaming ability & Viscosity
- 3.6 Browning-Enzymatic and Non-Enzymatic
- 3.7 Theory of emulsion and colloids
- 3.8 Types of emulsion
- 3.9 Emulsifying agents
- 3.10 Role of emulsifying agents

Unit 4: Food Values

- 4.1 Food Flavors – Definition, Description of food flavors- tea, coffee, wine, meat, fish, spices etc. Flavors reversion
- 4.2 Evaluation of Food - Objectives, Sensory Evaluation of food quality, Methods of analysis of food
- 4.3 Food Processing – Definition, Objective, Types of treatment, Effect of heat, acid, alkali.

Unit 5: Menu planning

- 5.1 Planning of balanced meals based upon the three food groups system
- 5.2 Factors affecting meal planning
- 5.3 Critical evaluation of a few meals
- 5.4 Principle of meal planning
- 5.5 Calculation of nutritive value of dishes/meals.

Text Books/ Reference Books:

- 1. B. Srilakshmi, 2009, Human Nutrition, New Age International Pvt. Ltd.
- 2. Ruma Singh, 2020, Food & Nutrition for Nurses, The Health Sciences Publisher.
- 3. Molly Sam & N. Geetha, 2004, Textbook of nutrition for Nurses, Jaypee Brothers Medical Publishers (P) Ltd.
- 4. Jacob Anthikad, 2014, Nutrition & Biochemistry for Nurses, 2nd Edition, Jaypee.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
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- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix :

CO Statement (BHM-DS-104)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-104 .1	2	1	-	1	1	3	2	1	2	2
BHM-DS-104 .2	2	1	-	1	-	3	2	1	2	2
BHM-DS-104 .3	1	-	1	1	1	2	1	1	1	2
BHM-DS-104 .4	1	-	1	1	1	2	3	2	2	2
BHM-DS-104 .5	2	1	2	-	-	3	2	2	3	3
BHM-DS-104 .6	1	2	2	2	1	2	1	1	2	2
BHM-DS-104 .7	2	-	2	-	1	2	1	1	2	3

MR TIPS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-105: TRAVEL AND TOURISM

Periods/week Credits

L: 2 T:0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam:100

Course Type: Discipline centric elective

Course Outcomes: After completion of this course the students will be able to

BHM-DS-105.1 Define destination marketing and major global tourism destinations.

BHM-DS-105.2 Describe what constitutes the tourism system and issues relating to tourism supply and demand.

BHM-DS-105.3 Understanding the motivation factors of travelling.

BHM-DS-105.4 Identify major tourist market segments and describe the importance of market segmentation

BHM-DS-105.5 Recite the sustainable tourism practices

Unit 1: Introduction to Tourism

- 1.1 Definition of Travel and Tourism, who is a Tourist.
- 1.2 Differentiation of tourist/traveler/traveler/excursionist
- 1.3 Types and typologies of tourism
- 1.4 Domestic and International tourism

Unit 2: Types of Tourism

- 2.1 Concept of resource, attraction and product in tourism
- 2.2 Natural tourism resources in India:
- 2.3 Varied land forms (mountains, deserts, beaches, coastal areas and Island)
- 2.4 Water bodies and biotic wealth(flora-fauna)
- 2.5 A Popular tourist destination for land bases (soft/hard trekking, ice mountaineering, desert safaris, car rallies etc.
- 2.6 Water based (rafting, kayaking, canoeing, surfing, water skiing, scuba diving)
- 2.7 Aerial adventures: parachute jumping

Unit 3: Tourism products & its components

- 3.1 Tourist Products, Components of Tourist Product
- 3.2 Attractions-Tourist Destinations or Places & Tourist Spots Having Tourist Value from Heritage or Historical Point of View or Sports and Recreational Point Of View, Dance, Fair Festivals, Trade Fair, Conferences And Exhibitions Etc.
- 3.3 Religion Based- Hindu, Muslim, Sikh, Buddhist, Jain And Christian
- 3.4 Wildlife-Tourism and conservation, Wild Life Sanctuaries- National Parks, Adventure, Eco Tourism Destinations and biosphere reserves
- 3.5 Facilities- Hotels, Transport- Air, Rail, Road, Water

Unit 4: Specifics of Tourism

- 4.1 Travel Lingo
- 4.1 Technical Terminology of Tourism
- 4.2 Role of travel agency in tourism
- 4.4 Airline ticketing
- 4.5 Role of technology in Tourism Operations.

Unit 5: Distribution & Marketing of Tourism

- 1.1 Linkages and channels of distribution in tourism
- 1.2 Tourism Org: WTO, PATA, IATA, ICAO, FHRAI, TAAI, IATO and UFTAA
- 1.3 Destination marketing

Unit 6: Emerging concepts

- 6.1 Emerging concepts: Eco/rural/agri/farm/green/wilderness/country side/ neo/ responsible/ sustainable/ Special interest tourism
- 6.2 Tourism Trends: Growth and development, travel motivators and deterrents, Pull and Push force in tourism.

Text Books/ Reference Books:

- 1. K.K. Kamra, Mohinder Chand, 2007, Basics of Tourism: Theory, Operations and Practice, Arjun Publishing House.
- 2. A.K. Shastri , 2016, Tourism Development: Principles & Practices.
- 3. Ratandeeep Singh, 2006, Dynamics of Modern Tourism, Kanishka Prakashan.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
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- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix :

CO Statement (BHM-DS-105)	PO 1		PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-105.1	1		2	1	1	2	3	2	2	2	2
BHM-DS-105.2	2		2	1	2	1	2	2	2	2	1
BHM-DS-105.3	2		2	3	2	1	1	1	2	1	1
BHM-DS-105.4	2		1	3	2	2	1	3	2	2	3
BHM-DS-105.5	2		1	2	3	1	1	3	1	1	3

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE: INTRODUCTION TO GUEST PSYCHOLOGY

Periods/week Credits

L: 2 T:0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Open Elective

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam:100

Course Outcomes: After completion of this course the students will be able to

HM-OE.1 Understand the basic principles and processes that govern hospitality industry.

HM-OE.2 Evaluate the nature and theories of personality.

HM-OE.3 Explain the human behavior, human psychology in interpreting guest needs.

HM-OE.4 Apply reasoning in developing problem-solving skills and critical thinking skills

Unit 1: Introducing Psychology

- 1.1 Approaches to Study Human Behavior.
- 1.2 Studying Psychology
- 1.3 Biological Basis of Behavior

Unit 2: Senses and Perception

- 2.1 Sensory and Perceptual Processes and Learning
- 2.2 Basic Sensory Processes
- 2.3 Perception and Attention
- 2.4 Theories of Learning and Application of learning

Unit 3: Memory and Cognition

- 3.1 Thinking, Intelligence and Language
- 3.2 Theories and perspectives explaining human cognition
- 1.3. Problem Solving
- 3.3 Inductive and deductive reasoning and other methods of problem solving

Unit 4: Personality, Motivation and Emotion

- 4.1 Nature of Personality
- 4.2 Theories of Personality
- 4.3 Different views on personality
- 4.4 Biology and personality
- 4.5 Nature of Motivation
- 4.6 Theories and perspectives on motivation Emotion
- 4.7 Nature of Emotion, Basic emotions
- 4.8 Theories of Emotion

Unit 5: Application of Psychology in hospitality domain

- 5.1 Cases and examples.

Text Books/ Reference Books:

- Morgan and King, 2001, Introduction to Psychology, McGraw Hill.

- N. K. Chadha, 2012, Realms of Psychology, 5th Edition, Pearson.
- Baron, 2000, Psychology, 5th Edition, Pearson.
- Stacey Jill Zackin, 2015, The Psychology of Hospitality: Creating Welcoming & Inclusive Environments, Pacifica Graduate Institute.

Instructions for Paper Setting

Theory Courses

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Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix :

CO Statement (HM-OE)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE.1	2	2	3	2	1	1	2	2	2	3
HM-OE.2	2	1	2	2	1	-	2	2	1	2
HM-OE.3	2	2	3	2	1	-	2	2	2	1
HM-OE.4	1	1	2	1	2	2	2	1	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE : HOTEL ACCOUNTING

Periods/week Credits

L: 2 T:0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Open Elective

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam:100

Course Outcomes: After completion of this course the students will be able to

- HM-OE.1 Develop a working knowledge of the financial system.
- HM-OE.2 Understand the significance of financial management function in an organization.
- HM-OE.3 Obtain working knowledge of the market practices and key financial instruments.
- HM-OE.4 Comprehend the basic financial statements.
- HM-OE.5 Application of knowledge in real world business situations.

Unit 1: Introduction to Accounting

- 1.1 Basics of Accounting
- 1.2 Need to Study Accounting
- 1.3 Accounting Functions

Unit 2: Account Records

- 2.1 Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books
- 2.2 Purpose of Accounting Record
- 2.3 Accounting Principles
- 2.4 Concepts and Conventions

Unit 3: Financial Management - Meaning & Scope

- 3.1 Meaning of Business Finance
- 3.2 Meaning of Financial Management
- 3.3 Objectives of Financial Management

Unit 4: Financial Statement - Analysis and Interpretation

- 4.1 Meaning and Types of Financial Statements
- 4.2 Techniques of Financial Analysis
- 4.3 Limitations of Financial Analysis
- 4.4 Practical Problems
- 4.5 Sources of Finance
- 4.6 Types of Sources – Debt & Equity
- 4.7 Advantages & Disadvantages of Different Sources

Unit 5: Working Capital Management

- 1.1 Concept of Working Capital
- 1.2 Factors Determining Working Capital Needs
- 1.3 Basics of Capital Budgeting
- 1.4 Importance of Capital Budgeting

1.5 Capital Budgeting Appraising Methods

Unit 6: Dividend Policy of a Firm

6.1 Types of Dividends

6.2 Theories of Dividend

Text Books/ Reference Books:

1. S.N. Maheshwari, 2013, An Introduction to Accounting, 11th Edition, Vikas Publishing House Pvt Ltd.
2. Charles Horngren, 2008, Introduction to Financial Accounting, 9th Edition, Pearson.
3. Ozi, Gleson D'Cunha, 2006, Hospitality Accounting & Financial Control, Dicky, S. Enterprise.

Instructions for Paper Setting

Theory Courses

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- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix :

CO Statement (HM-OE)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE.1	2	1	2	3	3	-	-	2	1	3
HM-OE.2	2	1	2	2	-	1	2	1	2	3
HM-OE.3	2	2	3	2	1	1	2	1	2	3
HM-OE.4	2	1	2	2	1	2	2	2	1	2
HM-OE.5	2	2	2	2	-	-	2	2	1	3

SEMESTER-II

MRP11RS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-201– FOOD & BEVERAGE PRODUCTION (THEORY) - II

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Program Core

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-201.1 Identify the food and beverage commodities used in cooking and baking.

BHM-DS-201.2 Demonstrate an appropriate use of food and beverage production commodities used in national and international cuisine.

BHM-DS-201.3 Exhibit knowledge and skills necessary to perform the daily duties required of food and beverage production personnel in an international standard.

Unit 1: Basic Commodities

1.1 Milk: Introduction, Processing of Milk, Pasteurization & Homogenization, Types of Milk, Nutritive value

1.2 Cream: Introduction, Processing of cream, Types of cream

1.3 Cheese: Introduction, Processing of Cheese, Types of Cheese, Classification of cheese, Curing of Cheese, Uses of Cheese.

1.4 Butter: Introduction, Processing of Butter, Types of Butter

Unit 2: Kitchen Organization & Layout

2.1 General layout of kitchen in various organizations.

2.2 Layout of receiving areas

2.3 Layout of Service & wash-up area.

Unit 3: Meat Cookery

3.1 Introduction to Meat Cookery.

3.2 Cuts of Beef/Veal.

3.3 Cuts of Lamb/Mutton.

3.4 Cuts of Pork.

3.5 Variety Meats (Offals).

3.6 Poultry (With Menu examples of each)

Unit 4: Fish Cookery

4.1 Introduction to Fish Cookery

4.2 Classification of Fish with examples.

4.3 Cuts of Fish with menu examples.

4.4 Selection of Fish & Shellfish.

4.5 Cooking of Fish. (Effects of Heat).

Unit 5: Rice, Cereals & Pulses

5.1 Introduction.

- 5.2 Classification & Identification.
- 5.3 Cooking of Rice, Cereals & Pulses.
- 5.4 Varieties of Rice & Cereals.

Unit 6: Basics of Baking

- 6.1 Pastry: Short Crust, Laminated, Choux, Hot water / Rough Puff, Recipes & Methods of Preparation, Differences, uses of each pastry, Care to be taken while preparing pastry, Role of each Ingredient, Temperature of Baking Pastry.
- 6.2 Flour: Structure of Wheat, Types of Wheat, Types of Flour, Processing of Wheat-Flour, Uses of Flour in Food Production, Cooking of Flour (Starch).
- 6.3 Simple Breads: Principles of Bread Making, Simple Yeast Bread, Role of each Ingredient in Bread Making, Baking Temperature & its importance.

Text Books/ Reference Books:

1. Parvinder S. Bali, 2014, Basics of Cooking, Oxford University Press.
2. Sarah.R.Labensky, Alan.M. Hause, 2010, On Cooking, 5th Edition, Prentice Hall.
3. Krishna Arora, 2011, Theory of Cookery, 6th Revised Edition, Frank Bros. & Co. Ltd.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
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- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-201)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-201.1	3	3	1	2	1	3	1	2	1	-
BHM-DS-201.2	3	2	-	-	1	2	-	-	2	2
BHM-DS-201.3	2	1	-	1	3	-	2	-	-	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-251: FOOD AND BEVERAGE PRODUCTION (LAB) - II

Periods/week/ Credits

L: 0 P: 4 2

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Program Core

Max. Marks: 100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-251.1 Demonstrate an appropriate use of cooking techniques, i.e. poaching, boiling etc.

BHM-DS-251.2 Exhibit application of heat and temperature in cooking and baking.

BHM-DS-251.3 Analyze the method of making basic stocks and sauces.

Practical 1 Menu:

Russian Salad

Consommé Julienne

Corn, Spinach and Mushroom au Gratin

Irish Lamb Stew with pickled Red Cabbage

Swiss Rolls

Practical 2 Menu:

Ceaser Salad

Consommé Celestine/Royale

Penne Alfredo

Chicken Fricassee with Parsley Pilaf and Jumbo garlic Crutons

Crème Brulee

Practical 3 Menu:

Waldorf Salad

Baked Onion Soup

Penne –al-pesto

Lamb hot pot with rosemary pilaf

Bread and Butter Pudding

Practical 4 Menu:

German Potato Salad

Chicken and tomato bouillon with pesto

Vegetable Moussaka

Poulet Roti au Jus with game chips and butter market vegetables.

Doughnuts

Practical 5 Menu:

Fish Fingers with Tartar Sauce

Gazpacho Potato, peas and Carrots Croquettes

Duxelle stuffed Chicken Breast with roast Gravy ,baby potatoes and green pea and corn salsa.

Crème Caramel

Practical 6 Menu:

Mix Veg Vol-au-Vent
Crème de Champignon
Shepherd's Pie with Roast Peppers
Bean Stuffed tomato a-la-Boulangere
Pineapple Pastry

Practical 7 Menu:

Fried Chicken wings with fiery BBQ sauce
Crème Dubarry
Chunky Tomato Lasagne
Thyme and Garlic Rubbed Chicken with mushroom sauce and Vichy carrots and Jackson potato
Queen of Pudding

Practical 8 Menu:

Quiche Lorraine
Corn and Potato Chowder
Steamed fish with oriental dressing
Vegetable fritters with thousand island
Apple Pie

Practical 9 Menu:

Panzenella Salad with Lemon vinaigrette
Rustic Minestrone
Baked fish Portuguese with herb crusted tomato and couscous
Baked Legumes
Profit Rolls

Practical 10 Menu:

Devil on Horse Back
Veloute of Roasted Pumpkin
Poulet-a-la-King with Thyme Pilaf
Crepe Jardinere
Jam and Custard Tart

Practical 11 Menu:

Warm potato and bread Salad
Cock-a-leekie
Poulet sauté Marengo with pomme au four and petit pois a-la-flamande
Mac'n' Cheese
Black Forest Pastry

Practical 12 Menu:

Aaranchini Rice cakes
Corn and lime broth
Grilled chicken piri piri with devil sauce pommes marquis and honey glazed carrots

Penne a-la-ratatouillee, Orange Mousse.

Text Books/ Reference Books:

1. Parvinder S. Bali, 2014, Basics of Cooking, Oxford University Press.
2. Sarah.R.Labensky, Alan.M. Hause, 2010, On Cooking, 5th Edition, Prentice Hall.
3. Krishna Arora, 2011, Theory of Cookery, 6th Revised Edition, Frank Bros. & Co. Ltd.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-251)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-251.1	2	2	-	-	1	3	1	3	1	2
BHM-DS-251.2	2	2	-	1	-	3	2	3	1	3
BHM-DS-251.3	3	2	-	1	-	3	3	-	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-202: FOOD AND BEVERAGE SERVICE (THEORY) - II

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Program Core

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam:100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-202.1 Learn the objective of menu planning, French classical menu, accompaniments and sequence of each course.

BHM-DS-202.2 Display Grooming standards and Restaurant Etiquettes; Mis-en- place and Mis-en-scene

BHM-DS-202.3 Demonstrate different types of service used in food and beverage service outlets.

BHM-DS-202.4 Acquire the knowledge of processing tobacco and its products – cigars and cigarettes.

Unit 1: MEALS & MENU PLANNING

1.1 Origin of Menu

- Objectives of Menu Planning
- Types of Menu

1.2 Courses of French Classical Menu

- Sequence
- Examples from each course
- Cover of each course

1.3 Accompaniments

1.4 French Names of dishes

1.5 Types of Meals

- Early Morning Tea
- Breakfast (English, American, Continental, Indian)
- Brunch
- Lunch
- Afternoon/Hi Tea
- Dinner
- Supper

Unit 2: PREPARATION FOR SERVICE

2.1 Organizing Mise-en-scene

2.2 Organizing Mise-en-place

2.3 TYPES OF FOOD SERVICE

- Silver service
- Pre-plated service
- Cafeteria service
- Room service
- Buffet service
- Gueridon service
- Lounge service

Unit 3: SALE CONTROL SYSTEM

- 3.1 KOT/Bill Control System (Manual)
- 3.2 Triplicate Checking System
- 3.3 Duplicate Checking System
- 3.4 Single Order Sheet
- 3.5 Quick Service Menu & Customer Bill
 - Making bill
 - Cash handling equipment
 - Record keeping (Restaurant Cashier)

Unit 4: TOBACCO

- 4.1 History
- 4.2 Processing for cigarettes, pipe tobacco & cigars
- 4.3 Cigarettes – Types and Brand names
- 4.4 Pipe Tobacco – Types and Brand names
- 4.5 Cigars – shapes, sizes, colours and Brand names
- 4.6 Care and Storage of cigarettes & cigars

Text Books/ Reference Books:

1. Paul J. Mcvety, 2012, Fundamentals of Menu Planning, Hoboken, N.J. : John Wiley & Sons.
2. Sudhir Andrews, 2013, Food and Beverage Service – A Training Manual, McGraw Hill.
3. D.R. Lillicrap & J.A. Cousins, 1998, Food and beverage service, 5th edition, Hodder and Stoughton: London.

Instructions for Paper Setting

Theory Courses

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Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-202)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-202.1	3	2	1	1	2	2	3	2	1	3
BHM-DS-202.2	2	2	1	-	3	-	3	2	2	3
BHM-DS-202.3	1	1	-	2	3	-	1	3	2	3
BHM-DS-202.4	3	3	1	2	-	2	-	1	2	3

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(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-252: FOOD AND BEVERAGE SERVICE (LAB) - II

Periods/week Credits

L: 0 T: 0 P: 2 1

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Program Core

Max. Marks: 100

Continuous Evaluation: 50

End Semester Exam:50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-252.1 Develop professional integrity and ethical approach towards the job.

BHM-DS-252.2 Learn the table laying for different types of menu and meal periods.

BHM-DS-252.3 Develop the knowledge of modern concepts of sanitation, safety, and health.

BHM-DS-252.4 Gain real-world experience to become professionals in the industry.

Unit 1: TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

Unit 2: PREPARATION FOR SERVICE (RESTAURANT)

Task-01: Organizing-en-scene

Task-02: Organizing-en-Place

Task-03: Opening, Operating & Closing duties

Unit 3: PROCEDURE FOR SERVICE OF A MEAL

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 of the Guests

Unit 4: Social Skills

Task-01: Handling Guest Complaints

Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Unit 5: Special Food Service - (Cover, Accompaniments & Service)

Task-01: Serving of Classical Hors d'oeuvre (Oysters, Caviar, Smoked Salmon, Pâté de Foie Gras, Snails, Melon, Grapefruit, Asparagus)

Task-02: Serving of Cheese

Task-03: Serving of Dessert (Fresh Fruit & Nuts)

Unit 6: Service of Tobacco

Task-01: Cigarettes & Cigars

Text Books/ Reference Books:

1. Paul J. Mcvety, 2012, Fundamentals of Menu Planning, Hoboken, N.J. : John Wiley & Sons.
2. Sudhir Andrews, 2013, Food and Beverage Service – A Training Manual, McGraw Hill.
3. D.R. Lillcrap & J.A. Cousins, 1998, Food and beverage service, 5th edition, Hodder and Stoughton: London.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks

- Work Plan (written component): 15
- Carrying out the task : 25
- Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-252)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-252.1	3	2	1	1	2	2	3	2	1	3
BHM-DS-252.2	3	3	1	2	-	2	-	1	2	3
BHM-DS-252.3	1	1	-	2	3	-	1	3	2	3
BHM-DS-252.4	2	3	2	1	2	3	2	1	3	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-203: ROOMS DIVISION (THEORY) - II

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 Hrs

Prerequisites: NIL

Course Type: Program Core

Max. Marks: 200

Continuous Evaluation: 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-203.1 Understand the guest accommodation cycle from reservations to check out in details encompassing every stage of guest interaction with the hotel and its representatives

BHM-DS-203.2 Handle guest queries, managing complaints and feedbacks

BHM-DS-203.3 Understand the routine systems and records of housekeeping and organizing housekeeping operations

BHM-DS-203.4 Familiarization with the Pest control system Analyze the role of Ergonomics in Housekeeping.

BHM-DS-203.5 Develop Eco-friendly practices in housekeeping

BHM-DS-203.6 Organize operations at the Housekeeping control desk.

PART-A Front Office:

Unit 1: Guest cycle

- 1.1 Pre arrival/ arrival/ occupancy/ departure/ post departure
- 1.2 Meal plans & other packages

Unit 2: Guest reservation

- 2.1 Modes of inquiry
- 2.2 Types of reservations
- 2.3 Sources of reservations, Amendments & cancellations, Importance of reservations for guest & to hotel
- 2.4 Concept of overbooking

Unit 3: Guest arrival

- 1.1 First guest contact
- 1.2 Registration process & its components
- 1.3 FIT & Group arrival, Receiving, rooming & escorting
- 1.4 Up selling
- 1.5 Bouncing a guest

Unit 4: Guest occupancy

- 4.1 Various guest services
- 4.2 Handling Guest complaints

PART-B Housekeeping

Unit 1: Routine Systems & Records of Housekeeping Department

- 1.1 Forms, Formats, records & registers
- 1.2 Reporting Staff placement
- 1.3 Room Occupancy Report
- 1.4 Guest Room Inspection
- 1.5 Checklists, Floor Register, Work Orders, Log Sheet.
- 1.6 Maid's Report and Housekeeper's Report
- 1.7 Handover Records, Guest's Special Requests Register

Unit 2: Organizing Operations at Housekeeping Control Desk

- 2.1 Handling telephone calls
- 2.2 Handling difficult situations
- 2.3 Handling rooms transfers
- 2.4 Lost and found reporting and their handling procedures
- 2.5 Record of Special Cleaning
- 2.6 Call Register, VIP Lists
- 2.7 Special services – baby-sitting, valet service and freshen up service

Unit 3: Pest Control

- 1.1 Areas of infestation
- 1.2 Preventive measures and Control measure

Unit 4: Key Handling Procedure

- 4.1 Types of keys (grand master, floor master, sub master or section or pass key, Emergency key, room keys, offices and store keys)
- 4.2 Computerized key cards, Key control register – issuing, return, changing of lock, key belts, and unusual occurrences.
- 4.3 Special services – baby-sitting, valet service and freshen

Unit 5: Eco-Friendly Practices in Housekeeping

- 5.1 Hotel design & construction
- 5.2 Energy conservation & Water conservation
- 5.3 Waste Management
- 5.4 Environment friendly housekeeping
- 5.5 Eco-friendly amenities, products & processes

Unit 6: Ergonomics

- 6.1 Ergonomics In Hotel Housekeeping

Text Books/ Reference Books:

1. James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
2. M. Kasavana, R. Brooks, 2001, Managing front office operations, 6th edition, Educational Institute American Hotel & Lodging Association: Michigan.
3. G.K. Vallen, J.J. Vallen, 2000, Check-in checkout, 5th edition, McGraw Hill: Boston.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-203)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-203.1	3	2	2	1	2	1	3	2	1	3
BHM-DS-203.2	3	3	1	2	3	2	1	2	2	1
BHM-DS-203.3	2	1	-	-	1	3	1	1	1	3
BHM-DS-203.4	3	2	2	1	2	1	3	2	1	3
BHM-DS-203.5	3	1	2	3	3	2	1	2	2	1
BHM-DS-203.6	2	1	3	1	1	1	3	1	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-253: ROOMS DIVISION (LAB) - II

Periods/week /Credits

L: 0 P: 4 2

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Program Core

Max. Marks 100

Continuous Evaluation 50

End Semester Exam 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-253.1 Impart required knowledge and skills in Rooms division operations.

BHM-DS-253.2 Develop synergy with the guest.to anticipate their needs

BHM-DS-253.3 Develop bonhomie between the hotel and guest.

BHM-DS-253.4 Familiarization with Front office operations

BHM-DS-253.5 Display step by step procedure of guestroom cleaning.

BHM-DS-253.6 Demonstrate the Polishing of metals – Brass, Silver and Copper

PART-A Front Office

Unit 1: Front Office Operations

- 1.1 Dealing with Guest message, letters and fax.
- 1.2 Informing the guest of Hotel Services and facilities.
- 1.3 Procedure of showing the room to a guest.
- 1.4 Telephone Manners.
- 1.5 Key handling Procedure.
- 1.6 Bill Handling.
- 1.7 Reservation and Cancellation.
- 1.8 Converting inquiry into valid reservations.
- 1.9 Using and getting familiarized with Guest Registration formats
- 1.10 Preparation and study of Countries – Capitals & Currency, Airlines & Flag charts.
- 1.11 Credit Cards, Travel Agencies etc.
- 1.12 Suggestive selling. Task-02:RoomServiceTrolleySetup

PART-B Housekeeping

Unit 1: CLEANING OF STAY OVER/OCCUPIED ROOM/VACANT ROOM

Servicing guest room(checkout/ occupied and vacant)

ROOM

- Task 1- open curtain and adjust lighting
- Task 2-clean ash and remove trays if any
- Task 3- strip and make the 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

BATHROOM

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 vanitary unit
Task 9- Replenish bath supplies
Task 10- Mop the floor

Unit 2: BED MAKING

3.1 Bed making supplies (day bed/ night bed)
Step 1-spread the first sheet (from one side)
Step 2-make miter corner (on both corners 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 a 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

Unit 3: Housekeeping Records

- Room occupancy Report
- Checklist
- Floor register
- Work/ maintenance order]
- Lost and found
- Maid's report
- Housekeeper's report
- Log book
- Guest special request register
- Record of special cleaning
- Call register
- VIP list
- Floor linen book/ register

Unit 4: Guest Room Inspection

4.1 Minibar management
4.2 Issue and stock taking
4.3 checking expiry date

Unit5: Polishing of metals – Brass, Silver and Copper.

SILVER/ EPNS

- 5.1 Plate powder method
- 5.2 Polivit method
- 5.3 Proprietary solution (Silvo)

BRASS /COPPER

- 5.4 Traditional/ domestic 1 Method
- 5.5 Proprietary solution 1 (brasso)

Text Books/ Reference Books:

1. James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
2. M. Kasavana, R. Brooks, 2001, Managing front office operations, 6th edition, Educational Institute American Hotel & Lodging Association: Michigan.
3. G.K. Vallen, J.J. Vallen, 2000, Check-in checkout, 5th edition, McGraw Hill: Boston.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks

- Work Plan (written component): 15
- Carrying out the task : 25
- Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-253)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-253.1	3	2	2	1	2	1	3	2	1	3
BHM-DS-253.2	3	3	1	2	3	2	1	2	2	1
BHM-DS-253.3	2	1	-	-	1	3	1	1	1	3
BHM-DS-253.4	3	2	2	1	2	1	3	2	1	3
BHM-DS-253.5	3	1	2	3	3	2	1	2	2	1
BHM-DS-253.6	2	1	3	1	1	1	3	1	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-254: BUSINESS COMMUNICATION

Periods/week Credits

L: 0 P: 2 APC

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Foundation Course

Max. Marks: 100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-254.1 Demonstrate the skills necessary to craft effective written communication in various forms, e.g. Business letters, emails and memos etc.

BHM-DS-254.2 Analyze the positive and negative Feedback effectively and constructively.

BHM-DS-254.3 Understand the significance of creating a positive 'First Impression' during guest interactions.

BHM-DS-254.4 Efficiently conduct 'Service Recovery', being circumspect and offering pragmatic alternatives/solutions.

Unit 1: Listening skills

- 1.1 The Process of listening
- 1.2 Effects of audio visuals in listening process
- 1.3 How to segregate the important facts while listening.
- 1.4 Barriers to effective listening
- 1.5 How to achieve maximum from listening as a part of communication.

Unit 2: Writing skills

- 2.1 Importance of writing skills
- 2.2 Letters and applications
- 2.3 Analyzing reports
- 2.4 CV's, cover letters
- 2.5 Circulars
- 2.6 Event invitations

Unit 3: Interview process

- 3.1 What is expected from the candidate?
- 3.2 Basic questions
- 3.3 Tips to keep in mind

Unit 4: Feedback

- 4.1 Creating a First Impression
- 4.2 Service Recovery

Text Books/ Reference Books:

1. Raymond V. Lesikar and Marie E. Flatley, 2005, Basic Business Communication: Skills for Empowering the Internet Generation, Tenth Edition, Tata McGraw-Hill

2. P.D. Chaturvedi, & M. Chaturvedi, 2011, Business Communication- Concepts, Cases and Applications, Third Edition, Pearson.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks

- Work Plan (written component): 15
- Carrying out the task : 25
- Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-254)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-254.1	3	2	2	1	2	1	3	2	1	3
BHM-DS-254.2	3	3	1	2	3	2	1	2	2	1
BHM-DS-254.3	2	3	1	2	1	3	1	1	1	3
BHM-DS-254.4	3	3	2	1	1	3	2	1	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-205: OPERATIONS SAFETY & HACCP

Periods/week Credits

L: 2 T: 02

Duration of Examination: 3 Hrs

Prerequisites: NIL

Course Type: Generic Course

Max. Marks 200

Continuous Evaluation 100

End Semester Exam 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-205.1 Attain a fundamental understanding to perform the daily duties keeping in mind operations, Safety and HACCP in a hotel establishment of international standard.

BHM-DS-205.2 Identify the critical points in Operations safety & HACCP standards of the international hospitality industry.

BHM-DS-205.3 Apply the knowledge of operations, safety & HACCP in a practical situation.

Unit 1: Occupational Health & Safety

1.1 Occupational Health & Safety in Kitchen.

1.2 Causes of Accident

1.3 Common Accident Types & Preventive Measures.

Unit 2: Food safety law (FSSAI of India)

2.1 Types of Hazard; Growth of Micro Organisms

2.2 Temperature Danger Zone

2.3 Personal & Workplace hygiene.

Unit 3: HACCP

3.1 Seven Principles of HACCP.

Unit 4: USPH & Storage of Raw Material

Unit 5: Control of Allergens in Food

5.1 Food Allergies, Precautions & Remedies

5.2 Types of Adverse Reactions Organizing accommodations

Unit 6: Standard Operating Procedures

Text Books/ Reference Books:

1. Lora Arduser & Douglar R. Brown , 2005, HACCP & Sanitation in Restaurants & Food Service operation areas, 1st Edition, Altantic Publishing House.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks

will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.

- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-205)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-205.1	3	2	2	1	2	1	3	2	1	3
BHM-DS-205.2	3	3	1	2	3	2	1	2	2	1
BHM-DS-205.3	2	1	-	-	1	3	1	1	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-255: HOSPITALITY ENTREPRENEURSHIP -I

Periods/week/Credits

L: 0 P: 4 1

Duration of Examination: 3 hrs.

Prerequisites: Nil

Course Type: Foundation Course

Max. Marks 100

Continuous Evaluation 50

End Semester Exam 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-255.1 Demonstrate a fundamental comprehension of business, opportunity evaluation, from the perspective of a prospective investor.

BHM-DS-255.2 Develop Technical costing mechanism related to financing.

BHM-DS-255.3 Exhibit basic computer proficiency, including the use of word processing, presentation, and spreadsheet software packages, as well as a basic facility with the internet and other research tools.

BHM-DS-255.4 Assess their own personal work product(s) - and critique those of their colleagues - with regard to thoroughness, creativity and how those could apply to their own real life, future business ventures.

Practical 1: Idea Formulation

Practical 2: Market Research

Practical 3: Research Analysis

Practical 3: Consumer Psychology

Practical 4: Strategy formulation

Practical 5: Business model

Text Books/ Reference Books:

- Brian Tracy, 2006, The Psychology of Selling: Increase Your Sales Faster and Easier Than You Ever Thought Possible, Thomas Nelson.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks:

- Work Plan (written component): 15
- Carrying out the task : 25

- Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-255)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-255.1	3	2	1	1	2	2	3	2	1	3
BHM-DS-255.2	2	2	1	-	3	-	3	2	2	3
BHM-DS-255.3	1	1	-	2	3	-	1	3	2	3
BHM-DS-255.4	3	3	1	2	-	2	-	1	2	3

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE-001: EVENT MANAGEMENT

Periods/week/Credits

L: 2 T: 0 2

Duration of Examination: 3 Hrs

Prerequisites: Nil

Course Type: Open Elective

Max. Marks 200

Continuous Evaluation 100

End Semester Exam 100

Course Outcomes: After completion of this course the students will be able to

HM-OE-001.1 Understand the multi-disciplinary nature of event management

HM-OE-001.2 Identify the role of event management in national and international circuit

HM-OE-001.3 Categorize management essentials such as developing budgets, critical paths, work breakdown structures, risk mitigation and contingency planning etc.

Unit 1: Introduction

1.1 Introduction to Event Management

1.2 Code of ethics

Unit 2: Concept of event

2.1 Concept & design of event

2.2 SWOT analysis

Unit 3: Legal compliance

3.1 Marketing & legal compliance

3.2 Liquor licensing

3.3 Federal trade commission Act.

Unit 4: Event Management

4.1 Promotion & risk management

4.2 Image/branding/advertising

4.3 Process of risk management.

Unit 5: Staging & Staffing

5.1 Choosing event site & theme development

5.2 Services and catering

5.3 Organizing accommodations

Unit 6: Operations

6.1 Operations with crowd management & evacuation

6.2 Logistics/ policies/ procedures/ performance standards

6.3 Functional areas; Emergency planning.

Text Books/ Reference Books:

1. Lynn van der wage, Brenda R. carlos, 2005, Event management – for tourism, cultural, business and sporting events., Pearson publications
2. Judy allen, 2007, Event planning, Wiley indiaptv. ltd.

Instructions for Paper Setting

Theory Courses:

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (HM-OE-001)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE-001.1	3	2	2	1	2	1	3	2	1	3
HM-OE-001.2	3	3	1	2	3	2	1	2	2	1
HM-OE-001.3	2	1	-	-	1	3	1	1	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE-002: ECONOMICS OF TOURISM

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 hrs.

Max. Marks 200

Continuous Evaluation 100

End Semester Exam 100

Prerequisites: Nil

Course Type: Open Elective

Course Outcomes: After completion of this course the students will be able to

HM-OE-002.1 Understand the role of public and private sector in Tourism.

HM-OE-002.2 Identify and evaluate trends in tourism demand and their relevance for Economic Development.

HM-OE-002.3 Comprehend the impact and contribution of tourism in the global economy.

HM-OE-002.4 Evaluate Business Environment and Market structure.

Unit 1: Concept of Tourism Economics

1.1 Demand & supply in tourism

1.2 Consumer decision making process

1.3 Determinants & indicators of demand, Measurement of demand

1.4 Tourism supply, tourism product.

Unit 2: Pricing in tourism

2.1 Determinants of Price.

2.2 Types of price in tourism, pricing a new product project feasibility study.

2.3 SWOT

Unit 3: Impact of tourism

1.1 Economic, Social, Environmental, Multiplier effects

1.2 Environment impact Evaluation (EIA)

Unit 4: Tourism Stakeholders

4.1 Public and Private sector in tourism

4.2 Government's role in tourism.

4.3 Community and tourism

Unit 5: Contribution of Tourism

5.1 Tourism's contribution in the global economy and in Indian Economy.

5.2 Tourism demand forecasting, sources of finance for tourism.

Unit 6: Business Environment & Market Structure

1.1 Globalisation and Liberalisation

1.2 Monetary policies

1.3 Types of market structures

1.4 Government policies on travel and tourism.

Text Books/ Reference Books:

1. P. Kotler, 2015, Marketing Management, Pearson.
2. K.K. Kamra, 2001, Economics of Tourism, New Delhi: Kanishka

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix :

CO Statement (HM-OE-002)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE-002.1	3	2	1	1	2	2	3	2	1	3
HM-OE-002.2	3	3	1	2	1	3	2	1	2	3
HM-OE-002.3	1	1	1	1	2	2	1	3	2	3
HM-OE-002.4	2	3	2	1	2	3	2	1	3	2

SEMESTER-III

MRPILERS

BHM-DS-351,352,353,354.355
THIRD SEMESTER - INDUSTRIAL TRAINING

INDUSTRIAL TRAINING LOG BOOK

Department of Hospitality & Hotel Administration approved Log Book may be obtained by the students.

Student must maintain log book entries on a daily basis.

These must be mentioned in the log book:

- The date, and reporting to the HR manager for commencement of training
- The training schedule and orientation scheme
- Department of reporting
- Shift timings
- Shift supervisor to whom the student reported
- Points/ Issues discussed in the shift briefing
- Activities done on the shift
- Interdepartmental co-ordination done/ observed
- Observations and remarks
- Closing of the shift
- Handover formalities and shift log register updating.

INDUSTRIAL TRAINING REPORT

ALL STUDENTS UNDERGOING A COMPULSORY ONE SEMESTER INDUSTRIAL TRAINING IN HOTEL/HOSPITALITY ESTABLISHMENTS MUST ADHERE TO THE FOLLOWING GUIDELINES AND CHECKLIST. THIS IS HOWEVER NOT LIMITING THE SCOPE OF REPORT AND A STUDENT IS FREE TO EXPLORE BEYOND THE CONTENTS.

During your tenure as an Industrial Trainee, apart from carrying out the assigned jobs, you are instructed to make the following observations in your department. A concise report (preferably typed) of these observations must be prepared and presented to the University within one week of completion of training along with the Industrial Training Report. These Reports, Presentation & Viva will be the criterions for the award of semester marks for the session. A viva will be conducted soon after the reports are submitted. Dates of Presentation/Viva shall be announced after you report at University. Viva will be conducted by a committee.

DESIRED: Reports should contain additional Performa's, charts, brochures etc. The Cover page of the Report should contain your name, hotel, department & duration.

INDUSTRIAL TRAINING PRESENTATION

You all would be expected to make a presentation for the training pursued. You would need to save this on a CD and handover the CD to us.

For understanding the broad guidelines for this presentation have been listed below:

- The destination i.e. the state and the city where the hotel is located.
- The importance of the destination from the point of view of Tourism, Business and Commerce etc. and the places of interest.
- The connectivity of the destination from major cities of India and the world
- Favorable time to visit the destination.
- Name of the Hotel establishment and its operations company e.g. Taj palace Hotel, New Delhi, Indian Hotel Company Ltd by Tata group.

- Star categorization of hotel.
- The leadership and management of the hotel.
- A brief about the hotel inception, inauguration and commissioning.
- Departmental hierarchy and designation.
- Job specifications at each level.
- Number of rooms in the hotel.
- Various classifications of rooms (room categories).
- Room tariff for each category for both single and double occupancy basis.
- Packages and their tariff.
- PMS (property management system, its version and features).
- Unique selling proposition (USP) of the hotel and the rooms.
- All food and beverage outlets in the hotel.
- The coffee shop, the specialty restaurants, lounge, bar.
- Cover capacity of each of them.
- Their menu on offer.
- Theme and ambience of the outlet, how the guest feels about them.
- The make and the brand of cutlery and crockery, all glassware.
- Banquets, in room dining, minibar, etc.
- Rooms theme and décor.
- Housekeeping amenities in the room.
- Amenity and service differentiation in different room categories
- Layout of rooms, sizes and specifications.
- Flooring types used i.e wooden, carpeted, tiles, marbles etc.
- Bath amenities in toilets, their brand, sizes of packing, costing etc.
- Housekeeping control desk and its operations.
- Linen room
- Uniform room
- Housekeeping stores and storage, principle and procedure.
- Laundry operations
- USP of kitchens
- HACCP.
- Other safety procedures and certifications.

Along with the day to day operations and procedures of each core department, the Standard Operating Procedures (SOP) of major activities done/observed, the student must also make a recording of the following ancillary aspects:

- Safety and security of the hotel.
- Fire safety system
- Water supply system and water treatment system (if any)
- Poolside facility and amenities
- Spa and wellness center
- Brand outlets and exclusive showrooms if any
- Sales and marketing operations, major clients, travel agencies and websites etc.
- Guest Feedback system.
- Healthy HR practices, employee training and motivating initiatives.
- A brief note on the indenting, requisition, purchase process of the core departments.

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

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

2. RESPONSIBILITIES OF THE INSTITUTE/MENTORS/TRAINING INCHARGE

- Give proper briefing to students prior to the industrial training
- Should make the students aware of the industry environment and expectations.
- Must notify the details of training schedule to all the students.
- Coordinate regularly with the hotel especially with the training manager.
- Visit the hotel, wherever possible, to check on the trainees.
- Should sort out any problem between the trainees and the hotel.
- Must take proper feedback from the students after the training.
- Brief the students about the appraisals, attendance, marks, logbook and training report.
- Should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- Must ensure that change of I.T. batch is only permitted once with sufficient reasons and with the prior approval of HOD.
- 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:

- Must give proper briefing session/orientation/induction prior to commencement of training.
- Ensure to make a standardized training module for all trainees.
- Should strictly follow the structured training schedule.
- Must ensure cordial working conditions for the trainee.
- Co-ordinate with the institute/mentors/training incharge regarding training programme.
- Be strict with the trainees regarding attendance during training.
- Should check with trainees regarding appraisals, training report, log book etc.
- Must inform the institute about truant trainees.
- Should allow the students to interact with the guest.
- Must specify industrial training's "dos and don'ts" for the trainee.
- Ensure issue of Completion Certificate/Marks to trainees on the last day of training.

* * * *

Evaluation criteria for INDUSTRIAL TRAINING BHM-DS-351**Internal Evaluation of 700:**

Mentor/Supervisor visit 1 to the hotel:	50 marks
Mentor/Supervisor visit 2 to the hotel:	50 marks
Areas Specific supervisor of the hotel	
Food Production:	100 marks
Food and Beverage Service:	100 marks
Housekeeping:	100 marks
Front Office:	100 marks
HR/Training & Other Department:	100 marks
Overall Industry Training & Placement IN CHARGE(BSc-HHA):	100.marks

External Evaluation of 300 Marks

Presentation:	50 marks
Log Book:	50 marks
Training Report:	100 marks
Viva:	100 marks

Mentor/Supervisor Visit 1 to Hotel	50 Marks
Mentor/Supervisor Visit 2 to Hotel	50 Marks
Overall Industry Training & Placement IN CHARGE(BSc-HHA):	100 marks

Total Internal Evaluation 700 Marks**Evaluation Methods End Semester Exam Total 300 Marks:**

Presentation	50 Marks
TRAINING LOG BOOK	50 Marks,
TRAINING REPORT	100 Marks,
VIVA VOCE	100 Marks

***OTHER DEPARTMENTS: All the ancillary/ supporting departments like Human Resource, Training and Development, Sales & Marketing, Accounts, Purchase and Stores etc.**

SEMESTER-IV

MRTPRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-401: FOOD AND BEVERAGE PRODUCTION (THEORY) III

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-401.1 Identify the food and beverage production areas of the international hospitality industry.

BHM-DS-401.2 Design the principles of Menu Planning & Volume feeding.

BHM-DS-401.3 Demonstrate an appropriate use of basic vocabulary to carry out professional Food and Beverage Production including French, English and Professional terminology.

Detailed Curriculum

Unit 1: Menu Planning & Indenting

- 1.1 Basic Principles of Menu Planning,
- 1.2 Indenting,
- 1.3 Staffing
- 1.4 Equipments.

Unit 2: Volume Feeding

- 2.1 Institutional & Industrial Catering
- 2.2 Types Of Institutional & Industrial Catering, Problem Areas.
- 2.3 Hospital Catering - Menus & Nutritional Requirements.
- 2.4 Off-Premises Catering. - Menu Planning, Theme & Concept, Central Production Unit, Problem Areas
- 2.5 Mobile Catering - Flight Kitchens, Cruise Galley

Unit 3: Regional Indian Cuisines

- 3.1 Introduction to regional Indian Cuisines,
- 3.2 Heritage of Indian Cuisine

Unit 4: Regional Indian Cuisines (states)

- 4.1 Andhra Pradesh,
- 4.2 Bengal,
- 4.3 Goa,
- 4.4 Gujarat,
- 4.5 Karnataka,
- 4.6 Kashmir,
- 4.7 Kerala,
- 4.8 Maharashtra,
- 4.9 North East,
- 4.10 Punjab,
- 4.11 Rajasthan,
- 4.12 Tamil Nadu,

4.13 Uttar Pradesh,

4.14 Uttarakhand.

4.15 Communities: Parsee, Chettinad, Hyderabad, Awadhi, Malabari, Allepi.

Text books/References

- Nita Mehta, 2013, Regional Cuisines of India, 1st Edition, Snab Publisher.
- Parvinder S. Bali, 2011, Quantity Food production Operations, 6th Edition, Oxford.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM- DS-401	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-401.1	3	2	-	1	-	2	1	-	2	3
BHM-DS-401.2	3	2	-	1	-	2	1	-	2	3
BHM-DS-401.3	3	2	-	1	-	2	1	-	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-451: FOOD AND BEVERAGE PRODUCTION (LAB)-III

Periods/week Credits

L: 0 T: 0 P:4 2

Duration of Examination: 3 Hrs

Pre-requisites: Food and Beverage Production (Lab-II)

Course Type: Core Course

Max.Marks :100

Continuous Evaluation : 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-451.1 Identify the food and beverage production areas of the international hospitality industry.

BHM-DS-451.2 Design the principles of Menu Planning & Volume feeding.

BHM-DS-451.3 Demonstrate an appropriate use of basic vocabulary to carry out professional Food and Beverage Production including French, English and Professional terminology.

List of Regional Cuisine

1. Kashmiri Cuisine
2. Punjabi Cuisine
3. Rajasthani Cuisine
4. Awadhi Cuisine
5. Hyderabad Cuisine
6. Bengali Cuisine
7. South Indian Cuisine
8. Maharashtra Cuisine
9. Gujrati Cuisine
10. South Indian Break Fast
11. North Frontier Cuisine
12. Special Menu

Text books/References:

- Nita Mehta/2013/Regional Cuisines of India/ 1st Edition/ Snab Publisher.
- Parvinder S. Bali/2011/Quantity Food production Operations/ 6th Edition/Oxford.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-451	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-451.1	3	2	1	-	1	3	1	1	3	2
BHM-DS-451.2	3	2	1	1	2	3	1	1	3	2
BHM-DS-451.3	3	2	1	1	3	3	1	3	3	2

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-402: FOOD AND BEVERAGE SERVICE (THEORY –III)

Periods/week Credits

L: 2 T: 0 P:0 2

Duration of Examination: 3 Hrs

Pre-requisites: Food and Beverage Service (Theory – II)

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation : 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-402.1 Understanding of different types of alcoholic beverages and their manufacturing processes.

BHM-DS-402.2 Knowledge of wines, beer, spirits and aperitifs and their basic characteristics.

BHM-DS-402.3 Technical skills required for production of wines, beer, spirits and aperitifs.

BHM-DS-402.4 Application of alcoholic beverages in hotel industry.

Unit 1: ALCOHOLIC BEVERAGE

1.1 Introduction and definition

1.2 Production of Alcohol

- Fermentation process
- Distillation process

1.3 Classification with examples

Unit 2: WINES

2.1 Definition & History

2.2 Classification with examples

- Table/Still/Natural
- Sparkling
- Fortified
- Aromatized

2.3 Production of each classification

2.4 Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- France
- Germany
- Italy
- Spain
- Portugal

2.5 New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- USA
- Australia
- India
- Chile
- South Africa
- Algeria

- New Zealand
- 2.6 Food & Wine Harmony
- 2.7 Storage of wines
- 2.8 Wine terminology (English & French)

Unit 3: BEER

- 3.1 Introduction & Definition
- 3.2 Types of Beer
- 3.3 Production of Beer
- 3.4 Storage

Unit 4: SPIRITS

- 4.1 Introduction & Definition
- 4.2 Production of Spirit
- Pot-still method
 - Patent still method
- 4.3 Production of
- Whisky
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequila
- 4.4 Different Proof Spirits
- American Proof
 - British Proof (Sikes scale)
 - Gay Lussac (OIML Scale)

Unit 5: APERITIFS

- 5.1 Introduction and Definition
- 5.2 Types of Aperitifs
- Vermouth (Definition, Types & Brand names)
 - Bitters (Definition, Types & Brand)

Text books/References

- Patrick J. Henderson, 2006, About wine, Thomson Delmar Learning: USA.
- Hoffman, Lynn, 2006, The new short course in wine, Pearson Prentice Hall: Sydney
- Albert W.A. Schmidt, 2004, Hospitality manager's guide to wines, beers and spirits, Pearson Hospitality Press: Melbourne.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.

- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-402)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-402.1	3	2	-	1	-	2	1	-	2	3
BHM-DS-402.2	3	2	-	1	-	2	1	-	2	3
BHM-DS-402.3	3	2	-	1	-	2	1	-	2	3
BHM-DS-402.4	1	3	-	1	-	2	2	2	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-452: FOOD AND BEVERAGE SERVICE (LAB) – III

Periods/week Credits

L: 0 T: 0 P:2 1

Duration of Examination: 3 Hrs

Pre-requisites: Food and Service (Lab-II)

Course Type: Core Course

Max. Marks :100

Continuous Evaluation : 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to
Leaning service skills of different types and styles of wine & beer and how to pair them with food.

BHM-DS-452.1 Knowledge of distilled spirits & aperitif and their service styles

BHM-DS-452.2 Understanding the wine label to anticipate wine bottle contents with respect to common wine styles.

BHM-DS-452.3 Application of knowledge on wines, beer and spirits to suggest the customers to complement basic menu items.

Detailed Curriculum

Unit 1:Service of Wines

- 1.1 Service of Red Wine
- 1.2 Service of White/Rose Wine
- 1.3 Service of Sparkling Wines
- 1.4 Service of Fortified Wines
- 1.5 Service of Aromatized Wines
- 1.6 Service of Cider, Perry & Sake

Unit 2: Service of Aperitifs

- 2.1 Service of Bitters
- 2.2 Service of Vermouths

Unit 3: Service of Beer

- 3.1 Service of Bottled & canned Beers
- 3.2 Service of Draught Beers

Unit 4: Service of Spirits

- 4.1 Service styles – neat/on-the-rocks/with appropriate mixers
- 4.2 Service of Whisky
- 4.3 Service of Vodka
- 4.4 Service of Rum
- 4.5 Service of Gin
- 4.6 Service of Brandy
- 4.7 Service of Tequila

Unit 5: Matching Wines with Food

- 5.1 Menu Planning with accompanying Wines
 - Continental Cuisine

- Indian Regional Cuisine
- 5.2 Table laying & Service of menu with accompanying Wines

- Continental Cuisine
- Indian Regional Cuisine

Text books/References

- Patrick J. Henderson, 2006, About wine, Thomson Delmar Learning: USA.
- Hoffman, Lynn, 2006, The new short course in wine, Pearson Prentice Hall: Sydney
- Albert W.A. Schmidt, 2004, Hospitality manager's guide to wines, beers and spirits, Pearson Hospitality Press: Melbourne.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Semester Examination: 50 Marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-151)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-452.1	3	2	1	-	1	3	1	1	3	2
BHM-DS-452.2	3	2	1	1	2	3	1	1	3	2
BHM-DS-452.3	3	2	1	1	3	3	1	3	3	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-403: ROOM DIVISION (THEORY) -IV

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-403.1 Understand the Front Office security Function

BHM-DS-403.2 To learn to handle conflicting situations that may arise during guest Interactions

BHM-DS-403.3 Impart the knowledge of Property management System and Global Distribution system

BHM-DS-403.4 Remember the guidelines of Contract Service and Flower Arrangement

BHM-DS-403.5 Implement concepts of Effective Staffing and Scheduling and managing labour costs with the assistance of technology.

BHM-DS-403.6 Evaluate linen and uniforms need for Commercial establishments.

FRONT OFFICE COMPONENT

Unit 1: Front Office Security Functions

- 1.1 Hotel safety & security
- 1.2 Safety of guests, staff and property
- 1.3 Security from theft and other external factors
- 1.4 Cyber security
- 1.5 Some difficult situations

Unit 2: PMS

- 2.1 Property Management System
- 2.2 Introduction to PMS
- 2.3 Utilities & advantages
- 2.4 Comprehensiveness & integration of various functions

Unit 3: GDS

- 3.1 System wide reservations
- 3.2 The global distribution system
- 3.3 Usage of Internet & websites
- 3.4 The central reservation system

Unit 4: FO Accounting

- 4.1 Front Office (Accounting) A. Accounting Fundamentals B. Guest and non guest accounts C. Accounting system Non automated – Guest weekly bill, Visitors tabular ledger
- 4.2 Semi automated & Fully automated

Unit 5: Budget Operations

- 5.1 Types of budget & budget cycle
- 5.2 Making front office budget
- 5.3 Factors affecting budget planning

- 5.4 Capital & operations budget for front office
- 5.5 Refining budgets, budgetary control
- 5.6 Advantages & Disadvantages of budgeting

HOUSEKEEPING COMPONENT

Unit 6: Contract Services

- 6.1 Types of contract services
- 6.2 Guidelines for hiring contract services
- 6.3 Advantages & disadvantages

Unit 7: Flower Arrangements

- 7.1 Basic flower arrangements
- 7.2 Common flowers & foliage

Unit 8: Effective Staffing & Scheduling

- 8.1 Staffing in the HK section
- 8.2 Hiring Effectively
- 8.3 Staff scheduling

Unit 9: Maximizing Benefits of Technology

- 9.1 Managing labour costs with technology
- 9.2 Accounting & budgeting with technology
- 9.3 Instituting environmentally safe cleaning practices
- 9.4 Encouraging staff involvement, determining the costs

Unit 10: Controlling Systems

- 10.1 Controlling Linen & uniforms
- 10.2 Linen supplies, Calculating linen needs
- 10.3 Managing inventories, managing uniform supplies
- 10.4 Selecting uniforms, Stocking & storing

Text Books/ Reference Books:

1. James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
2. The Tom Jones, 2004, Professional management of housekeeping operations, 4th edition published by John Wiley & Sons.
3. M. Kasavana, R. Brooks, 2001, Managing front office operations, 6th edition, Educational Institute American Hotel & Lodging Association: Michigan.
4. G.K. Vallen & J.J. Vallen, 2000, Check-in check-out, 5th edition, McGraw Hill: Boston

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.

- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-403)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-403.1	2	2	2	3	2	3	2	-	2	2
BHM-DS-403.2	3	2	-	2	3	2	2	-	3	-
BHM-DS-403.3	-	3	2	2	-	2	1	3	1	1
BHM-DS-403.4	3	2	2	1	2	1	3	2	1	3
BHM-DS-403.5	3	1	2	3	3	2	1	2	2	1
BHM-DS-403.6	2	1	3	1	1	1	3	1	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-453: ROOM DIVISION (LAB) -IV

Periods/week Credits

P: 4 T: 0

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Core Course

Max. Marks: 100

Continuous Evaluation :50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-453.1 Explain the function and operation of the various systems, forms, equipment, and computer applications found in the front office.

BHM-DS-453.2 Understand and handle FIT & GIT guest arrival.

BHM-DS-453.3 Understand the procedure of reports prepared

BHM-DS-453.4 Identify, describe and differentiate between both front house and backhouse

BHM-DS-453.5 Differentiate between Linen and Uniform Room

BHM-DS-453.6 Demonstrate the usage of Linen and Uniform Room

FRONT OFFICE COMPONENT

Unit 1: Guest Check-in and check-out procedures for FIT's / GIT's / Crews etc. (The student should be able to handle the entire procedure independently).

Unit 2: Preparing Guest Folio.

Unit 3: Luggage handling procedures on guest arrival / departure.

Unit 4: Scanty Baggage procedures.

Unit 5: Left Luggage procedures.

Unit 6: Safety locker procedures.

Unit 7: Calculation of various occupancies & revenue.

Unit 8: To be familiar with Front Office computer package.

Unit 9: Practice various records & Performa/ formats

HOUSEKEEPING COMPONENT

Unit1 : Layout of Linen and Uniform Room/Laundry. Inventory procedures

Unit 2: Handling room linen/ guest supplies, Maintaining register/ record

Unit 3: Replenishing floor pantry, Floor Pantry set up, Stock taking

Unit 4 : Visit to Linen and Uniform Room

Unit 5: Flower arrangements

Unit 6: Selection and designing of uniforms

Text Books/ Reference Books:

1. James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
2. The Tom Jones, 2004, Professional management of housekeeping operations, 4th edition published by John Wiley & Sons.
3. M. Kasavana, R. Brooks, 2001, Managing front office operations, 6th edition, Educational Institute American Hotel & Lodging Association: Michigan.
4. G.K. Vallen & J.J. Vallen, 2000, Check-in check-out, 5th edition, McGraw Hill: Boston

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-453)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-453.1	3	2	2	2	3	-	2	2	3	2
BHM-DS-453.2	1	2	2	3	2	2	1	-	1	2
BHM-DS-453.3	3	-	2	1	3	1	2	3	2	-
BHM-DS-453.4	3	2	1	1	2	2	3	-	2	1
BHM-DS-453.5	3	1	2	3	3	2	1	2	2	1
BHM-DS-453.6	2	1	3	1	1	1	3	1	1	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-404: FOOD AND BEVERAGE CONTROL

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Discipline Centric Elective

Max. Marks: 200

Continuos Evaluation: 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-404.1 Identify cost control as an important operational function for hospitality operations.

BHM-DS-404.2 Explain the ethics of the cost control process.

BHM-DS-404.3 Demonstrate ethical cost control practices for the hospitality industry.

BHM-DS-404.4 Calculate cost of sales, food cost percentage, and buffet costs; determine menu costs based on pricing formulas.

BHM-DS-404.5 Describe sustainable cost control practices in the hospitality industry.

Detailed Curriculum

Unit 1: Food Cost Control

- 1.1 Introduction to Cost Control.
- 1.2 Objectives of cost control.
- 1.3 Advantages of cost control.
- 1.4 Basic Costing.
- 1.5 Food Costing.

Unit 2: Food Control Cycle

- 2.1 Purchasing Control
- 2.2 Aims of Purchasing policy
- 2.3 Job description of Purchase Manager
- 2.4 Types of Food purchase.
- 2.5 Quality Purchasing.
- 2.6 Food Quality factors for different commodity.
- 2.7 Definition of Yield
- 2.8 Tests to arrive at standard yield.
- 2.9 Definition of Standard Purchase Specification.
- 2.10 Advantages of Standard yield & Standard Purchase Specification.
- 2.11 Purchasing procedure.
- 2.12 Different methods of food purchasing
- 2.13 Sources of supply
- 2.14 Purchasing by Contract
- 2.15 Periodical Purchasing
- 2.16 Open market Purchasing
- 2.17 Standing order Purchasing
- 2.18 Centralized Purchasing
- 2.19 Methods of Purchasing in Hotel
- 2.20 Purchase order forms

- 2.21 Ordering Cost
- 2.22 Carrying Cost
- 2.23 Economic order quantity
- 2.24 Practical Problems.

Unit 3 : Receiving Control

- 3.1 Aims of Receiving
- 3.2 Job description of receiving clerk.
- 3.3 Equipment required for receiving
- 3.4 Documents by the supplier
- 3.5 Delivery Notes
- 3.6 Bills/Invoices
- 3.7 Credit Notes
- 3.8 Statements
- 3.9 Records maintained in receiving department.
- 3.10 Goods received book
- 3.11 Daily receiving report
- 3.12 Meat Tags
- 3.13 Receiving Procedure
- 3.14 Blind Receiving
- 3.15 Assessing the Performance & Efficiency of Receiving Department.
- 3.16 Frauds in the Receiving Department.
- 3.17 Hygiene & Cleanliness of area.

Unit 4 : Storing & Issuing Control

- 4.1 Storing Control
- 4.2 Aims of Store Control.
- 4.3 Job Description of store keeper.
- 4.4 Conditions of Equipments & Facilities.
- 4.5 Arrangements of food
- 4.6 Location of Storage Facility.
- 4.7 Security
- 4.8 Stock control
- 4.9 Two types of Food received (Perishable & Non Perishable)
- 4.10 Stock records, Maintained Bin Cards (Stock record cards)
- 4.11 Issuing Control
- 4.12 Requisitions
- 4.13 Transfer Notes
- 4.14 Perpetual inventory
- 4.15 Monthly Inventory/ stock taking
- 4.16 Pricing of Commodities
- 4.17 Stock taking and comparison of actual physical inventory and Book value.
- 4.18 Stock levels.
- 4.19 Practical Problems.
- 4.20 Hygiene & Cleanliness of area.

Unit 5 : Production Control

- 5.1 Aims & Objectives of production control.

- 5.2 Forecasting
- 5.3 Fixing of Standards
- 5.4 Definition of standards (Quality & Quantity)
- 5.5 Standard Recipe (Definition, Objectives & various tests)
- 5.6 Standard Portion Size (Definition, Objective & Equipment used)
- 5.7 Standard Portion Cost (Objectives & Cost cards)
- 5.8 Computation of Staff Meals.

Unit 6 : Sales Control

- 6.1 Sales: way of expressing selling, determining sales price, calculation of selling price, factors to be considered while fixing selling price.
- 6.2 Matching costs with sales
- 6.3 Billing Procedures: cash & credit sales
- 6.4 Cashier’s sales summary sheet.

Text Books/ Reference Books:

- Lea R. Dopson, David K. Hayes, 2010, Food & Beverage Cost Control, John Wiley & Sons.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-404)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-404.1	3	2	1	1	2	2	3	2	1	3
BHM-DS-404.2	2	2	1	-	3	-	3	2	2	3
BHM-DS-404.3	1	1	-	2	3	-	1	3	2	3
BHM-DS-404.4	3	3	1	2	-	2	-	1	2	3
BHM-DS-404.5	1	1	-	2	3	-	1	3	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-405: FACILITIES MANAGEMENT

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Discipline Centric Elective

Max. Marks: 200

Continuos Evaluation: 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-405.1 Understand the complex word of facility management in a large setup.

BHM-DS-405.2 Analyze large sites and multi-site Property Management operations and client interactions.

BHM-DS-405.3 Interpret Housekeeping, Security, Maintenance, Catering and Transport Facilities of organization.

BHM-DS-405.4 Should be able to do the day to day monitoring and the supervision required in all core responsibility areas like transport, catering, Housekeeping, parking and Security etc.

BHM-DS-405.5 Evaluate plan & design the queries & complaints redressal system and policy and delegate the task forces accordingly.

BHM-DS-405.6 Interpret the customer / client feedback to attune the Operational strategies as per the guest requirements & expectations.

Course Contents:

Unit 1: Materials and formats

- 1.1 Material Management –Vendor selection and Management
- 1.2 Contract Purchasing, Receiving and Issuing
- 1.3 Stores - layout and planning, • Inventory Management
- 1.4 Stock registers – various records keeping

Unit 2: Supplies and Management

- 2.1 Cafeteria Management -• Service area Layout and Design
- 2.2 Kitchen Layouts and design, Kitchen stewarding
- 2.3 Supplies, Hygiene and sanitation
- 2.4 Equipment – selection & maintenance, Energy / Fuel Management

Unit 3: Energy Conservation

- 3.1 Energy & Water Conservation -Energy and fuels
- 3.2 Necessity for energy conservation, Green Building Concept
- 3.3 Methods of conserving energy in different area of operation
- 3.4 Water conservation & recycling

Unit 4: Planning and Control

- 4.1 Facility Planning –Front of the House – Footfall and Traffic Flow, Entry and Exit Control
- 4.2 Front of the House – Atmosphere, Back of the House – Space requirements, Workplace Designs
- 4.3 Car Parking - Calculation of car park area for different types of facilities

Unit 5 : Safety and Security

- 5.1 Safety and Security -Risk Evaluation & Security Plan, Locations & Physical Security
- 5.2 Use of Technology & Imaging; Systems & Equipments, Prelim Investigation, Reporting & Local Police Department
- 5.3 Security Staffing; Security Manuals; Training and displays, Crime Prevention through Environment Design

Unit 6: Management and Monitoring

- 6.1 Services Management -Different Support Services – travel desk, transport, Information, first aid, business centre etc.
- 6.2 Service gaps – Feedback, Task Planning, Service value chain – Tracking, Monitoring and Improvement
- 6.3 Consumer centric service, Services interfacing – front end with backend

Text Books/Reference Books:

1. Frank Booty, Facilities management Handbook, 2006, third edition, Butterworth – Heinemann USA.
2. N. Satyanarayan & Latika Raman, 2005, Management Operations & Research, Himalaya Publishing House, New Delhi
3. Richard Muther, 1973, Systematic Layout Planning, 2ND Edition, Cahners Books.
4. Brain Atkins & Adrian, 2000, Total Facility Management, John Wiley & Sons, 2000.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-405)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-405.1	3	2	2	1	2	1	3	2	1	3
BHM-DS-405.2	3	3	1	2	3	2	1	2	2	1
BHM-DS-405.3	2	1	-	-	1	3	1	1	1	3
BHM-DS-405.4	3	2	2	1	2	1	3	2	1	3
BHM-DS-405.5	3	1	2	3	3	2	1	2	2	1
BHM-DS-405.6	2	1	3	1	1	1	3	1	1	3

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-454: Hospitality Entrepreneurship -II

Periods/week/Credits

L: 0 P: 4 1

Duration of Examination: 3 hrs.

Max. Marks: 100

Internal/Continuous Assessment: 50

End Semester Exam: 50

Prerequisites: BHM-DS-255 Hospitality Entrepreneurship I

Course Type: Skills Enhancement

Course Coordinator/Co-Coordinator: Prof. SK Saluja

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-454.1 Demonstrate a fundamental comprehension of analytical, problem solving and decision making skills

BHM-DS-454.2 Develop Technical entrepreneurial skills for hospitality and culinary world.

BHM-DS-454.3 Exhibit team concept in planning, purchasing, preparing, and servicing in a variety of professional environments.

BHM-DS-454.4 Communicate effectively with all the stakeholders from idea to implementation.

Module 1 Base Kitchen-Practical

Recipe Development

Menu Planning

Indenting

Purchasing

Receiving,

Store Keeping

Cooking

Inventories

Module 2 Restaurant-Practical

Opening of the Day

Closing of the Day

Mise-en-place,

Mise-en-Scene

On Site Preparation

Counter Dispensing & Live situations

Module3 Accounts Office-Practical

Budget

Revenue Generation reports

Cash Flow

Standard Operating Procedure

Module 4 Housekeeping-Practical

Cleanliness

Hygiene

Pest Control
 Maintenance
 Waste Disposal system

Text Books/ Reference Books:

- Brian Tracy/2006/The Psychology of Selling: Increase Your Sales Faster and Easier Than You Ever Thought Possible Paperback/ HarperCollins Leadership.

Assessment Tools:

- Lab/Practical Courses
- Ratio of Internal/Continuous Assessment to the End Semester Assessment shall be 50:50
- In general, parameters for Internal/Continuous Assessment (Lab/Practical Courses):

Parameters	Weightage
Two Mid Term Viva	60%
File/Record Keeping	20%
Class Performance	10%
Class Attendance	10%

- Lab/Practical Course: Total Marks 100
- Internal/Continuous Assessment: 50
- Two Viva: 15 Marks Each
- File/Records: 10 Marks
- Class Work/ Performance: 5 Marks
- Attendance: 5 Marks
- End Semester Exam: 50 Marks

Course Articulation Matrix

CO Statement (BHM-DS-454)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-454.1	3	1	3	2	3	3	1	1	3	2
BHM-DS-454.2	3	-	3	3	3	3	2	1	3	1
BHM-DS-454.3	1	-	1	2	3	3	1	1	3	2
BHM-DS-454.4	3	-	-	1	3	2	1	1	3	-

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE-003: HOSPITALITY RETAIL MANAGEMENT

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 Hrs.

Prerequisites: NIL

Course Type: Open Elective

Max. Marks: 200

Continuos Evaluation: 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

HM-OE-003.1 Develop an understanding of the retail management operations

HM-OE-003.2 Demonstrate the operating skills of Retail Management

HM-OE-003.3 Describe Retail Models

HM-OE-003.4 Develop knowledge of Merchandise.

Course Contents:

Unit- I The Business of Retail:

- 1.1 Retailing- Definition, Concept Importance, Functions of a retailer,
- 1.2 Relationship between retail and Marketing,
- 1.3 Retail as a career. Retail in India- Evolution,
- 1.4 Changes in the retail sector,
- 1.5 The Wheel of Retailing, the Accordion, the Retail Life Cycle,
- 1.6 Emerging Trends in Retailing,
- 1.7 Retail Scenario in India, Retail Competition, and Retail Formats.

Unit-2 Retail Models and Theories of Retail Development-

- 2.1 Theories of retail development, concept of life cycle in retails,
- 2.2 Business models in retails, Airport Retailing, Services retailing.
- 2.3 Information Gathering in Retailing,
- 2.4 Retail Strategic Planning and Operation Management,
- 2.5 Retail Financial Strategy, Target Market Selection and Retail Location,
- 2.6 Store Design and Layout, Visual Merchandising and Displays.

Unit-3 Merchandise

- 3.1 Planning, Buying and Handling,
- 3.2 Merchandise Pricing,
- 3.3 Retail Communication
- 3.4 Mix, Promotional Strategy, Retail Human Resources Management
- 3.5 The GAPs Model, Customer Relationship Management.

Unit-4 Retail Operating Skills:

- 4.1 Pre-Check, Opening the Sale,
- 4.2 Probing, Demonstration, Trial, Close Handling Objections,
- 4.3 Closing, Confirmations & Invitations. Retail Management
- 4.4 Information Systems,

4.5 Retail Audits, Online Retailing, Global Retailing,
4.6 Legal and Ethical Issues in Retailing.

Note: A visit to retail mart may be organized to supplement learning of students.

Text Books/ Reference Books:

1. I.M. Levy and B. A. Weitz (2004), Retailing Management, 5th ed., Tata McGraw Hill.
2. Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
3. C Bajaj; R. Tuli, N.V. Srivanstava (2005), Retail Management, Oxford University Press, Delhi.
4. P.M. Dunne, R.F. Lusch and A. David (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.

Instructions for Paper Setting

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix :

CO Statement (HM-OE-003)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE-003.1	3	2	1	1	2	2	3	2	1	3
HM-OE-003.2	2	2	1	-	3	-	3	2	2	3
HM-OE-003.3	1	1	-	2	3	-	1	3	2	3
HM-OE-003.4	3	3	1	2	-	2	-	1	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE-004: MANAGING FOOD & BEVERAGE COMPANY

Periods/week Credits

L: 2 T: 0 2

Duration of Examination: 3 Hrs

Pre-requisites: NIL

Course Type: Open Elective

Max. Marks : 200

Continuous Evaluation :100

End Semester Exam :100

Course Outcomes: After completion of this course, students would be able to

HM-OE-004.1 Understanding the importance of entrepreneurship and their role in economic growth

HM-OE-004.2 Know how to acquire necessary resources and organisational matters of new venture creation process

HM-OE-004.3 Application of strategies for the growth and management of food and beverage service outlets.

Unit I

1.1 Products vs. Markets,

1.2 How products generate value for the customer and how customers value products and their quality.

Unit II

2.1 Tradition vs. Innovation,

2.2 The role of tradition and innovation along the customer experience in the food and beverage industry.

2.3 The value of brands in the tradition and innovation dilemma.

Unit III

3.1 Local vs. Global,

3.2 There is value in being local in a global market and there is value in being global in a local market.

3.3 The role of distribution networks in international food and beverage markets.

UNIT IV

4.1 Small vs. Big, Leveraging on size to build a competitive advantage in food and beverage markets.

4.2 The design of growth strategies in different markets.

Text books/References

1. Lea R.Dopson, 2019, David.K.Hayes, Food & Beverage Cost Control, 7th Edition, John Wiley & Sons.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.

- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (HM-OE-004)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE-004.1	2	3	-	3	2	-	1	1	1	3
HM-OE-004.2	2	3	-	3	-	2	1	1	3	2
HM-OE-004.3	-	3	3	3	2	3	1	2	2	3

SEMESTER-V

MRPILRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-501: FOOD AND BEVERAGE PRODUCTION (THEORY) IV

Periods/week Credits: 2

L: 2 T: 0 P: 0

Duration of Examination: 3 hrs.

Prerequisites: Food and Beverage Production (Theory) III

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam:100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-501.1 Identify the food and beverage production areas of the international hospitality industry.

BHM-DS-501.2 Demonstrate an appropriate use of basic vocabulary of the range of terms used to describe and carry out professional food and beverage production, including French, English and other industry appropriate terminology.

BHM-DS-501.3 Identify and explain nutrients in foods and the specific functions in maintaining health

Detailed Curriculum

UNIT 1: LARDER

1.1 LAYOUT & EQUIPMENT

- Introduction of Larder Work
- Definition
- Equipment found in the larder
- Layout of a typical larder with equipment and various sections

1.2 TERMS & LARDER CONTROL

- Common terms used in the Larder and Larder control
- Essentials of Larder Control
- Importance of Larder Control
- Devising Larder Control Systems
- Leasing with other Departments
- Yield Testing

1.3 DUTIES AND RESPONSIBILITIES OF THE LARDER

- Functions of the Larder
- Hierarchy of Larder Staff
- Sections of the Larder
- Duties & Responsibilities of larder Chef

UNIT 2 : CHARCUTERIE

2.1 SAUSAGE

- Introduction to charcuterie
- Sausage – Types & Varieties
- Casings – Types & Varieties
- Fillings – Types & Varieties
- Additives & Preservatives

2.2 FORCEMEATS

- Types of forcemeats

- Preparation of forcemeats
 - Uses of forcemeats
- 2.3 BRINES, CURES & MARINADES
- Types of Brines
 - Preparation of Brines
 - Methods of Curing
 - Types of Marinades
 - Uses of Marinades
 - Difference between Brines, Cures & Marinades
- 2.4 HAM, BACON & GAMMON
- Cuts of Ham, Bacon & Gammon.
 - Differences between Ham, Bacon & Gammon
 - Processing of Ham & Bacon
 - Green Bacon
 - Uses of different cuts
- 2.5 GALANTINES
- Making of galantines
 - Types of Galantine
 - Ballotines
- 2.6 PATES
- Types of Pate
 - Pate de Foie Gras
 - Making of Pate
 - Commercial Pate and Pate Maison
 - Truffle – sources, cultivation and uses. Types of truffle.
- 2.7 MOUSE & MOUSSELINE
- Types of mousse
 - Preparation of mousse
 - Preparation of mousseline
 - Difference between mousse and mousseline
- 2.8 CHAUD FROID
- Meaning of Chaud Froid
 - Making of Chaud Froid Precautions
 - Types of Chaud Froid
 - Uses of Chaud Froid
- 2.9 ASPIC & GELEE
- Definition of Aspic and Gelee
 - Difference between the two
 - Making of Aspic and Gelee
 - Uses of Aspic and Gelee
- 2.10 QUENELLES, PARFAITS, ROULADES
- Preparation of Quenelles, Parfaits and Roulades
- 2.11 NON EDIBLE DISPLAYS
- Ice Carvings
 - Tallow Sculpture
 - Fruit & Vegetable Displays
 - Salt Dough
 - Pastillage

- Jelly Logo
- Thermocol Work

UNIT 3: APPETIZERS & GARNISHES

- 3.1 Classification of Appetizers
- 3.2 Examples of Appetizers
- 3.3 Historic importance of culinary garnishes
- 3.4 Explanation of different garnishes

UNIT 4: SANDWICHES

- 4.1 Parts of Sandwiches
- 4.2 Types of Bread
- 4.3 Types of filling – classification
- 4.4 Spreads and Garnishes
- 4.5 Types of Sandwiches
- 4.6 Making of Sandwiches
- 4.7 Storing of Sandwiches

UNIT 5 : USE OF WINE AND HERBS IN COOKING

- 5.1 Ideal uses of wine in cooking
- 5.2 Classification of herbs
- 5.3 Ideal uses of herbs in cooking

Text books/References

- Parvinder. S .Bali, International Cuisine & Food Production Management, Oxford.
- Thangam E. Philip, 2010, Modern Cookery.
- Sarah.R.Labensky, Alan.M.Hause, 2010, On Cooking, 5th Edition, Prentice Hall.
- Krishna Arora, 2011, Theory of Cookery, 6th Revised Edition, Frank Bros. & Co. Ltd.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM- DS-501	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-501.1	3	2	-	1	-	2	1	-	2	3
BHM-DS-501.2	3	2	-	1	-	2	1	-	2	3
BHM-DS-501.3	3	2	-	1	-	2	1	-	2	3

MR TIPS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-551: FOOD AND BEVERAGE PRODUCTION (LAB) – IV

Periods/week Credits: 2

L: 0 T: 0 P: 4

Duration of Examination: 3 hrs.

Pre-requisites: Food and Beverage Production (Lab) III

Course Type: Core Course

Max. Marks: 100

Continuous Evaluation :50

End Semester Exam:50

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-551.1 Identify the food and beverage production areas of the international hospitality industry.

BHM-DS-551.2 Demonstrate an appropriate use of basic vocabulary of the range of terms used to describe and carry out professional food and beverage production, including French, English and other industry appropriate terminology.

BHM-DS-551.3 Demonstrate leadership, entrepreneurial characteristics, and professional behaviors.

Detailed Curriculum

MENU 01

- Consommé Carmen
- Poulet Sauté Chasseur
- Pommes Loretta
- Haricots Verts

MENU 02

- Bisque D'écrevisse
- Escalope De Veau Viennoise
- Pommes Batailles
- Epinards au Gratin

MENU 03

- Crème Du Barry
- Darne De Saumon Grille
- Sauce paloise
- Pommes Fondant
- PetitsPois A La Flamande

MENU 04

- Veloute Dame Blanche
- Cote De Porc Charcuterie
- Pommes De Terre A La Crème
- Carottes Glace Au Gingembre

MENU 05

- Cabbage Chowder
- Poulet A La Rex
- Pommes Marquise
- Ratatouille

MENU 06

- BarquettesAssortis
- Stroganoff De Boeuf

- Pommes Persilles
- Riz Pilaf

MENU 07

- Duchesse Nantua
- Poulet Maryland
- Croquette Potatoes
- Banana fritters
- Corn gallets

MENU 08

- Kromeskies
- Filet De Sole Walweska
- Pommes Lyonnaise
- Funghi Marinati

MENU 09

- Vol-Au-Vent De VolailleEtJambon
- Poulet a la kiev
- Creamy Mashed Potatoes
- Butter tossed green peas

MENU 10

- Quiche Lorraine
- Roast Lamb
- Mint sauce
- Pommes Parisienne

Plus 5 Buffets

- Cold Buffet
- Hot Continental
- Hot Indian
- Buffet Desserts
- Bread Displays

Text books/References

- Parvinder. S .Bali, International Cuisine & Food Production Management, Oxford.
- Thangam E. Philip, 2010, Modern Cookery.
- Sarah.R.Labensky, Alan.M.Hause, 2010, On Cooking, 5th Edition, Prentice Hall.
- Krishna Arora, 2011, Theory of Cookery, 6th Revised Edition, Frank Bros. & Co. Ltd.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks
Work Plan (written component): 15
Carrying out the task : 25
Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-551	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-551.1	3	2	1	-	1	3	1	1	3	2
BHM-DS-551.2	3	2	1	1	2	3	1	1	3	2
BHM-DS-551.3	3	2	1	1	3	3	1	3	3	2

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-502: FOOD AND BEVERAGE SERVICE (THEORY)-IV

Periods/week Credits: 2

L: 2 T: 0 P:0

Duration of Examination: 3 Hrs

Pre-requisites: Food and Beverage Service (Theory – III)

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation : 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-502.1 They will be able to learn the planning and work handling of catering business.

BHM-DS-502.2 Banquets are generally highest revenue generating outlets in food & beverage services department. Menu planning, food presentation is the bottom-line when it comes to banquets.

BHM-DS-502.3 Students will gain the edge by learning the fundamental Gueridon service skills.

BHM-DS-502.4 Kitchen stewarding team is the backbone in operations. Understanding its role will assist them in better management of inventory and operations.

Detailed Curriculum

Unit 1 : PLANNING & OPERATING VARIOUS F&B OUTLET

- 1.1 Physical layout of functional and ancillary areas
- 1.2 Objective of a good layout
- 1.3 Steps in planning
- 1.4 Factors to be considered while planning
- 1.5 Calculating space requirement
- 1.6 Various set ups for seating
- 1.7 Planning staff requirement
- 1.8 Menu planning
- 1.9 Constraints of menu planning
- 1.10 Selecting and planning of heavy duty and light equipment
- 1.11 Requirement of quantities of equipment like crockery, Glassware, Cutlery – steel or silver etc.
- 1.12 Suppliers & manufacturers
- 1.13 Approximate cost
- 1.14 Planning Décor, furnishing fixture etc.

Unit 2 : FUNCTION CATERING

2.1 BANQUETS

- History
- Types
- Organization of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

2.2 BANQUET PROTOCOL

- Space Area requirement

- Table plans/arrangement
- Mis-en-place
- Service
- Toast & Toast procedures

Unit 3: INFORMAL BANQUET

- 3.1 Seminar
- 3.2 Exhibition
- 3.3 Fashion shows
- 3.4 Trade Fair
- 3.5 Wedding
- 3.6 Outdoor catering

Unit 4 : FUNCTION CATERING BUFFETS

- 4.1 Introduction
- 4.2 Factors to plan buffets
- 4.3 Area requirement
- 4.4 Planning and organization
- 4.5 Sequence of food
- 4.6 Menu planning
- 4.7 Types of Buffet
 - Sit down
 - Fork, Finger, Cold Buffet
 - Breakfast Buffets
- 4.8 Equipment
- 4.9 Supplies
- 4.10 Check list

Unit 5 : GUERIDON SERVICE

- 5.1 Introduction
- 5.2 History, types, staffing, equipment used, ingredients used
- 5.3 Common preparations
- 5.4 Types of trolleys
- 5.5 Trolley service – Beverages, Starters, High Tea and Desserts

Unit 6 : KITCHEN STEWARDING

- 6.1 Importance
- 6.2 Opportunities in kitchen stewarding
- 6.3 Record maintaining
- 6.4 Machine used for cleaning and polishing
- 6.5 Inventory

Text books/References:

- Jyotsna Mishra, 2012, Essentials of Catering Beverage and Banquet Management, Cyber Tech Publication.
- Freeth A.W, 2011, Professional Bartending, Sterling Pub Co Inc.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-502)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-502.1	2	3	2	3	-	2	3	3	3	2
BHM-DS-502.2	2	2	3	3	3	3	3	1	3	3
BHM-DS-502.3	3	3	-	1	-	3	1	3	1	3
BHM-DS-502.4	3	2	-	1	-	2	2	1	2	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-552: FOOD & BEVERAGE SERVICE (LAB)-IV

Periods/week Credits: 1

L: 0 T: 0 P:2

Duration of Examination: 3 Hrs

Pre-requisites: Food and Service (Lab-III)

Course Type: Core Course

Max.Marks :100

Continuous Evaluation : 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-552.1 They will be able to learn the planning and work handling of restaurant business.

BHM-DS-552.2 They will learn the planning of formal and informal banquets and outdoor catering

BHM-DS-552.3 Students will gain the edge by learning the fundamental Gueridon service skills.

BHM-DS-552.4 Kitchen stewarding team is the backbone in operations. Understanding its role will assist them in better management of inventory and operations.

Detailed Curriculum:

Unit 1 : Planning & Operating Food & Beverage Outlets

1.1 Developing Hypothetical Business Model of Food & Beverage Outlets

1.2 Case study of Food & Beverage outlets - Hotels & Restaurants

Unit 2 : Function Catering – Banquets

2.1 Planning & organizing Formal & Informal Banquets

2.2 Planning & organizing Outdoor caterings

Unit 3 : Function Catering – Buffets

3.1 Planning & organizing various types of Buffet

Unit 4 : Gueridon Service

4.1 Organizing Mise-en-place for Gueridon Service

4.2 Dishes involving work on the Gueridon

- Crepe suzette
- Banana au Rhum
- Peach Flambe
- Rum Omelette
- Steak Diane
- Pepper Steak

Unit 5 : Kitchen Stewarding

5.1 Using & operating Machines

5.2 Exercise – physical inventory

Text books/References:

- Jyotsna Mishra, 2012, Essentials of Catering Beverage and Banquet Management, Cyber Tech Publication.
- Freeth A.W, 2011, Professional Bartending, Sterling Pub Co Inc.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-552)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-552.1	2	3	2	3	2	3	3	3	3	1
BHM-DS-552.2	2	2	3	3	3	3	3	1	3	3
BHM-DS-552.3	3	3	1	1	1	3	1	3	1	3
BHM-DS-552.4	3	2	1	1	1	3	2	1	2	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-503: ROOM DIVISION (THEORY) - IV

Periods/week Credits: 2

L: 2 T: 0 P:0

Duration of Examination: 3 Hrs

Prerequisites: Room Division (Theory) III

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation : 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-503.1 Analyze the night audit process

BHM-DS-503.2 To learn to handle conflicting situations that may arise during guest Interactions

BHM-DS-503.3 Evaluate hotel performance and analyse strategies for revenue generations

BHM-DS-503.4 Analyze the purpose and types of renovation and refurbishment

BHM-DS-503.5 Understand the various aspects of Budget Procedure.

BHM-DS-503.6 Understand and apply the safety rules and procedures to be followed in hotel housekeeping.

Front Office Detailed Curriculum

Unit 1: Night Audit

- 1.1 Introduction to Night Audit
- 1.2 Significance of the audit
- 1.3 Preparation & review of Night audit process
- 1.4 End of Day

Unit 2: Front office reports & their significance

- 2.1 Daily shift reports and their preparation
- 2.2 Reports pertaining to Night Audit

Unit 3: Hotel Revenue Management

- 3.1 Introduction, history & evolution of the concept
- 3.2 Integration of various sources of business generation
- 3.3 Occupancy & Revenue ratios & formulae
- 3.4 Block out periods

Unit 4: Hotel Service Quality

- 4.1 Delivery of Hospitality
- 4.2 Service Quality Management
- 4.3 Developing a service marketing program

Unit 5: Contemporary Trends in the Hotel Industry

- 5.1 New hotel chains and concepts worldwide
- 5.2 Eco-friendly hotels
- 5.3 Time Share concepts
- 5.4 The changing trends in Front Office
- 5.5 Glossary of terms in Front Office

Detailed Curriculum (Housekeeping)

Unit 1: Budget and Budget Procedures

- 1.1 Calculating expense for operating budget,
- 1.2 Calculation expense for capital budget,
- 1.3 Assessing capital needs,
- 1.4 Budget goals,
- 1.5 Making budget cuts
- 1.6 Monitoring budgets

Unit 2: Renovation and Refurbishment

- 2.1 Reasons to Renovate
- 2.2 Types of Renovation,
- 2.3 Subsidiary Process in Renovation,
- 2.4 Starting Up Housekeeping
- 2.5 Countdown

Unit 3: Keeping Staff Safe

- a. Preventing accidents
- b. Complying with safety regulations and by-laws,
- c. Creating health & safety programs,
- d. Preventing injuries
- e. Establishing a procedure for dealing with accidents and injuries
- f. Fire prevention
- g. Keeping guest safe
- h. Loss prevention
- i. Safeguarding hotel's investment

Unit 4: Textiles

- 4.1 Terminology, Classification
- 4.2 Identification and characteristics of textile and fiber,

Unit 5: The changing role of Professional Housekeeper

- 5.1 Job opportunities
- 5.2 The shrinking labor market
- 5.3 The new look of lodging industry

Unit 6: Security and Vigilance

- 6.1 Its Importance, Role & procedures adopted by the security department, Organization Structure - Details of Security in Public Area
- 6.2 Monitoring of Activities in Public Areas, Guest Floor, Lobby & Rooms, and Staff Utility and Back of the House Areas, Safety of guest and hotel property.

Text books/References

- Joan C Branson & Margaret Lennox, 1988, Hotel Hostel and Hospital Housekeeping, 5th edition, Hodder Education;
- Margaret Kappa, Aleta Nitschke, 1995, Managing Housekeeping Operations, Educational Inst of the Amer Hotel

- Sudhir Andrews, 2008, Hotel House Keeping, Tata McGraw Hill.
- Tucker Schneider, 1998, The Professional Housekeeper, 4th edition, Wiley.
- James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
- Tom Jones, 2004, Professional management of housekeeping operations, 4th edition, John Wiley & Sons.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM- DS-503	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-503.1	3	2	2	-	-	2	-	2	2	2
BHM-DS-503.2	2	-	1	3	2	-	1	-	1	3
BHM-DS-503.3	3	1	1	1	-	2	2	1	2	3
BHM-DS-503.4	2		3		3		2		2	2
BHM-DS-503.5	3		2	1	2		3		3	3
BHM-DS-503.6	2	3	1		3	3	2		2	1

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-553: ROOM DIVISION (LAB) - IV

Periods/week Credits: 02

L: 0 T: 0 P : 4

Duration of Examination: 3 hrs.

Prerequisites: Room Division (Lab) III

Course Type: Core Course

Max. Marks: 100

Continuos Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

- BHM-DS-553.1 Construct an efficient reservation system that records crucial information while avoiding problems in processing various types of reservations.
- BHM-DS-553.2 Construct a registration system that helps ensure a hotel's profitability while meeting the needs of guests by using effective guestroom sales techniques and efficient credit establishment procedures.
- BHM-DS-553.3 Develop an efficient communication system to operate within the front office and between the front office and departments such as housekeeping and maintenance.
- BHM-DS-553.4 Understand the identification and characteristics of textiles and fibre.
- BHM-DS-553.5 Understand the various aspects of housekeeping in a lodging industry.
- BHM-DS-553.6 Analyze the management and operational issues in housekeeping decor and aesthetic upkeep.

Unit 1: Standard Operating Procedures

- 1.1 Create and update guest profiles
- 1.2 Make FIT reservation
- 1.3 Send confirmation letters
- 1.4 Printing registration cards
- 1.5 Make an Add-on reservation
- 1.6 Amend a reservation
- 1.7 Cancel a reservation-with deposit and without deposit
- 1.8 Process a reservation deposit
- 1.9 Pre-register a guest
- 1.10 Put message and locator for a guest
- 1.11 Put trace for guest
- 1.12 Check in a reserved guest
- 1.13 Check in day use
- 1.14 Check –in a walk-in guest
- 1.15 Maintain guest histories

Unit 2: Key Management

- 2.1 Issue a new key
- 2.2 Verify a key
- 2.3 Cancel a key
- 2.4 Issue a duplicate key
- 2.5 Extend a key
- 2.6 Programme keys continuously

2.7 Re-programme keys

2.8 Programme one key for two rooms

Detailed Curriculum (Housekeeping)

Unit 1: Handling different types of fabrics

Unit 2: Towel Origami

Unit 3: First Aid

Unit 4: OSHA and Safety Procedures, Different kinds of security equipments in Hotel Operations

Unit 5: Daily, Weekly and Spring Cleaning

Unit 6: Duty roster, Devising a training schedule.

Text books/References

- Joan C Branson & Margaret Lennox, 1988, Hotel Hostel and Hospital Housekeeping, 5th edition, Hodder Education;
- Margaret Kappa, Aleta Nitschke, 1995, Managing Housekeeping Operations, Educational Inst of the Amer Hotel
- Sudhir Andrews, 2008, Hotel House Keeping, Tata McGraw Hill.
- Tucker Schneider, 1998, The Professional Housekeeper, 4th edition, Wiley.
- James A. Bardi, 2011, Hotel Front Office Management, 5th edition, John Wiley & Sons: New Jersey.
- Tom Jones, 2004, Professional management of housekeeping operations, 4th edition, John Wiley & Sons.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement: BHM- DS-553	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-553.1	3	2	3	1	-	3	3	2	2	-
BHM-DS-553.2	2	1	2	2	-	3	1	1	1	1
BHM-DS-553.3	3	1	2	1	2	2	2	-	-	1
BHM-DS-553.4		3	2		3			3		2
BHM-DS-553.5	2	1	2	2	-	3	1	1	1	3
BHM-DS-553.6	3	1	2	1	2	2	2	-	-	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-504: PRINCIPLES OF MANAGEMENT

Periods/week Credits: 2

L: 2 T: 0 P: 0

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Foundation

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam:100

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-504.1 Evaluate the global context of taking managerial actions of planning, organizing and controlling.

BHM-DS-504.2 Apply management principles into management practices.

BHM-DS-504.3 Analyze effective application of PM knowledge to diagnose and solve organizational and develop optimal managerial decisions.

Detailed Curriculum

Unit 1: Introduction to Management

- 1.1 Nature and Scope of Management,
- 1.2 Meaning, Significance and Objectives,
- 1.3 Management as a Process, Management as a Profession, as a Science or Art,
- 1.4 Universality of Management and Levels of Management,
- 1.5 Nature of Management

Unit 2: Developing Mission, Vision and Objectives in Management

- 2.1 Mission, Vision & Objectives
- 2.2 Mission and purpose, objectives, hierarchy of objectives, role of objectives, objective setting,
- 2.3 Guidelines for objective, translating general objectives into specific objectives, change in objectives,
- 2.4 Management by Objectives

Unit 3: Primary Functions and Skills of Management

- 3.1 Management Functions and Skill
- 3.2 Management functions,
- 3.3 Management role,
- 3.4 Functions at various levels of management, functional areas of management, Management skills
- 3.5 Planning, Organizing, Directing & Motivation, Controlling, Authority & Responsibility

Unit 4: Culture and Diversity in Management

- 4.1 Social and Organizational Culture
- 4.2 Personality - Its role - Development Phases,
- 4.3 Behavior - Social/Emotional, Personal Change & Motivation, Career / Work roles

Unit 5: Behavioral Management

- 5.1 Intra –personnel process.
- 5.2 Understanding human behavior.
- 5.3 Learning process, perception.

- 5.4 Stress and coping with stress.
- 5.5 Inter – personnel process – helping process.
- 5.6 Communication and feedback.
- 5.7 Inter personnel styles.

Unit 6: Groups, Teams and Teamwork

- 6.1 Groups and Inter-Group Process: Group formation and group process
- 6.2 Organizational communication.
- 6.3 Team development and team functioning.
- 6.4 Conflict, collaboration and competition.

Text books/References

- P Tripathy and P N Reddy, 2012, Principles of Management, 5th Edition, Tata McGraw Hill.
- Ramesh B Rudani, 2006, Principles of Management, 1st Edition, McGraw Hill Education.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM- DS-504	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-504.1	3	2	-	1	-	2	3	-	2	3
BHM-DS-504.2	3	1	2	2	-	1	1	-	2	3
BHM-DS-504.3	3	-	1	1	-	2	2	-	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-554: EMPLOYABILITY SKILLS-CAMPUS TO CORPORATE-I

Periods/week Credits

L: 0 T: 0 P: 2

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Ability Enhancement

Max. Marks:100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-554.1 Understand their values and career choices through individual skill Evaluation

BHM-DS-554.2 Analyze the relevance of effective communication in hospitality industry.

BHM-DS-554.3 Understand the importance and role of non-verbal communication in an organization.

Detailed Curriculum

Unit 1: Resume Designing

- 1.1 Important things to keep In mind
- 1.2 Cover letters
- 1.3 How to send resumes over emails
- 1.4 What formats are acceptable

Unit 2: Group Discussion

- 2.1 Skills required for effective group discussion
- 2.2 Tips for effective group discussions

Unit 3: Public Speaking

- 3.1 Preparation for speeches
- 3.2 Tips for writing and presentation of speeches

Unit 4: leadership skills

- 4.1 Conducting effective meetings
- 4.2 How to keep everyone focused
- 4.3 Why participants deviate from discussion
- 4.4 Appropriate breaks and arrangements

Text books/References

1. P.D. Chaturvedi/2009/Business Communication- Concepts, Cases and Applications/Dorling Kindersley Pvt Ltd, India.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement: BHM-DS-554	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-554.1	3	2	2	1	-	2	3	-	2	1
BHM-DS-554.2	3	-	1	-	2	1	-	1	2	3
BHM-DS-554.3	3	1	1	1	3	-	2	-	-	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

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BHM-DS-555: HOSPITALITY ENTREPRENEURSHIP -III

Periods/week/Credits: 1

L: 0 T: 0 P: 4

Duration of Examination: 3 hrs.

Prerequisites: BHM-DS-454 Hospitality Entrepreneurship II

Course Type: Skills Enhancement

Max. Marks: 100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-555.1 Demonstrate a fundamental comprehension of analytical, problem solving and decision making skills

BHM-DS-555.2 Develop Technical entrepreneurial skills for hospitality and culinary world.

BHM-DS-555.3 Exhibit team concept in planning, purchasing, preparing, and servicing in a variety of professional environments.

BHM-DS-555.4 Communicate effectively with all the stakeholders from idea to implementation.

Unit 1 Base Kitchen-Practical

1.1 Yield Management,

1.2 Stock Management

1.3 Standard Portion

1.4 Cooking

1.5 Presentation & Food and Beverage appreciation

Unit 2 Restaurant-Practical

2.1 POS Summary

2.2 Cash Handling & Accounting System

2.3 Customer interaction & Feedback

2.4 Inventories

Unit 3 Front Office-Practical

3.1 Accounting System

3.2 Sales Summary Analysis

3.3 Licenses

3.4 Customer Satisfaction

Unit 4 Housekeeping-Practical

4.1 Maintenance

4.2 Aesthetic Upkeep

4.3 Interior Decoration

Text Books/ Reference Books:

- Brian Tracy, 2006, The Psychology of Selling: Increase Your Sales Faster and Easier Than You Ever Thought Possible, HarperCollins Leadership.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-555)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-555.1	3	1	3	2	3	3	1	1	3	2
BHM-DS-555.2	3	-	3	3	3	3	2	1	3	1
BHM-DS-555.3	1	-	1	2	3	3	1	1	3	2
BHM-DS-555.4	3	-	-	1	3	2	1	1	3	-

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE: BAKERY MANAGEMENT PRACTICAL

Periods/week Credits

L: 0 T: 0 P: 4 2

Duration of Examination: 3 hrs.

Pre-requisites: Nil

Course Type: Open Elective

Max. Marks: 100

Continuous Evaluation : 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

HM-OE.1 Identify the bakery production areas of the international hospitality industry.

HM-OE.2 Knowledge of classic and contemporary baking techniques that represent a variety of global cuisines.

HM-OE.3 Demonstrate an appropriate use of basic vocabulary to describe and carry out professional bakery production.

HM-OE.4 Understand the working of a professional bakery.

Detailed Curriculum

PRATICALS

Practical 1. Basic breads: white bread, pizza base, bread sticks

Practical 2. Bread rolls, fancy rolls, soft rolls, dinner roll.

Practical 3. Rich dough – Danish pastry, croissants.

Practical 4. Biscuits and cookies – different cookies, nan-khatai, melting moments, biscuits.

Practical 5. Flaky / puff pastry – mille feuille gateaux, patties, puffs, cheese straws etc.

Practical 6. Choux pastry – chocolate éclairs, profit rolls,

Practical 7. Short crust pastry – tarts, pies, tartlets.

Practical 8. Icing – basic cream, butter icing, royal icing, meringue etc.

Practical 9. Cakes – cakes by different methods (Sponge, genoise, fatless, fruit cake, cupcakes and muffins)

Practical 10. Chocolate tempering, ganache, chocolate moulding

Practical 11. Gateaux – birthday cakes, Fruit cakes, black forest gateaux,

Practical 12. Basic desserts – fruit truffle, caramel custard, bread and butter pudding.

Text Books/ Reference Books:

- S.C. Dubey, 2007, Basic baking- Science and craft, Mahajan Printer.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%

Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks
 Work Plan (written component): 15
 Carrying out the task : 25
 Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement: HM-OE	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE.1	3	2	3	1	-	3	3	2	2	-
HM-OE.2	2	1	2	2	-	3	1	1	1	1
HM-OE.3	3	1	2	1	2	2	2	-	-	1
HM-OE.4	2	-	1	-	3	2	-	3	-	3

MRTR

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

HM-OE : CUSTOMER RELATIONSHIP MANAGEMENT

Periods/week Credits: 02

L: 2 T: 0 P:0

Duration of Examination: 3 Hrs

Pre-requisites: NIL

Course Type: Open Elective

Max. Marks: 200

Continuous Evaluation : 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

HM-OE.1 Demonstrate an appropriate use of basic vocabulary of the range of terms used to describe and carry out professional working environment

HM-OE.2 Critically review and interpret the theoretical aspects of CRM across the main areas of sales, services and marketing

HM-OE.3 Demonstrate the ability to recognize and analyse business problems by using technical and analytical methods

HM-OE.4 Identify the role of Customer relationship management in different sectors of the international as well as domestic industry

Detailed Curriculum

Unit 1: Introduction to Customer Relationship Management

- 1.1 Introduction to CRM
- 1.2 Origin to CRM
- 1.3 Definitions of CRM
- 1.4 Features of CRM
- 1.5 Importance of CRM

Unit 2: Inter-departmental Relationship

- 2.1 CRM & Marketing
- 2.2 CRM & Human resources
- 2.3 CRM as a business strategy
- 2.4 Elements of CRM
- 2.5 CRM software available in the market.

Unit 3: Customer Relationship & its aspects

- 3.1 What is customer relationship?
- 3.2 Stages of relationship with customers
- 3.3 Attributes of developed relationship
- 3.4 Types & orientation of customers

Unit 4: Types of CRM system

- 4.1 Strategic CRM
- 4.2 Operational CRM
- 4.3 Analytical CRM
- 4.4 Collaborative CRM

Unit 5: Customer Satisfaction & Retention

- 5.1 Customer satisfaction
- 5.2 Methods for measuring satisfaction
- 5.3 Methods for measuring customer satisfaction
- 5.4 Reasons for dissatisfaction
- 5.5 Customer retention
- 5.6 Customer retention strategy
- 5.7 Determinants of customer retention
- 5.8 Methods & tools for customer retention

Unit 6: Electronic CRM

- 6.1 Definition
- 6.2 Features of E-CRM
- 6.3 Benefits of E-CRM
- 6.4 Why companies need E-CRM
- 6.5 Difference between CRM & E-CRM

Text books/References

1. Shraddha M. Bhome & Dr. Amanpreet Singh, 2007, Customer Relationship Management
2. Francis Buttle, 2015, Customer Relationship Management-concept & technologies, 3rd edition, Routledge.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: HM-OE	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
HM-OE.1	3	2	-	1	-	2	3	-	2	3
HM-OE.2	3	1	2	2	-	1	1	-	2	3
HM-OE.3	3	-	1	1	-	2	2	-	2	3
HM-OE.4	1	3	1		3	3		1	2	2

MRTRRS

SEMESTER-VI

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-601: FOOD AND BEVERAGE PRODUCTION (THEORY) V

Periods/week Credits: 2

L: 2 T: 0 P: 0

Duration of Examination: 3 hrs.

Prerequisites: Food and Beverage Production (Theory) IV

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-601.1 Identify the food and beverage production areas of the international hospitality industry.

BHM-DS-601.2 Demonstrate an appropriate use of basic vocabulary of the range of terms used to describe and carry out professional food and beverage production, including French, English and other industry appropriate terminology.

BHM-DS-601.3 Identify specific culinary trends including the cultural and regional cuisines.

Detailed Curriculum

UNIT 1: INTERNATIONAL CUISINE

1.1 Geographic location

1.2 Historical background

1.3 Staple food with regional Influences

1.4 Specialties

1.5 Recipes

1.6 Equipment in relation to:

- Great Britain
- France
- Italy
- Spain & Portugal
- Scandinavia
- German
- Middle East
- Oriental
- Mexica
- Arabic
- China

UNIT 2 : BAKERY & CONFECTIONERY

2.1 ICINGS & TOPPINGS

- Varieties of icings
- Using of Icings
- Difference between icings & Toppings
- Recipes

2.2 FROZEN DESSERTS

- Types and classification of Frozen desserts
- Ice-creams – Definitions
- Methods of preparation

- Additives and preservatives used in Ice-cream manufacture

2.3 MERINGUES

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

2.4 BREAD MAKING

- Role of ingredients in bread Making
- Bread Faults
- Bread Improvers

2.5 CHOCOLATE

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate and its applications

UNIT 3:

3.1 PRODUCTION MANAGEMENT

- Kitchen Organization
- Allocation of Work - Job Description, Duty Rosters
- Production Planning
- Production Scheduling
- Production Quality & Quantity Control
- Forecasting & Budgeting
- Yield Management

3.2 PRODUCT & RESEARCH DEVELOPMENT

- Testing new equipment,
- Developing new recipes
- Food Trails
- Organoleptic & Sensory Evaluation

UNIT 4: FRENCH

4.1 Culinary French

4.2 Classical recipes (Recettes Classique)

4.3 Historical Background of Classical Garnishes

4.4 Offals/Game

Text books/References

- Parvinder. S .Bali, 2012, International Cuisine & Food Production Management, Oxford.
- Thangam E. Philip, 2010, Modern Cookery, 6th edition, Orient Black Swan.
- Sarah.R.Labensky, Alan.M.Hause, 2010, On Cooking, 5th Edition, Prentice Hall.
- Krishna Arora, 2011, Theory of Cookery, 6th Revised Edition/Frank Bros. & Co. Ltd.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO	PO	PO	PO	PO	PO	PO	PSO	PSO	PSO	PSO
Statement: BHM-DS-401	1	2	3	4	5	6	1	2	3	4
BHM-DS-601.1	3	2	-	1	-	2	1	-	2	3
BHM-DS-601.2	3	2	-	1	-	2	1	-	2	3
BHM-DS-601.3	3	2	-	1	-	2	1	-	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-651: FOOD AND BEVERAGE PRODUCTION (LAB) – V

Periods/week Credits: 2

L: 0 T: 0 P:4

Duration of Examination: 3 Hrs

Prerequisites: Food and Beverage Production (Lab) IV

Course Type: Core Course

Max.Marks :100

Continuous Evaluation : 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-651.1 Identify the food and beverage production areas of the international hospitality industry.

BHM-DS-651.2 Demonstrate an appropriate use of basic vocabulary of the range of terms used to describe and carry out professional food and beverage production, including French, English and other industry appropriate terminology.

BHM-DS-651.3 Demonstrate leadership, entrepreneurial characteristics, and professional behaviours.

Detailed Curriculum

MENU 01

- Prawn Ball Soup
- Fried Wantons
- Sweet & Sour Pork
- Hakka Noodles

MENU 02

- Hot & Sour soup
- Beans Schezwan
- Stir Fried Chicken & Peppers
- Chinese Fried Rice

MENU 03

- Sweet Corn Soup
- Shao Mai
- Kung-Pao Mutton
- Yangchow Fried Rice

MENU 04

- Wonton Soup
- Spring Rolls
- Stir Fried Beef & Celery
- Chow Mein

MENU 05

- Prawns in Garlic Sauce
- Fish Szechwan
- Hot & Sour Cabbage
- Steamed Noodles

INTERNATIONAL CUISINE

SPAIN

MENU 06

- Gazpacho

- Pollo En Pepitoria
- Paella
- Fritata De Patata
- Pastel De Mazaana

ITALY

MENU 07

- Minestrone
- Ravioli Arrabiata
- Fettuccini Carbonara
- Pollo Alla Cacciatore
- Melanzane Parmigiana

GERMANY

MENU 08

- Linsensuppe
- Sauerbaaten
- Spatzle
- German Potato Salad

U.K.

MENU 09

- Scotch Broth
- Roast Beef
- Yorkshire Pudding
- Glazed Carrots & Turnips
- Roast Potato

GREECE

MENU 10

- Soupe Avogolemeno
- Moussaka A La Greque
- Dolmas
- Tzatziki

DEMONSTRATION

- Charcuterie Galantines
- Pate
- Terrines
- Mousselines
- New Plating Techniques

Text books/References

- Parvinder. S .Bali, 2012, International Cuisine & Food Production Management, Oxford.
- Thangam E. Philip, 2010, Modern Cookery, 6th edition, Orient Black Swan.
- Sarah.R.Labensky, Alan.M.Hause, 2010, On Cooking, 5th Edition, Prentice Hall.
- Krishna Arora, 2011, Theory of Cookery, 6th Revised Edition/Frank Bros. & Co. Ltd.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks
 Work Plan (written component): 15
 Carrying out the task : 25
 Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-651	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-651.1	3	2	1	-	1	3	1	1	3	2
BHM-DS-651.2	3	2	1	1	2	3	1	1	3	2
BHM-DS-651.3	3	2	1	1	3	3	1	3	3	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-602: FOOD AND BEVERAGE SERVICE (THEORY)- V

Periods/week Credits: 2

L: 2 T: 0 P:0

Duration of Examination: 3 Hrs

Pre-requisites: Food and Beverage Service (Theory – IV)

Course Type: Core Course

Max. Marks: 200

Continuous Evaluation : 100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-602.1 Able to learn the staffing and structure of various Food and Beverage outlets.

BHM-DS-602.2 Managerial skills like conducting briefing, developing SOPs and Check-list of various F&B Outlets.

BHM-DS-602.3 Upon completion, participants will be armed with the knowledge and confidence to enable them to work in bar or alcohol service environment.

BHM-DS-602.4 Knowledge of cocktail and mixed drinks.

Detailed Curriculum

Unit 1 : FOOD & BEVERAGE STAFF ORGANISATION

- 1.1 Categories of staff
- 1.2 Hierarchy
- 1.3 Job description and specification
- 1.4 Duty roaster

Unit 2 : MANAGING FOOD & BEVERAGE OUTLET

- 2.1 Supervisory skills
- 2.2 Developing efficiency
- 2.3 Standard Operating Procedure

Unit 3 : BAR OPERATIONS

- 3.1 Types of Bar
 - Cocktail
 - Dispense
- 3.2 Area of Bar
- 3.3 Front Bar
- 3.4 Back Bar
- 3.5 Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- 3.6 Bar Stock
- 3.7 Bar Control
- 3.8 Bar Staffing
- 3.9 Opening and closing duties

Unit 4 : LIQUEURS

- 4.1 Definition & History
- 4.2 Production of Liqueurs
- 4.3 Broad Categories of Liqueurs (Herb, Citrus,Fruit/Egg, Bean & Kernel)

4.4 Popular Liqueurs (Name, colour, predominant flavor & country of origin)

Unit 5 : COCKTAILS & MIXED DRINKS

5.1 Definition and History

5.2 Classification

5.3 Recipe, Preparation and Service of Popular Cocktails

- 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 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

Text books/References:

- Fernando Castellon, 2005, Larousse Cocktails, Hamlyn.
- Stuart Walton, 2003, The Ultimate book of Cocktails, Anness Publishing.
- Freeth A.W, 2011, Professional Bartending, Sterling Pub Co Inc.
- Mitte Hellmich, 2006, The Ultimate Bar Book, Chronicle Books.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM- DS-602	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-602.1	3	2	3	3	1	3	3	3	3	1
BHM-DS-602.2	3	2	1	1	2	3	1	1	3	3
BHM-DS-602.3	3	2	1	1	3	3	1	2	2	3
BHM-DS-602.4	1	3	3	2	2	3	1	2	3	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-652: FOOD & BEVERAGE SERVICE (LAB) – V

Periods/week Credits: 2

L: 0 T: 0 P:4

Duration of Examination: 3 Hrs

Pre-requisites: Food and Beverage Service (Lab-IV)

Course Type: Core Course

Max.Marks :100

Continuous Evaluation : 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-652.1 Learn the staffing, duty roster and structure of various Food and Beverage outlets.

BHM-DS-652.2 Liqueurs – production and popular brands and their role in making the famous classic cocktails.

BHM-DS-652.3 Learning bartending techniques and how to make all of the commonly ordered cocktails, including martinis, rocks drinks, frozen drinks, shooters and coffee drinks.

BHM-DS-652.4 Mixers, Garnishes & Glassware — explores various bar-related terms, the different types of non-alcoholic mixers used to make drinks, the garnishes used in mixed drinks and the different types of glassware used to serve cocktails.

Detailed Curriculum

Unit 1 : F&B Staff Organization

- 1.1 Developing Organization Structure of various Food & Beverage Outlets
- 1.2 Determination of Staff requirements in all categories
- 1.3 Making Duty Roster
- 1.4 Preparing Job Description & Specification

Unit 2 : Supervisory Skills

- 1.1 Conducting Briefing & Debriefing
- 1.2 Restaurant, Bar, Banquets & Special events
- 1.3 Drafting Standard Operating Systems (SOPs), Check-list and Time lines for various F & B Outlets
- 1.4 Supervising Food & Beverage operations
- 1.5 Preparing Restaurant Log

Unit 3 : Service of Liqueurs

- 1.1 Service styles – neat/on-the-rocks/with cream/en frappe
- 1.2 Service from the Bar
- 1.3 Service from Liqueur Trolley

Unit 4 : Bar Operations

- 4.1 Designing & Setting the bar
- 4.2 Preparation & Service of Cocktail & Mixed Drinks

Text books/References:

- Fernando Castellon, 2005, Larousse Cocktails, Hamlyn.
- Stuart Walton, 2003, The Ultimate book of Cocktails, Anness Publishing.
- Freeth A.W, 2011, Professional Bartending, Sterling Pub Co Inc.

- Mitte Hellmich, 2006, The Ultimate Bar Book, Chronicle Books.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks
 Work Plan (written component): 15
 Carrying out the task : 25
 Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-652)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-652.1	3	2	3	3	1	3	1	3	3	1
BHM-DS-652.2	3	2	1	1	-	3	1	1	3	3
BHM-DS-652.3	3	2	1	1	3	3	1	1	2	3
BHM-DS-652.4	3	3	1	1	1	3	1	1	3	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-603– FRONT OFFICE (THEORY) - I

Periods/week Credits:02

L: 2 T: 0 P :0

Duration of Examination: 3 hrs.

Prerequisites: Room Division (Theory) IV

Course Type: Discipline Centric Elective

Max. Marks: 200

Continuos Evaluation:100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-603.1 To explore the tools and technique of management accounting for analysis to understand different business strategies.

BHM-DS-603.2 To be able to analyze the affairs of the business through ratios.

BHM-DS-603.3 To prepare cash flow statements

BHM-DS-603.4 To make budgets both fixed and flexible

Detailed Curriculum for Front Office

Unit 1: Forecasting and Availability Controls in Hotel Revenue Management

- 1.1 Forecasting
- 1.2 Forecasting techniques
- 1.3 Forecasting Room availability
- 1.4 Useful forecasting data
- 1.5 % of walk-in
- 1.6 % of overstay
- 1.7 % of under stay
- 1.8 Forecast formula

Unit 2 Pricing Strategy

- 2.1 Pricing strategies in the Hospitality Industry
- 2.2 Rate Management & Dynamic Pricing
- 2.3 Strategic Pricing
- 2.4 Demand Generation in Revenue Management

Unit 3: Market Strategies of Revenue Management

- 3.1 Market Research
- 3.2 Market Segmentation
- 3.3 Market Targeting
- 3.4 Marketing Positioning

Unit 4: Distribution Channels in Hotel Revenue Management

- 4.1 Hotel Website
- 4.2 OTAs
- 4.3 Travel agents and tour operators
- 4.4 Corporate sales
- 4.5 RSOs

Unit 5: Search engines and online selling

Text Books/ Reference Books:

1. Gary K. Vallen, Jerome J. Vallen, 2012, Check-in Check-out: Managing Hotel Operations.
2. James A. Bardi, 2010, Hotel Front Office Management, 5TH Edition, John Wiley & Sons.
3. C. Varret, 2011, Hotel Sales and Revenue Management.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-503)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-603.1	1	1	3	-	3	2	2	2	1	3
BHM-DS-603.2	2	2	2	1	2	3	1	2	1	2
BHM-DS-603.3	2	2	3	2	2	-	2	3	3	3
BHM-DS-603.4	2	-	3	3	-	2	-	1	-	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-653: FRONT OFFICE (LAB) - I

Periods/week Credits: 02

L: 0 T: 0 P : 4

Duration of Examination: 3 hrs.

Prerequisites: Room Division (Lab) IV

Course Type: Discipline Centric Elective

Max. Marks: 100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-653.1 Describe the basic functions common to property management systems

BHM-DS-653.2 Identify, describe and differentiate between both front house and backhouse property management system modules

BHM-DS-653.3 Understand the evacuation procedures and emergency protocols

Detailed Curriculum Front Office

Unit 1: Front Office computer package (Property Management System)

Unit 2: Understanding and handling concierge services

Unit 3: Lobby Management

Unit 4: Role of Front Desk while events and functions in hotel

Unit 5: Emergency protocols and evacuation procedures, Fire drills and stampede prevention

Unit 6: Preparing a hotel sales pitch

Unit 7: Contemporary trends: OYO, Air BNB etc.

Text Books/ Reference Books:

1. Gary K. Vallen, Jerome J. Vallen, 2012, Check-in Check-out: Managing Hotel Operations.
2. James A. Bardi, 2010, Hotel Front Office Management, 5TH Edition, John Wiley & Sons.
3. C. Varret, 2011, Hotel Sales and Revenue Management.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks
 Work Plan (written component): 15
 Carrying out the task : 25
 Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement: BHM- DS-654	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-653.1	3	3	2	1	3	2	1	3	-	2
BHM-DS-653.2	1	2	3	2	-	1	2	-	1	2
BHM-DS-653.3	3	2	1	-	3	1	2	2	1	-

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-604: HOUSEKEEPING (THEORY) - I

Periods/week Credits:02

L: 2 T: 0 P :0

Duration of Examination: 3 hrs.

Prerequisites: Room Division (Theory) IV

Course Type: Discipline Centric Elective

Max. Marks: 200

Continuos Evaluation:100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-604.1 Understand the importance of interior designing and decoration in hotel housekeeping.

BHM-DS-604.2 Apply the color scheme as per the location and need of the area.

BHM-DS-604.3 Understand the type of lights, furniture and flooring in a hotel.

Detailed Curriculum:

Unit 1: Role of Designing in hotel housekeeping

1.1 Elements of design (line, shape, Form, colour, Size, Texture, Direction, Value)

1.2 Principles of design (Scale, composition, Harmony, Rhythm Proportion, Balance, focal point)

Unit 2: Lighting arrangements in a Hotel

2.1 Types of Lighting and sources,

2.2 Windows and window treatments, Blinds, Curtains; Pelmet, Valence, swag and tail,

2.3 Beds and bedding types of bed and sizes, types of mattress and pillow with sizes.

Unit 3: Designing interior of a Guest Room

3.1 Types of Furniture (built-in, free standing, fitted), Uses, care and maintenance.

3.2 Wall Coverings – wall papers, wood paneling, glass wall covering, metal wall covering, and leather (hide) wall covering, Selection, care and uses

Unit 4: Importance of Flooring in a Guest Room

4.1 Composition, types, uses, care and maintenance,

4.2 CARPET – types of carpet (Woven – Wilton, Axminster, Brussels and cords, Oriental; Non-Woven – tufted, pile, needle punched and electro-statically locked),

4.3 Uses, care and maintenance

Unit 5: Soft Furnishing

5.1 Curtains, upholstery, loose covers, cushions, and bedspreads

5.2 Care and use

Unit 6: Colour Scheme

6.1 Uses, factor affecting the colour scheme of a guest room

Text Books/ Reference Books:

1. Tom Jones, 2004, Professional management of housekeeping operations, 4th edition published by John Wiley & Sons.
2. Sudhir Andrews, 2007, Hotel House Keeping, Tata McGraw Hill.
3. Tucker Schneider, 1998, The Professional Housekeeper, 4th edition, VNR.

Instructions for paper setting:**Theory Courses**

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement (BHM-DS-604)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-604.1	1	3		-	3	2	2	2	1	
BHM-DS-604.2	2	2	2	1	2	3	1	2	1	2
BHM-DS-604.3	2	2	3	2	2	-	2	3	3	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-654: HOUSEKEEPING (LAB) - I

Periods/week Credits: 02

L: 0 T: 0 P : 4

Duration of Examination: 3 hrs.

Prerequisites: Room Division (Lab) IV

Course Type: Discipline Centric Elective

Max. Marks: 100

Continuos Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-654.1 Understand the importance and role of interior designing in hotel.

BHM-DS-654.2 Understand and analyze the functioning of accommodation management in flower and furniture management.

BHM-DS-654.3 Evaluate a manager's insight into the model guestroom designing

Detailed Curriculum

Unit 1: Furniture arrangement in different rooms

Unit 2: Flower arrangement in different areas and occasions- Banquets, Buffet, Lounges, Bedrooms.

Unit 3: Visits to different hotels to gather the knowledge about different types of fabrics, furniture designing and accessories, wall and floor coverings.

Unit 4: Light and lighting fixture used in hotels

Unit 5: Carpet Shampooing

Text Books/ Reference Books:

1. Tom Jones, 2004, Professional management of housekeeping operations, 4th edition published by John Wiley & Sons.
2. Sudhir Andrews, 2007, Hotel House Keeping, Tata McGraw Hill.
3. Tucker Schneider, 1998, The Professional Housekeeper, 4th edition, VNR.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks
 Work Plan (written component): 15
 Carrying out the task : 25
 Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement: BHM-DS-654	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-654.1	2	2	3	2	-	1	2	-	1	2
BHM-DS-654.2	3	2	1	-	3	1	2	2	1	-
BHM-DS-654.3	3	3	2	1	3	2	1	3	-	2

MRTRRS

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-605: HOSPITALITY LAW

Periods/week Credits: 2

L: 2 T: 0 P: 0

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Foundation

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-605.1 Demonstrate knowledge of Hospitality Laws and licensing regulations in functioning of hotels & restaurant

BHM-DS-605.2 Exhibit understanding of various functions related to quality and standards of food

BHM-DS-605.3 Identify food safety standards in day to day working of food business

BHM-DS-605.4 Examine in detail the law of contracts, its principles and application to various business situations

Unit 1: The Indian Contract Act

- 1.1 Definition of contract
- 1.2 Essential elements of a valid contract
- 1.3 Classification of contracts
- 1.4 Implied contract
- 1.5 Executed contract
- 1.6 Executor contract

Unit 2: Food Safety and Standards Act, 2006

- 2.1 Introduction and definition
- 2.2 Food Safety & Standards Authority of India- Committee & responsibilities
- 2.3 General provisions of the act

Unit 3: Shop and Establishment Act

- 3.1 Introduction
- 3.2 Definition-adult, family, commercial, establishment, employer, employee, exemption
- 3.3 Registration
- 3.4 Daily and weekly working hour
- 3.5 Overtime
- 3.6 Annual leave with wages.

Unit 4: Consumer Protection

- 4.1 Consumer protection councils
- 4.2 Procedure for redressal of grievances

Unit 5: Environment Protection Act

- 5.1 Powers of central Government

5.2 Prevention and control of environment pollution.

Unit 6: Laws Relating to Hygiene, Sanitation and Adulteration

6.1 What is food adulteration-laws for prevention of it in India

Text books/References

- J. Negi, 2005, Food & Beverage Laws, Aman Publications.
- J. Cousins, 1995, Food & Beverage Management, 1st edition, Longman.
- Amitabh Devendra, 2013, Hotel Law, Oxford University Press.
- Stephen C. Barth, 2008, Hospitality Law: Managing Legal Issues in the Hospitality Industry, 3rd edition, John Wiley & Sons.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units (1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM- DS-605	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-605.1	3	2	1	1	-	2	1	1	-	3
BHM-DS-605.2	2	2	1	1	-	2	1	2	-	2
BHM-DS-605.3	1	2	1	1	-	2	1	1	-	3
BHM-DS-605.4	2	1	-	3	2	1	2	2	2	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-606: HUMAN RESOURCE MANAGEMENT

Periods/week Credits: 2

L: 2 T: 0 P: 0

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Foundation

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to

BHM-DS-606.1 Understand the HR management and system at various levels in general and in specific industries or organization.

BHM-DS-606.2 Apply techniques of Job Design.

BHM-DS-606.3 Analyze the strategic issues and strategies required to select and develop manpower resources.

Detailed Curriculum

Unit 1: Fundamentals of Human Resource Management

- 1.1 Human Resource Management - Introduction, Meaning, Objectives, Functions & Significance, Changing role of HR
- 1.2 HR as a strategic partner, Human Resource Planning – Meaning, Nature, process,
- 1.3 Job Analysis – basics, Methods for collecting Job Analysis Information, Writing Job Description, Writing Job Specifications, Job Evaluation, Job design

Unit 2: Acquisition of Human Resources

- 2.1 Recruitment –Introduction, Importance and Significance in Overall HRM,
- 2.2 External and Internal, Methods and Process of Recruitment, Developing a Diverse Talent Pool,
- 2.3 Selection- Process, Methods of Selection, Selection Tests, Employment Interviews.

Unit 3: Developing Human Resource

- 3.1 Introduction, significance and importance of L & D functions, Relationship between training, development and careers.
- 3.2 Employees Training - : Methods (OJT & others) & Process of training, TNA
- 3.3 Employee Development- Programs & Techniques, Career Planning-, Individual Career Planning, Organizational Career Planning, Career Paths

Unit 4: Performance Management

- 4.1 Performance and Potential appraisal,
- 4.2 Relationship of PA with HRD activities and compensation, Performance Appraisal Process - Traditional and Modern Methods for Evaluation of Employee Performance,
- 4.3 Performance Management - Purposes of performance management
- 4.4 Problems in Appraisal – modern issues faced Characteristics of an effective appraisal system, synergizing with L&D activities

Unit 5: Statuary Obligations

- 5.3 Relevance and Approaches of HR Accounting and Audit

- 5.4 Grievance handling,
- 5.5 Laws related to employees an introduction

Text books/References

- VSP Rao,2006, Human Resource Management, Latest edition, Excel books.
- Gary Dessler, 2009, Human Resource Management, 11th Edition, Pearson Education
- Snell and Bohlander, 2007, Human Resource Management, 14th Edition, Thomson Learning

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM-DS-606	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-606.1	3	1	2	-	-	2	3	-	2	3
BHM-DS-606.2	3	-	-	2	2	1	2	1	1	2
BHM-DS-606.3	3	2	1	1	-	1	1	-	2	3

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-655: EMPLOYABILITY SKILLS-CAMPUS TO CORPORATE-2

Periods/week Credits

L: 0 T: 0 P: 2

Duration of Examination: 3 hrs.

Prerequisites: Employability Skills- Campus to Corporate- 1

Course Type: Ability Enhancement

Max. Marks: 100

Continuous Evaluation :50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to

BHM-DS-655.1 Understand and practice basic communication skills.

BHM-DS-655.2 Analyze the relevance of effective communication in hotel industry.

BHM-DS-655.3 Understand the chief principles of making and delivering effective presentation

Detailed Curriculum

Unit 1: Guidelines for excelling interviews

- 1.1 Body Language and preparedness for effective interviews
- 1.2 Dress code for interviews

Unit 2: Preparation for different styles of interviews

- 2.1 Panel Interviews
- 2.2 Personal Interviews
- 2.3 Group discussions
- 2.4 Personal Introduction

Unit 3: Awareness about the Indian Hotel Industry

- 1.1 Information on different hotels in Delhi NCR
- 1.2 Information on different hotels outside Delhi NCR

Unit 4: Preparation for Training

- 4.1 What to expect from the hotel
- 4.2 What is expected out of the students
- 4.3 The practical problems faced
- 4.4 How to tackle the same

Unit 5: Planning a Presentation

- 5.1 Design and layout of presentation
- 5.2 Presentation Delivery

Text books/References

- P.D. Chaturvedi, 2009, Business Communication- Concepts, Cases and Applications, Dorling Kindersley Pvt Ltd, India.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50

- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks

Work Plan (written component): 15

Carrying out the task : 25

Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement: BHM-DS-655	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-655.1	3	2	1	1	-	2	3	-	2	-
BHM-DS-655.2	2	-	1	-	-	1	-	1	1	3
BHM-DS-655.3	3	1	2	-	3	-	2	-	-	1

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-607: HOSPITALITY SALES AND MARKETING

Periods/week Credits: 2

L: 2 T: 0 P : 0

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Foundation

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-607.1 Critically analyse the distinctiveness of the hospitality sector product.

BHM-DS-607.2 Describe and evaluate the marketing planning process.

BHM-DS-607.3 Appraise the roles of sales within the hospitality sector.

BHM-DS-607.4 Show an awareness of the ethical considerations in Marketing

Detailed Curriculum

Unit 1: Defining Customer Value And Satisfaction:

1.1 Customer Value / Customer Satisfaction.

1.2 Stake Holders.

1.3 Process.

1.4 Resources.

1.5 Value Chain.

1.6 Value Delivery Network.

Unit 2: Attracting And Retaining Customers:

2.1 Attracting Customers.

2.2 The Need of Customer Retention.

2.3 Key to Relationship Marketing.

2.4 Customer Profitability / Structural Ties.

2.5 Implementing Total Quality Management.

Unit 3: Business Strategic Planning:

3.1 Business Mission.

3.2 SWOT Analysis / Goal Formulation / Strategic Formulation.

3.3 Program Formulation.

3.4 Implementation / Feedback and Control.

Unit 4: Buyer Behavior In The Consumer Market:

4.1 Cultural Factors / Social Factors / Social Factors / Psychological Factors.

4.2 Buying Roles / Buying Behavior.

4.3 Problem Recognition.

Unit 5: The Product And The Product Mix And Setting The Price

5.1 Product Levels / Hierarchy / Classification / Mix.

5.2 Objective / Determining Demand / Estimating Costs / Analysis Competitors Cost.

5.3 Prices and Offers / Pricing Method And Final Price / Adoption Of Pricing.

5.4 Discounts and Allowances / Promotional Pricing / Discriminative Pricing.

Unit 6 : Retailing Whole selling

6.1 Growth and Benefit of Direct Marketing.

6.2 Marketing In the 21st Century – E Commerce.

6.3 Online Consumer / Online Marketing / Advantages and Disadvantages.

6.4 Promise and Challenges of Online Marketing.

Text Book/References:

- P. Kotler, J.T. Bowen and Makens, 2010, Marketing for Hospitality and Tourism, 5th International Edn, Prentice-Hall, New Jersey.
- S. Dickman, 1999, Tourism and Hospitality Marketing, Australia: Oxford University Press.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM-DS-607	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-607.1	3	2	1	1	-	2	1	1	-	3
BHM-DS-607.2	2	2	1	1	-	2	1	2	-	2
BHM-DS-607.3	1	2	1	1	-	2	1	1	-	3
BHM-DS-607.4	2	1	-	3	2	1	2	2	2	2

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-608: VALUES, ETHICS AND CSR

Periods/week Credits

L: 2 T: 0 P: 0

Duration of Examination: 3 hrs.

Prerequisites: NIL

Course Type: Foundation

Max. Marks: 200

Continuous Evaluation :100

End Semester Exam: 100

Course Outcomes: After completion of this course the students will be able to:

- BHM-DS-608.1 Demonstrate an enhanced appreciation for the relevance and practical application of ethics in the role of management
- BHM-DS-608.2 Critically evaluate the range of ethical issues that arise in management, and business organisations and the theories that are used to model these issues and demonstrate an ability to propose solutions to those issues..
- BHM-DS-608.3 Demonstrate detailed knowledge of the development of Corporate Social Responsibility and the responsibilities of business corporations beyond profit maximisation.
- BHM-DS-608.4 Understand how the ethical and business values of different countries and societies differ.

Detailed Curriculum:

Unit 1: Introduction to Business Ethics and Social Responsibility

- 1.1 What is business ethics?
- 1.2 What is social responsibility?
- 1.3 Ethics versus the law

Unit 2: Ethical Frameworks

- 2.1 Moral responsibility
- 2.2 Moral development
- 2.3 Moral theory
- 2.4 Moral reasoning process
- 2.5 Moral theory

Unit 3: Corporate Social Responsibility

- 3.1 Social responsibility theory
- 3.2 Stakeholder theory

Unit 4: Employees: Obligations & Rights

- 4.1 Greed and conflicts of interest
- 4.2 Insider trading
- 4.3 Theft and fraud
- 4.4 Whistle-blowing
- 4.5 Discrimination and harassment
- 4.6 Privacy
- 4.7 Health and safety

Unit 5: Consumers Protection & Product Marketing

- 5.1 Consumer protection
- 5.2 Product recalls
- 5.3 Marketing ethics
- 5.4 Pricing, quality, labeling

Unit 6: Global Business Ethics

- 6.1 Bribery
- 6.2 Repressive Regimes
- 6.3 Overseas Suppliers

Text Books/References:

1. Craig E. Johnson, 2007, Ethics in the Workplace: Tools and Tactics for Organisational Transformation, Sage Publications Inc.
2. Andrew Crane, 2018, Responsibility: readings & cases in a global context, Routledge.
3. J. Suresh, B.S Raghavan, 2003, Human Values and Professional Ethics, S. Chand.

Instructions for paper setting:

Theory Courses

- The examiner has to set seven questions in total. Each question will be of 20 marks. The Candidate has to attempt five questions out of seven questions. The First question of 20 marks will be a conceptual set of questions covering the entire syllabus and will be **compulsory** to attempt.
- There will be two parts in Question Paper. Part A will consist of questions from half units(1st to 3rd unit) and Part-B will consist of questions from remaining half units.
- The question paper should be strictly framed as per course outcomes and guidelines of Bloom's Taxonomy the question paper should have a balanced mix of difficulty levels of questions covering the full syllabus.

Total Marks 200

Distribution of continuous evaluation:

Sessional- I	30%
Sessional- II	30%
Assignment	20%
Class Performance	10%
Attendance	10%

End Semester Examination: 100 Marks

Course Articulation Matrix

CO Statement: BHM- DS-608	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-608.1	3	2	-	1	-	2	3	-	2	3
BHM-DS-608.2	3	1	2	2	-	1	1	-	2	3
BHM-DS-608.3	3	-	1	1	-	2	2	-	2	3
BHM-DS-608.4	1	2		3		2		3		1

MANAV RACHNA INTERNATIONAL INSTITUTE OF RESEARCH AND STUDIES

(Deemed to be University under section 3 of the UGC Act, 1956)

BHM-DS-656: HOSPITALITY ENTREPRENEURSHIP -IV

Periods/week/Credits : 1

L: 0 T: 0 P: 4

Duration of Examination: 3 hrs.

Prerequisites: BHM-DS-555 Hospitality Entrepreneurship III

Course Type: Skills Enhancement

Max. Marks: 100

Continuous Evaluation: 50

End Semester Exam: 50

Course Outcomes: After completion of this course the students will be able to:

BHM-DS-656.1 Demonstrate a fundamental comprehension of analytical, problem solving and decision making skills.

BHM-DS-656.2 Develop a business plan for hospitality and culinary venture.

BHM-DS-656.3 Communicate effectively with all the stakeholders from idea to implementation.

Practical 1 Business Plan-Introductory page-

- 1.1 Name & address of business
- 1.2 Name and addresses of Principals
- 1.3 Nature of Business
- 1.4 Statement of Financing needed
- 1.5 Statement of confidentiality of report

Practical 2 Executive summary

- 2.1 Summary of the entire business plan in 3 pages

Practical 3 Industry Analysis

- 3.1 Future outlooks and trends
- 3.2 Analysis of competitors
- 3.3 Market segmentation
- 3.4 Industry and market forecasts

Practical 4 Description of venture

- 4.1 Product(s)
- 4.2 Service(s)
- 4.3 Size of Business
- 4.4 Office equipment and personnel
- 4.5 Background of entrepreneurs

Practical 5 Production Plan

- 5.1 Manufacturing process (amount subcontracted)
- 5.2 Physical plant
- 5.3 Machinery and equipment
- 5.4 Names of suppliers of raw material

Practical 6 Operation Plan

- 6.1 Description of Company's operation
- 6.2 Flow of orders for goods/services

6.3 Technology utilization

Practical 7 Marketing Plan

- 7.1 Pricing
- 7.2 Distribution
- 7.3 Promotion
- 7.4 Product forecasts
- 7.5 Controls

Practical 8 Organization Plan

- 8.1 Form of Ownership
- 8.2 Identification of partners or principal shareholders
- 8.3 Authority of Principals
- 8.4 Management Team Background
- 8.5 Roles and responsibilities of members of organization

Practical 9 Evaluation of risk

- 9.1 Evaluate weakness of business
- 9.2 New Technologies
- 9.3 Contingency plans

Practical 10 Financial Plans

- 10.1 Pro forma Income Statement
- 10.2 Cash Flow projections
- 10.3 Pro Forma Balance Sheet
- 10.4 Break-even analysis
- 10.4 Sources and application of funds

Practical 11 Appendix Contains Backup material)

- 11.1 Letters
- 11.2 Market research data
- 11.3 Lease of contracts
- 11.4 Price list from suppliers

Text Books/ Reference Books:

- Brian Tracy, 1998, The Psychology of Selling: Increase Your Sales Faster and Easier Than You Ever Thought Possible Paperback, HarperCollins Leadership
- Robert D. Hisrich, Michael P. Peters, Dean A. Shepherd, 2007, Entrepreneurship, 6th edition, Tata McGraw-Hill.

Evaluation Tools:

- Lab/Practical Courses
- Ratio of Continuous Evaluation to the End Semester Evaluation shall be 50:50
- Lab/Practical Course: Total Marks 100

Distribution of continuous evaluation:

Viva – I	30%
Viva – II	30%
File/Records	20%
Class Work/Performance	10%
Attendance	10%

End Term Examination: 50 marks
 Work Plan (written component): 15
 Carrying out the task : 25
 Uniform / Grooming / Analysis: 10

Course Articulation Matrix

CO Statement (BHM-DS-656)	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PSO 1	PSO 2	PSO 3	PSO 4
BHM-DS-656.1	3	1	3	2	3	3	1	1	3	2
BHM-DS-656.2	3	-	3	2	3	1	3	2	2	2
BHM-DS-656.3	1	-	1	2	3	3	1	1	3	2

Appendix-A : List of courses having relevance to the Local/Regional, National and Global Development needs.

Course Code	Course Name	Regional	National	Global
BHM-DS-101	Food and Beverage Production (Theory) – I		√	√
BHM-DS-151	Food & Beverage Production (Lab) – I		√	√
BHM-DS-102	Food & Beverage Service (Theory) – I		√	√
BHM-DS-152	Food & Beverage Service (Lab) – I		√	√
BHM-DS-103	Rooms Division (Theory)- I		√	√
BHM-DS-153	Rooms Division (Lab)- I		√	√
BHM-DS-105	Travel And Tourism	√	√	
BHM-DS-201	Food & Beverage Production (Theory) – II		√	√
BHM-DS-251	Food & Beverage Production (Lab) –II		√	√
BHM-DS-202	Food & Beverage Service (Theory) – II		√	√
BHM-DS-252	Food & Beverage Service (Lab) – II		√	√
BHM-DS-203	Rooms Division (Theory)- II		√	√
BHM-DS-253	Rooms Division (Lab)- II		√	√
BHM-DS-205	Operational Safety & HACCP		√	√
BHM-DS-255	Hospitality Entrepreneurship- I	√	√	

BHM-DS-401	Food & Beverage Production (Theory) – III		√	√
BHM-DS-451	Food & Beverage Production (Lab) –III		√	√
BHM-DS-402	Food & Beverage Service (Theory) – III		√	√
BHM-DS-452	Food & Beverage Service (Lab) – III		√	√
BHM-DS-403	Rooms Division (Theory)- III		√	√
BHM-DS-453	Rooms Division (Lab)- III		√	√
BHM-DS-454	Hospitality Entrepreneurship- II	√	√	
BHM-DS-405	Facility Management	√		
BHM-DS-501	Food and Beverage Production (Theory) - IV		√	√
BHM-DS-551	Food & Beverage Production (Lab) - IV		√	√
BHM-DS-502	Food & Beverage Service (Theory) – IV		√	√
BHM-DS-552	Food & Beverage Service (Lab) – IV		√	√
BHM-DS-503	Rooms Division (Theory)- IV		√	√
BHM-DS-553	Rooms Division (Lab)- IV		√	√
BHM-DS-555	Hospitality Entrepreneurship- III	√	√	
BHM-DS-601	Food & Beverage Production (Theory) – V		√	√
BHM-DS-651	Food & Beverage Production (Lab) –V		√	√
BHM-DS-602	Food & Beverage Service (Theory) – V		√	√
BHM-DS-652	Food & Beverage Service (Lab) – V		√	√

BHM-DS-603	Front Office (Theory)- I		√	√
BHM-DS-653	Front Office (Lab)- I		√	√
BHM-DS-604	Housekeeping (Theory)- I		√	√
BHM-DS-654	Housekeeping (Lab)- I		√	√
BHM-DS-656	Hospitality Entrepreneurship- IV	√	√	

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Appendix B: List of courses having focus on Employability, Entrepreneurship and Skill Development

Course Code	Course Name	Employability	Entrepreneurship	Skill development
BHM-DS-101	Food and Beverage Production (Theory) . I	√		√
BHM-DS-151	Food & Beverage Production (Lab) . I	√		√
BHM-DS-102	Food & Beverage Service (Theory) – I	√		√
BHM-DS-152	Food & Beverage Service (Lab) – I	√		√
BHM-DS-103	Rooms Division (Theory). I	√		√
BHM-DS-153	Rooms Division (Lab). I	√		√
BHM-DS-101	Food and Beverage Production (Theory) . I	√		√
BHM-DS-151	Food & Beverage Production (Lab) . I	√		√
BHM-DS-255	Hospitality Entrepreneurship. I		√	
BHM-DS-454	Hospitality Entrepreneurship. II		√	
BHM-DS-555	Hospitality Entrepreneurship. III		√	
BHM-DS-656	Hospitality Entrepreneurship. IV		√	
BHM-DS-554	Employability Skills- Campus to Corporate I	√		
BHM-DS-655	Employability Skills- Campus to Corporate II	√		

Appendix C: List of courses and proposed activities relevant to Professional Ethics, Gender, Human Values, Environment and Sustainability

Course Code	Course Name	Environment and Sustainability	Professional Ethics	Human Values	Gender Equality
CH-202B	Environment Studies	√			
BHM-DS-254	Business Communication		√		
BHM-DS-554	Employability Skills- Campus to Corporate I		√		
BHM-DS-655	Employability Skills- Campus to Corporate II		√		
BHM-DS-608	Values, Ethics & CSR	√		√	√

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