



VIVEKANANDA GLOBAL UNIVERSITY, JAIPUR

(Established by Rajasthan State Legislative and covered u/s 2(f) of the UGC Act, 1956.)

SCHOOL OF HOSPITALITY & HOTEL MANAGEMENT

TEACHING & EXAMINATION SCHEME

FOR

Bachelors in Hotel Management & Catering Technology (4 Years Degree)

(Implemented from Academic session 2018-19)

Sem	I	II	III	IV	V	VI	VII	VIII	Total
Credits	24	24	24	24	24	25	30	23	198

Total Credits: - 198

Session :- 2018-19.

VIT Campus, Sector-36 , NRI Road, Sisyawas, Jagatpura, Jaipur (Raj.)-303012

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VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

EXAMINATION SCHEME

BHM I Semester

Code	University Course Category	Name of the Subject	Max. Marks	Theory exam	Internal Assessment	Lecture per week	Tutorial per week	Practical/ Lab	Credits
BHM101	Core Course	Front Office –I	100	60	40	3	0	0	3
BHM102	Core Course	Food Production -I	100	60	40	3	0	0	3
BHM103	Core Course	House Keeping –I	100	60	40	3	0	0	3
BHM104	Core Course	Food & Beverage Service –I	100	60	40	3	0	0	3
BHM105	Skill Development	Safety & First Aid	100	60	40	3	0	0	3
BHM106	Skill Development	Food Science & Nutrition –I	100	60	40	3	0	0	3
BHM107	Communication	PD & Communication Skills	100	60	40	3	0	0	3
BHM108	Practical	Front Office –I	50	20	30	0	0	1	0.5
BHM109	Practical	Food Production –I	50	20	30	0	0	2	1
BHM110	Practical	House Keeping –I	50	20	30	0	0	1	0.5
BHM111	Practical	Food & Beverage Service –I	50	20	30	0	0	2	1
		TOTAL	900	500	400	21	0	6	24
Exam Duration									3 Hours

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

EXAMINATION SCHEME

BHM II Semester

Code	University Course Category	Name of the Subject	Max. Marks	Theory exam	Internal Assessment	Lecture per week	Tutorial per week	Practical/ Lab	Credits
BHM201	Core Course	Front Office II	100	60	40	3	0	0	3
BHM202	Core Course	Food Production -I	100	60	40	3	0	0	3
BHM203	Core Course	House Keeping –II	100	60	40	3	0	0	3
BHM204	Core Course	Food & Beverage Service –II	100	60	40	3	0	0	3
BHM205	Core Course	Food science and Nutrition-II	100	60	40	3	0	0	3
BHM206	Skill Development	Computer skills for hotel industry	50	30	20	2	0	0	2
BHM207	Communication	Communication Skills	100	60	40	3	0	0	3
BHM208	Practical	Front Office –II	50	20	30	0	0	1	0.5
BHM209	Practical	Food Production –II	50	20	30	0	0	2	1
BHM210	Practical	House Keeping –II	50	20	30	0	0	1	0.5
BHM211	Practical	Food & Beverage Service –II	50	20	30	0	0	2	1
BHM212	Practical	Computer skills for hotel industry	50	20	30	0	0	2	1
		TOTAL	900	490	410	20	0	8	24
Exam Duration									3 Hours

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EXAMINATION SCHEME

BHM III Semester

Code	University Course Category	Name of the Subject	Max. Marks	Theory exam	Internal Assessment	Lecture per week	Tutorial per week	Practical/ Lab	Credits
BHM301	Core Course	Front Office III	100	60	40	3	0	0	3
BHM302	Core Course	Food Production –III	100	60	40	3	0	0	3
BHM303	Core Course	House Keeping –III	100	60	40	3	0	0	3
BHM304	Core Course	Food & Beverage Service –III	100	60	40	3	0	0	3
BHM305	Skill Development	French	100	60	40	3	0	0	3
BHM306	Skill Development	Accounting for Hotel	100	60	40	3	0	0	3
BHM307	Core Course	Environmental Studies	100	60	40	3	0	0	3
BHM308	Practical	Front Office –III	50	20	30	0	0	1	0.5
BHM309	Practical	Food Production –III	50	20	30	0	0	2	1
BHM310	Practical	House Keeping –III	50	20	30	0	0	1	0.5
BHM311	Practical	Food & Beverage Service –III	50	20	30	0	0	2	1
		TOTAL	900	500	400	21	0	6	24
Exam Duration									3 Hours

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

EXAMINATION SCHEME

BHM IV Semester

Code	University Course Category	Name of the Subject	Max. Marks	Theory exam	Internal Assessment	Lecture per week	Tutorial per week	Practical/ Lab	Credits
BHM401	Core Course	Front Office Operation- I	100	60	40	2	0	0	2
BHM402	Core Course	Food Production –IV	100	60	40	2	0	0	2
BHM403	Core Course	House Keeping & Sanitation	100	60	40	2	0	0	2
BHM404	Core Course	Food & Beverage Operation –I	100	60	40	2	0	0	2
BHM405	Core Course	Catering Management	100	60	40	3	0	0	3
BHM406	Skill Development	Travel & Tourism Management	100	60	40	3	0	0	3
BHM407	Skill Development	Hotel Accounts	50	30	20	3	0	0	3
BHM408	Skill Development	Food Commodities	50	30	20	3	0	0	3
BHM409	Practical	Front Office Operation-I	50	20	30	0	0	2	1
BHM410	Practical	Food Production –IV	50	20	30	0	0	2	1
BHM411	Practical	House Keeping & Sanitation	50	20	30	0	0	2	1
BHM412	Practical	Food & Beverage Operation –I	50	20	30	0	0	2	1
		TOTAL	900	500	400	20	0	8	24
Exam Duration									3 Hours

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

EXAMINATION SCHEME

BHM V Semester

Code	University Course Category	Name of the Subject	Max. Marks	Theory exam	Internal Assessment	Lecture per week	Tutorial per week	Practical/ Lab	Credits
BHM501	Core Course	Front Office Operation- II	100	60	40	2	0	0	2
BHM502	Core Course	Food Production –V	100	60	40	2	0	0	2
BHM503	Core Course	Accommodation Management	100	60	40	2	0	0	2
BHM504	Core Course	Food & Beverage Operation –II	100	60	40	2	0	0	2
BHM505	Core Course	Hotel Law	100	60	40	3	0	0	3
BHM506	Skill Development	Hotel Engineering	100	60	40	3	0	0	3
BHM507	Skill Development	Communication Skills	50	30	20	3	0	0	3
BHM508	Skill Development	Travel & Tourism Management	50	30	20	3	0	0	3
BHM509	Practical	Front Office Operation-II	50	20	30	0	0	2	1
BHM510	Practical	Food Production –V	50	20	30	0	0	2	1
BHM511	Practical	Accommodation Management	50	20	30	0	0	2	1
BHM512	Practical	Food & Beverage Operation –II	50	20	30	0	0	2	1
		TOTAL	900	500	400	20	0	8	24

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EXAMINATION SCHEME

BHM VI Semester

Code	University Course Category	Name of the Subject	Max. Marks	Theory exam	Internal Assessment	Lecture per week	Tutorial per week	Practical/ Lab	Credits
BHM601	Core Course	Front Office Management –I	100	60	40	2	0	0	2
BHM602	Core Course	Food Production –VI	100	60	40	3	0	0	3
BHM603	Core Course	Housekeeping Operation	100	60	40	2	0	0	2
BHM604	Core Course	Food & Beverage Management	100	60	40	3	0	0	3
BHM605	Core Course	Management Technique	100	60	40	3	0	0	3
BHM606	Skill Development	Sales & Marketing	100	60	40	3	0	0	3
BHM607	Skill Development	Writing Skills for Hospitality Operation	50	30	20	2	0	0	2
BHM608	Skill Development	Computer Application	50	30	20	1	0	2	2
BHM609	Practical	Front Office Management-I	50	20	30	0	1	1	1.5
BHM610	Practical	Food Production –VI	50	20	30	0	1	1	1.5
BHM611	Practical	House Keeping Operation	50	20	30	0	0	1	0.5
BHM612	Practical	Food & Beverage Management	50	20	30	0	1	1	1.5
		TOTAL	900	500	400	19	3	6	25

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

EXAMINATION SCHEME

BHM VII Semester

Credit 30

6 Months Industrial Training

200 Marks.

(6 Months industrial training either in VII / VIII Semester)

Core Subject	Marks
Log Book	50
Viva	50
Project Report & Presentation	100

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EXAMINATION SCHEME

BHM VIII Semester

Code	University Course Category	Name of the Subject	Max. Marks	Theory exam	Internal Assessment	Lecture per week	Tutorial per week	Practical/ Lab	Credits
BHM801	Core Course	Front Office Management –II	100	60	40	2	1	0	3
BHM802	Core Course	Food Production Control	100	60	40	2	1	0	3
BHM803	Core Course	Housekeeping Management	100	60	40	2	1	0	3
BHM804	Core Course	Food & Beverage Control	100	60	40	2	0	0	2
BHM805	Core Course	Principles of Management	100	60	40	3	0	0	3
BHM806	Skill Development	Interpersonal Skills	100	60	40	3	0	0	3
BHM807	Skill Development	HR Management	50	30	20	3	0	0	3
BHM808	Skill Development	Presentation Skills & Project Work	50	30	20	1	0	0	1
BHM809	Practical	Front Office Management-II	50	20	30	0	0	1	0.5
BHM810	Practical	Food Production Control	50	20	30	0	0	1	0.5
BHM811	Practical	House Keeping Management	50	20	30	0	0	1	0.5
BHM812	Practical	Food & Beverage Control	50	20	30	0	0	1	0.5
		TOTAL	900	500	400	18	2	4	23
Exam Duration									3 Hours

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM101 - FRONT OFFICE- I

3L-0T-0P-3C

Module 1:- Introduction to Hotel Industry .To Define Target Market & explain intangibility of service and potential. Tourism and it's importance. Concept of Hospitality and it's origin. Origin, History, Growth and Development of Hotel industry – India and global. Great Personalities of the Hotel industry. Classification and Categorization of Hotel Industry

Module 2:-Advantages & Disadvantages of different types of Hotel Ownerships & Affiliations to describe the Introduction of Automation of Hotels.2.1Introduction to Front Office.Basic Activities of Front Office.F O Layout & Equipment.Various Sections of Front Office.Organization Structure of Front Office department of a Large, Medium and Small hotel.

Module 3 :- To define mission and create organization charts. Classify the Hotel's functional areas and discuss.Types of rooms.Types of room rates.Types of plans.Room status definitions

Module 4 :- The nature and uses of Job Description/Specification,Classification of HotelsTo Describe the various F.O Dept and describe how the organization is likely to differ in large and small hotels.Pre-arrival, Arrival, Occupancy.Departure and Post-departure

Module 5 :- Types of Rooms, Tariff Structure & plans Sections of F.O and their Importance.Layout of a lobby – placement of Bell desk, Concept of Uniformed Services & it's function, Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet, Layout & equipment of Bell Desk, Luggage handling Procedure on guest arrival – FIT, VIP, Group and Crew, Luggage handling Procedure on guest Departure – FIT, VIP, Group and Crew, Left Luggage procedure, Scanty Baggage procedure

Reference Books :-

- Managing Front Office Operations – Michael L Kasavanna& Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder.S.Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM102 - FOOD PRODUCTION -I

3L-0T-0P-3C

Module :-To Introduce the Historical progression leading to modern cookery, History of cooking, Aims& Objective , Cooking -art or science. Introduction to Food and Beverage ServiceTypes of catering operations– commercial, welfare, transport, others.

Module 2 :- To impart knowledge about different kitchen equipment, Heavy and Light equipment Utensils & Knives Care & maintenance , Use.F & B Service Equipment- Furniture, Linen, Crockery, Silverware, Glassware, Disposables, Special Equipment (Trolleys, Electrical equipment etc).Food & Beverage Service outlets- Restaurant, Coffee Shop, Room Service, Bar, Banquets.

Module 3 :- To impart Knowledge of various culinary terms, level of skill, attitude work, behaviour& personal hygiene Western & Culinary terms , Personal grooming, hygiene & uniform.Organization of the F & B Department.Job Specifications for the F & B Department.Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitred'hopel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d'etage (Floor Waiter).

Module 4 :- Do's and don'ts while working in the kitchen To understand the functioning Production Dept. Organizational structure Layout Duties & responsibilities Interdepartmental relationsFoundation ingredients & their role in F.P , Composition of different ingredients & the action of heat on fat, carbohydrates, proteins, vitamins & minerals.

Module 5 :- Classification of cooking factors Classification according to function like - fats, raising agents, sweetening agents, egg, liquids/stock flavouring& seasoning, thickening. To understand the methods of Preparation Mis-en-place Methods of mixing To understand the texture of cooked food products Various textures , Faults and remedies.

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World ByKaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM103 - HOUSEKEEPING -I

3L-0T-0P-3C

Module 1 : -An overview of the position of H/K in the Hospitality Industry. List of functions of the H/K Dept. H/K working towards 'Customer delight'. Why is H/K indispensable , Organisation of the Hotel. Meaning and Definition. Importance of House Keeping, Responsibilities of House Keeping, Application of House Keeping in other Areas, A career in Housekeeping

Module 2 :-Staff Hierarchy, lines of Authority & areas of responsibility Vertical & horizontal coordination within & outside the Dept .Areas of responsibility of the H/K Dept. Skill Development qualities in H/K staff , Effective communications skills, interpersonal skills & good grooming standards. Organizational frame work of the department (large, medium, small), Role of key personnel in house keeping. Job description and job specification of staff in the department. Qualities of the house keeping staff.

Module 3:-Duties of staff at the managerial level, Duties of staff at the Operational level, Duties of staff at the supervisory level Glossary of H/K terms, Abbreviations commonly used in H/K Types of Rooms & suites, Various status of Rooms. Types of guest rooms. Layout out of guest rooms (types). Layout of floor pantry. Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only), Accessories.

Module 4 :-Amenities provided in standard, superior & deluxe rooms , VIP amenities, Items provided on request, Placement of Supplies in a room .1 Importance, role, co-ordination, checklist. Forms, formats & registers used in the desk reports. Role of computers, snapshots of software, Lost & found, Key control, Gate pass, Indenting from stores

Module 5 :-General principles of cleaning, Cleaning Schedules, Daily, weekly & Spring Cleaning, Morning & evening service, Second service Daily cleaning in a Department room, Planning a weekly cleaning schedule, Public area cleaning methods & Schedules. Lay out, Types of linen, sizes, linen exchange procedures, Storage facilities and conditions, Par stock. (Introduction & definition), Discard procedure, re use of discard, Functions of uniform room, Functions of tailor room

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM104 - FOOD & BEVERAGE SERVICE-I

3L-0T-0P-3C

Module 1:-Introduction Various outlets of the Departments, Various sectors of the Department. Importance of cooking food . Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable.

Module 2 :-Quality, Attributes of F&B Service Personnel, Equipment Equipments in a Restaurant. Styles of Cookery-Oriental/Asian/European/Continental/Pan American

Module 3 :-Glasses, Types and Capacity of glasses , Dining TableLaying the Dining table.Types of Stocks, Mirepoix, Bouquet Garni, & its Uses. Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie

Module 4 :-Organisationalchart , Drawing, Duties and responsibilities of waiter F&B Manager , Kitchen stewarding , Hierarchy & Responsibility , Restaurant Brigade , Hierarchy.

Module 5 :-Course of menu & food accompaniments.Role of ingredients in baking. Types of Dough-Bread, Types of batters-pancakes

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM105 - SAFETY AND FIRST AID (THEORY)

3L-0P-0T-3C

Module 1:- Aims and objectives of first aid and safety, Security in hotel .

Module 2 :- Purpose of guest security and procedure followed by the security personnel.

Module 3:- What is the role of Security personnel in hotel , Duties and responsibility of security personnel in hotel.

Module 4:- Burns, Insect bite, Snake bite, Poisoning, Injury, Disaster , Types of disaster and precaution.

Module 5:- Types of fire in hotel . Types of fire extinguisher. Prevention of fire accident in hotel.

Reference Book :-

- First Aid By Red Cross.
- Health Indices & safety By Social Medical Runny Arthur .

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM106 - FOOD SCIENCE AND NUTRITION (THEORY)

3L-0T-0P-3C

Module 1 :- Introduction to Nutrition, Definition, Application of food science, and nutrition in different aspects, Food and its function

Module 2:- BMR & their effective factors , Carbohydrates Introduction, composition, classification ,functions, imbalances .Effect of heat on carbohydrates.

Module 3 :- RDA for different groups, Fat, Introduction, composition, classification, functions, imbalances. Effect of heat on fats.

Module 4 :- RDA's for different groups, Water, Vitamins , Classification, Fat soluble vitamins.

Module 5 :- Water soluble vitamins Study of few microbes. Bacteria, Yeast

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service SommalierBy H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM107 - PERSONALITY & COMMUNICATION SKILLS

3L-0T-0P-3C

Module 1:-Structures in Present and present continuous tense, Structures in past & past continuous tense. Listening Skills and listening Comprehension Passages of Telephone Conversations and Speeches

Module 2 :- Basics of written communication Written Communication – factors involved Writing Telephone messages , Drafting Telegrams, Email and Formal Net Communication Etiquette Letter writing – Leave letters and Requests for Permission /Issue of Documents Creative Writing – Creating Wall Magazines , Making Collages

Module 3 :- Language accuracy Accuracy and Usage, Common Errors and their correction in English usage with an emphasis on Concord, Sequence of Tenses, Articles , and Use of Prepositions

Module 4:- Used as material. Introductions- Self and others – Instructions - Asking for and Giving Directions . Introductions – Self and Others / Formal and informal Making Queries, Instructions, Directions Direct and Indirect Speech Active and Passive Voice

Module 5 :- Modals : helping verbs, Prepositions., Idioms, Question - answer session., Speech on a given topic, Extempore speech

Practice :- Introductions – Self and Others / Formal and informal Making Queries, Instructions, Directions Direct and Indirect Speech Active and Passive Voice

Reference Book :-

- Wren & Martin Grammar Book.
- Basics Grammar And English Composition Book.
- Daily Practice.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM108 - FRONT OFFICE -I

0L-0T-1P-0.5C

Objective 1:- To identify all types of Voucher used in hotel.- Identification of Vouchers, The students will have to draw one or two of the following vouchers and according to the question, Registration Card, Reservation Form,Amendment Slip, Cancellation, Arrival/departure , notification slip, VIP amenities voucher,Miscellaneous charge voucher, Allowance voucher,Paid out voucher,Message slip.

Objective 2:- Front desk grooming and other essentials

Body language, speech modulation which includes articulation, variation control of pitch and tonal quality Accepting reservation by telephone and recording it.Answering guest enquiries, case studies, Project Report.

Objective 3:- Grooming and Hospitality etiquette, Welcoming/ greeting the guest

Objective 4:- Countries, capitals, currencies and official airlines of the world, Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest, preparing an Errand Card (Arrival/ Departure).

Objective 5:- Reservations- Taking down a reservation for FIT, FFIT, Corporate guest and group, Special requests Amendment of reservation, Cancellation of reservation. Glossary Terms.

Reference Book :-

- Managing Front Office Operations – Michael L Kasavanna& Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder.S.Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird
- Hotel Front Office – James Bardi

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM109 - FOOD PRODUCTION-I

0L-0T-2P-1C

Objective 1:-Identification of equipment.Mis-en-place (cutting, peeling, slicing, chopping, shredding, paring, etc) Egg preparation (boiled egg, fried egg, scrambled egg, omlette, poached egg, egg akuri) Boiled rice, Masala Dal, Bengal Fish Curry, Cucumber cucumberZeera Rice, Dal Makhani, Vegetable curry, Shahitukra.

Objective 2:-Bread Roll, Sponge Cake, Swiss Roll, Caramel custard Bread Roll, Sponge cake, Swiss Role, Bread and butter pudding Consomme Brunnoise, Poisson Poach Hollandaise, Cheu Fleur Mornay Madras Soup, Fish Meuniere, Courgettes Saute, Pommes Nature, Bavarious Rubanee.

Objective 3:- Soup, Goan Fish Curry, Cheu Fleur Potato Bhaji, Steamed Rice, Fruit Conde Sandwich Bread, Bread stick, Diplomat pudding, Coffee MousseMacedoine Mayonnaise, Fillet de Poisson Duglere, NouillesFraiches, Beginets, Crème Caramel Assiette de Crudite, Sole Colbert, Pommes Persilles, Puree Cery, Mousse au.

Objective 4:-Chocolate ,Oeufs Fracis Chimay, PouletShahjahani, Pulao a la tomate, Haricot Verte Foogath Oeufs Frit Bacon, Fillet de Sole Bonne Femme, Pommes a Rangalaise, Epinards a la Crème.

Objective:-Sweet Buns, Butter Buttons, DoughnutsMulligatwanny Soup, Poisson Grille Beurre Blanc, Pommes Vapur, Epinards a la Crème,Pudding Diplomat Crème de Vollaile, Gigot D'agneau Roti, Pommes Noisette, Haricot, Bretonne, Charlotte aux Fruits.

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World ByKaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM110 - HOUSE KEEPING-I

0L-0T-1P-0.5C

Students have to perform following task in practical.

Objective 1:-Equipment handling, Care & Cleaning & Identification of Cleaning, Equipments (both manual & Mechanical)

Objective 2:-Maid's Trolley Setting , Care, Cleaning & polishing of surfaces- metals, glass, floor, Carpets. Personal hygiene in house keeping, Housekeeping etiquette.

Objective 3:-Paints, Varnishes , Daily Cleaning of Rooms and Bath Rooms Evening Service. Telephone handling, Brassoing, Bed making – traditional

Objective 4:-Weekly Cleaning, Special/Periodic Cleaning , Public Area Cleaning. Forms and formats – occupancy slip, gate passes, job order, lost and found register, key register

Objective 5:-Message/Departure/Maintenance Register & follow ups. Assignment on any housekeeping topic – 10 pages minimum- handwritten.

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM111 - FOOD & BEVERAGE SERVICE -I

0L-0T-2P-1C

Objective 1:-Familiarization of Restaurant Equipment.

Objective 2:-Methods of cleaning and upkeep of silver.

Objective 3:-Arrangement of sideboards.

Objective 4:-Laying of table Linen, Layout of various meals.

Objective 5:- Folding serviettes in various designs

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

Semester II

BHM201 - FRONT OFFICE-II

3L-0T-0P-3C

Module 1: - Reservations, Feedback. Reservations and sales. Reservation inquiry – CRS, Inter sell Agencies, GDS, Internet and Property Direct. Group Reservations. Reservation reports

Module 2 :- Cancellation & Amendments, Identification of Vouchers. Role Of Information Handling of mails, registered posts, parcels etc. Handling of messages .Handling of guest room keys, Types of keys and key control, Paging, Providing information to the guest, Aids used in Information section

Module 3:- Manual Tabulation ; Ledger and Billing.Role of Telephone Department, Staff organization, Telephone etiquette, Records and forms used, Special features for hotels – CAS, Types of calls, Latest trends in hotel communication system

Module 4 :- Mechanical Ledger. Billing Computerized Ledger, Billing.Objectives, Legal obligations, Pre-registration, Types of registration methods/records, Registration procedure – FIT , FFIT, Walk-in, Scanty Baggage, Regular, Corporate, VIP, Crew and Group guests, When guests cannot be accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations., Reports, Records and forms used.

Module 5:-Tourism, International Hotel Regulations. Role of FO Cash section at various stages of the guest cycle. Job description of FOC, Departure procedure - FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests, Security Deposit Box handling, Importance of security system, Credit Card Handling procedure, Foreign Currency exchange procedure, Reports and forms used, Equipment.

Reference Book :-

- Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder.S.Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM202 - FOOD PRODUCTION -II

3L-0T-0P-3C

Module 1 : - Various methods of cooking food, Dry & wet method, Basic Rule, Food Example. Importance of cooking food. Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds

Module 2 :- Stocks , Definition, Classification, National/International soups Preparation of soups, Sauces, Definition, Classification, Preparation of other sauces, Derivatives, Sauces of it's own Class. Styles of Cookery-Oriental/Asian/European/Continental/Pan American. History and Development of Modern Cuisine-Classical and Contemporary

Module 3 :- Refrigeration, Principles of storage Correct Temperature, Time of Storage Element of Presentation Classical & modern garnish, Proper accompaniment. Types of Stocks, Mirepoix, Bouquet Garni, & its Uses. Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie. Soups– Classification, principles, garnishing and accompaniments, Popular international soups

Module 4 :- Introduction, Introduction of various commodities used in food production department. Methods of Food Preservation. Physical and chemical agents in food preservation 4.3 Preservation of perishable foods

Module 5 :- Cereals - Rice , Wheat, Other Cereals , Pulses , Uses of different types of Pulses, Tea and processing , Fresh fruits and vegetables, Cheese - Classification, Manufacture and uses, Coffee, processing & uses, Cocoa - Manufacture of chocolate, processing, cocoa powder, Herbs and spices - Classification, description and uses procurement .

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM203 - HOUSE KEEPING -II

3L-0T-0P-3C

Module 1 : - Identifying Cleaning Equipments, Classification of Cleaning Equipments, Functioning and care of Manual Cleaning Equipment Functioning and care of Mechanical Cleaning Equipment, Group of Cleaning agents, Use of Detergents, Use of water, Abrasives, degreasers ,acids, organic solvents and dry cleaning agents Various finishes applied to walls Register and forms maintained in H/K & Formats of Registers and reports.

Module 2:- Air, Sources of air Pollution, Health effects of air pollution, Pollution Control. . Protective clothing, Pest control Personal Environment Hygiene Garbage -safe and correct disposal of garbage.

Module 3 :- Protective clothing , Protective Clothing in Different Dept. Selection of materials care and use, It's efficiency and comfort, Care maintenance of Protective Clothing.

Module 4 :- Handling of food , Personal hygiene of the food handlers, Programme of Good Health For Food handlers, Food Borne Diseases - Roots of Contamination, Habits and Abuse,

Module 5 :- Pest Control, Rodent and Insect Control Technique, Rays and Cockroaches. . Desk control operations / Importance of Desk control Personal ,environment hygiene, garbage-safe and correct disposal of garbage. Protective clothing, Pest control Personal Environment Hygiene Garbage -safe and correct disposal of garbage.

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM204 - FOOD & BEVERAGE SERVICE -II

3L-0T-0P-3C

Module 1:- Menu Planning, Types of service, Billing systems & cost controls. Importance of cooking food. Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds

Module 2 :- Breakfast Service, Non Alcoholic service. Styles of Cookery- Oriental/Asian/European/Continental/Pan American. History and Development of Modern Cuisine- Classical and Contemporary

Module 3 :- Beverages Classify, alcoholic beverages, Beer, Cidar, Perry. Types of Stocks, Mirepoix, Bouquet Garni, & its Uses. Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie. Soups– Classification, principles, garnishing and accompaniments 3.4 Popular international soups

Module 4 :- Tobacco, Cigar, Cigarettes, Guest Complaints. Methods of Food Preservation .Physical and chemical agents in food preservation 4.3 Preservation of perishable foods

Module 5 :- Room Service Operations. Manufacturing process. Types of cheese according to texture. Uses of cheese in cookery. Famous cheese of the world

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM205 - FOOD SCIENCE AND NUTRITION

3L-0T-0P-3C

Module 1:-Protiens, Introduction, Composition & Classification Functions & Imbalances.

Module 2 :-RDA's for different, groups Mineral, Classification, Functions

Module 3:-Major & Minor Minerals, Distribution, Sources, Functions Imbalances, Balanced Diet.

Module 4 :-Menu Planning, Malnutrition

Module 5 :-Food borne diseases, Habits and abuses, Methods of food preservation

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service SommalierBy H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM206 - COMPUTER SKILLS FOR HOTEL INDUSTRY

2L-0T-0P-2C

Module 1 :- Application & the uses of Information Technology in the Hospitality Industry.

Module 2 :- Examples of use of Computers in Front/Outlets etc. Introduction to different Computer Related terms/concepts Different types of Microprocessors & other Hardware Terminology, Hardware & Software - the distinction Introduction to different kinds of OS used in case of stand alone PC/Network.

Module 3 :- Single user/multi user OS(DOS/UNIX) Windows 95/NT/Windows 3.File Handling Concepts under DOS/WINDOW.

Module 4 :- Concept of Computer File & its storage Ways of maintaining Files under DOS/Windows DOS utilities/File Manager Overall windows operation Introduction to different windows based packages

Module 5 :- Utilities / Application of MS-Word, Application of MS- Excel

Reference Book :-

- Basics Computer By G. Manjunath

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM207 - COMMUNICATION SKILLS

3L-0T-0P-3C

Revision Of Semester 1

Module 1:- Language accuracy Accuracy and Usage, Common Errors and their correction in English usage with an emphasis on Concord, Sequence of Tenses, Articles , and Use of Prepositions

Module 4:- Used as material. Introductions- Self and others – Instructions - Asking for and Giving Directions . Introductions – Self and Others / Formal and informal Making Queries, Instructions, Directions Direct and Indirect Speech Active and Passive Voice

Module 2 :- Basics of written communication Written Communication – factors involved Writing Telephone messages , Drafting Telegrams, Email and Formal Net Communication Etiquette Letter writing – Leave letters and Requests for Permission /Issue of Documents Creative Writing – Creating Wall Magazines , Making Collages

Module 3 :- Writing Application, Notes, Notice, Essay , Email etc.

Module 4:- Used as material. Introductions- Self and others – Instructions - Asking for and Giving Directions . Introductions – Self and Others / Formal and informal Making Queries, Instructions, Directions Direct and Indirect Speech Active and Passive Voice

Module 5 - Practice Of Communication & Speaking. Introductions – Self and Others / Formal and informal Making Queries, Instructions, Directions Direct and Indirect Speech Active and Passive Voice

Reference Book :-

- Wren & Martin Grammar Book.
- Basics Grammar And English Composition Book.
- Daily Practice.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM208 - FRONT OFFICE -II

0L-0T-1P-0.5C

Students have to perform following in practical.

Objective 1:-Cashiering, Cashiering while check in of VIP's / FIT's / Group.

Objective 2:-Cashiering procedure during stay of the guest, Cashiering while check out.

Objective 3:-Auditing , Night Auditor's job

Objective 4:-Vouchers / Document generated

Objective 5:-Working with National cash Registers

Reference Book :-

- Managing Front Office Operations – Michael L Kasavanna& Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder.S.Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM209 - FOOD PRODUCTION -II

0L-0T-2P-1C

Objective 1:-Thenga Buns, Danish Pastry, Short Bread, Fruit JamDanish Pastry, Orange Biscuit, Cherry BunsPotage Saint Germaine, Roast Chicken, Roast Gravy, Roast Potatoes, Coffee Bavaro

Objective 2:-Ouefs Brouilles Portugaise, rogan josh, Riz Creol

Objective 3:-Potage Esau, Steak Saute Bercy, Pommes Mignonette, Petits Pois a la Fracaise, crepes au Sucre, Spaghetti Napoletaine, Steak Grill Bearnaise, Pommes Pont Neuf, Bouquetiere de Legume

Objective 4:-Oeufs Poache Florentine, Escalpoie Vinnoise, Pommes saute, Carrots Vichy, Muffins, Jam Tart, Chocolate Mousse,Nankhatai, Croissants, Fruit Custard.

Objective 5:-Vegetable Patties, Chicken Patties, Cheese Patties, Egg patties Quiche Lorraine, Piece de Boeuf Roti, jardinere de Legumes, pommes Chateau, Beginettes de fruitsMadeira Cake, Melting Moment, Fruit Triffle

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM210 - HOUSE KEEPING -II

0L-0T-1P-0.5C

Objective 1:-Stain Removal. From cloth

Objective 2:-Special decoration for special occasion. like marriage, birthday party etc.

Objective 3:-Identification of various register & work.

Objective 4:-Handling theft and misconduct.

Objective:-Handling guest complaint .

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM211 - FOOD AND BEVERAGE SERVICE-II

0L-0T-2P-1C

Objective 1:-Receiving Guest and taking orders, Soup service., Menu wise service.

Objective 2:-Clearance & Crumbing down. Service of breakfast .Making the extra cover.

Objective 3:-Afternoon tea set up .Beer service. Cigarette service.

Objective 4:-Loading carrying trays. Taking the order by K.O.T.&B.O.T., Service of Food.

Objective 5:-Service of non alcoholic beverages, Service of Breakfast, Loading carrying - trays/trolleys

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service SommalierBy H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM212 - COMPUTER SKILLS FOR HOTEL INDUSTRY

0L-0T-2P-1C

Objective 1:-Familiarize with a PC and identify the various components of a Computer. Identify the various Input and Output Devices.

Objective 2:-Introduction to DOS - Basic DOS commands.

Objective 3:-DOS continued - File Management Commands. DOS commands -External Utilities eg. CHKDISK, EDIT etc. DOS commands -An Introduction to the Wildcard Characters of DOS. DOS continued - Batch File Processing. Batch File Processing Continued.

Objective 4:-Introduction to Windows as an Operating System. Getting familiar to Windows Environment. Introduction to the various packages of MS-Office. Introduction to the Word Processor.

Objective 5:-MS-Word :Entering a document, Editing a Text. Word continued - Inserting, replacing and deleting characters. Saving a document. Word continued - Opening an Existing Document, and changing Page Layout.

Reference Book :-

- Computer Skills In Hospitality By LYN Pont .

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

SEMESTER III

BHM301 - FRONT OFFICE -III

3L-0T-0P-3C

Module 1:- Co- ordination between H/K &F/O., Describe the basic positions & functions of the uniformed staff. Explain the role & importance of concierge in hotels.

Module 2 :- Guest telephone service , voice mail , PBX, PABX , EPBAX& other systems.Role of software packages in telephone systems.

Module 3 :- Handling guest complaint.Handling guest mail , difference between handling registered mail/ ordinary mail.Function and importance of information section in mail handling.Message handling.

Module 4 :- C.In/ C.Out procedure for FIT/ VIP/ Group, Registration C. Form.Information.Room shifting

Module 5 :- C/Out process &records of settlement Night auditing, role of night auditor.

Reference Book :-

- Managing Front Office Operations – Michael L Kasavanna& Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder.S.Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM302- FOOD PRODUCTION -III

3L-0T-0P-3C

Module 1:- Culinary Terms, Indian & Western Rechaufe cookery Basic principles.

Module 2 :- Types of salads & different salad dressings. Sandwiches Different types. Definition. Preparation. spreads. Colour pigments Types, Effect Of Heat.

Module 3 :- Poultry , games and birds, Cuts, Selection, Preparation , Menu Example & garnishes Meat, Pre- slaughtering steps, Structure, Factors, Beef Cookery, Selection, Cuts & joints, Steak Cookery Pork, Selection, Cuts, Ham, Bacon, Salami, Sausages Lamb & Mutton.

Module 4 :- Classification, joints, Use, menu examples, Selection, Bakery theory, Principles, Bread making, Faults & remedies General idea of cakes, pastries, sponge & icing.

Module 5 :- Basic pasta, Manufacturing types, Description & use Convenience food , types & advantages Food preservation Long & short term preservation Milk & milk products.

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM303 - HOUSE KEEPING-III

3L-0T-0P-3C

Module 1 :- Qualities of good linen. Standard sizes of bed & bath linen Purchasing linen.Hiring linen. Establishing par stock.Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry), Supervisors Check list,Guest complaints & Guest complaint handling, VIP Room Checking, Leave handling procedures, Handling Contracts – types and pricing, common contracts in hotels

Module 2 :- Stocktaking & records maintained. Activities in the linen room, Features of the good linen room, Linen Issuing system, New for old system, topping up system.Accidents (effects, causes , procedure, report), Concern for safety and security in House Keeping operations, Concept of safeguarding assets, Security of Hotels, Emergency procedures, First aid (Definition, First Aid kit and situations: Shock, Fainting, Heart attack, Sprain, Asphyxia, Burns &Scalds, AstBHMa, Cuts and Abrasions, Epileptic fits, nosebleed)

Module 3 :- Uniform Section, Laundry OperationsLaundry Layout, location, size &equipmentsFunctioning of Laundry machines, Guests' personal laundry.Fiber (natural , manmade, characteristics, advantage, disadvantages). Weaves (plain, twill, jacquard, damask, satin), Finishing processes, Importance of Uniforms, Types and characteristics of Uniforms, Selection of Uniforms, trends, Par stock

Module 4 :- Classes of stains, Groups of stains removal agentsTreatment of unknown & specific stains , Classification of fibers, weft, warp & selvedge Weaves qualities of Textile fibers.Types of laundry, advantages, disadvantages, Layout of OPL, Laundry flow process, Laundry equipment, Laundry chemicals, Stain removal (10 common stains)

Module 5 :- Characteristics & uses of fabrics, Finishes applied to fabricsCommon pests encountered, Effective pest control measuresPrinciples of Flower Arrangements, Styles of Flower Arrangements, Flowers & foliage, containers stem holders & other accessories, General guidelines, colour schemes.

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM304 - FOOD AND BEVERAGE SERVICE -III

3L-0T-0P-3C

Module 1:- Grape variety manufacturing process, brand names, classification of wines from different countries. Alcoholic Beverages & Consumption – benefits, abuse, sensible drinking. Introduction and classification of alcoholic beverages

Module 2 :- Food and wine, Wines of France/ AOC.Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases Classification of wines – still, sparkling, fortified, aromatized, Control of Quality – France, Italy, German, Grape varieties – 10 red and 10 white. Wine manufacture – red, white, rose. Wine producing countries and regions (handout provided) - France, Italy, Germany. Wine names – France, Italy, Germany, California, Australia, India. Champagne – Introduction, manufacture, types and shippers. Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands. Aromatised – Vermouth and other aromatized wines. Wine service temperatures

Module 3 :- Wines of ITALY, Terms related to wines. Wines of GERMANY.

Module 4 :- Sherry, Port, Madeira.. Introduction to Beer, Ingredients for Beer Manufacture, Production of Beer, Beer classification and styles, Service of Beer, Beer brands with countries – 10 countries with 5 brands each 4.7. Cider, Sake, Toddy

Module 5 :- Champagne, Introduction to Spirits

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM305 - FRENCH

3L-0T-0P-3C

Module 1 : -About the Language, Alphabet, Accents, Orthographic sign.

Module 2 : -Final consonants, Syllable, Pronunciation, Use of Capital Letters, Article.

Module 3 : -Gender depending on the meaning of the word, Common French words, Names of days, months, & seasons, Cardinal, Ordinal, Co

Module 4 : -Hour, Auxiliary Verb, Vegetable, Fish, Shell Fish, Meat, Fruit Poultry & game, Restaurant, Equipment, Miscellaneous

Module 5 : -Phrases, Feminine of nouns and objectives, Nouns of two genders Formation of plural of nouns and adjectives, French words Translations, Common French terms related to the hotel industry.

Reference Book :-

- French Basics By Henry Ferrar,
- French Grammar By Dennial Cave & Cristopher.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM306 - ACCOUNTING FOR HOTEL

3L-0T-0P-3C

Debit Credit System In Hotel, Guest Folio , Staff Folio.

Module 1 :- Introduction, Accounting concepts and conventions

Module 2 :- Books & Journal , Accounts -Classification of Accounts , Rules for debiting and crediting, Posting from Books Purchase Book, Sales Book, Purchase return Book Multi Columnar cash Book Petty cash Book, Postings from subsidiary book Trial Balance

Module 3 :- Final Accounts , Preparation of Trading and profit and loss accounts, Balance sheets

Module 4 :- CONCEPTS OF COST , Ingredient Costing Hotel cost Sheet, Food cost percentage

Module 5 :- Hotel Accounts , Guest Ledger, Register of coupons issued Register of Reservation, Guest Registration card bill Arrival Departure, Daily Food cost sheets

Reference Book :-

- Basics Accounts By Jaspal Singh
- Accounting Concept By Anand Kumar .

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM307 - ENVIRONMENTAL STUDIES

3L-0T-0P-3C

Module 1:- Product purchase, Indoor Air Quality, External Air emission Noise.

Module 2 :- Hazardous materials, Ecotels.

Module 3 :- Buildings of the future Planning of Hotel entrances - lobbies, internal transport, cloak rooms.

Module 4 :- Guest rooms and suites - planning, dimensions, furniture & servicing, Public Facilities. Swimming Pool, Utilities work.

Module 5 :- Back of the house - good entrance, employee facilities, food preparation & storage

Reference Book :-

- The end of nature by Bill Mckibb.
- Hot Flat Crowded By Thomas L Fridmen.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM308 - FRONT OFFICE -III

0L-0T-1P-0.5C

Objective 1:-Registration, Pre- arrival procedure. On- arrival procedure Post arrival procedure. Mail/ Message Handling.

Objective 2:-Guest- VIP'S / CIP'S/ FIT'S/ FFIT'S , Staff (general)Executive.

Objective 3:-Voucher oriented during mail/ message handling. Bell desk procedure, Voucher originated.

Objective 4 :-Pre- arrival duties, On arrival duties, Post arrival duties

Objective 5:-Left luggage handling, Ancillary duties of bell desk staff.

Reference Book :-

- Managing Front Office Operations – Michael L Kasavanna& Richard M. Brooks
- An introduction to hospitality- Dennis L. Foster
- Profiles of Indian Tourism-Shalini Singh
- Tourism Today – Ratnadeep Singh
- Dynamics of Tourism – Pushpinder.S.Gill
- Hotel Reception- White & Beckley
- Hotel Front Office Training-Sudhir Andrews
- Hotel Front Office Operations – Colin Dix & Chris Baird

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM309 -FOOD PRODUCTION -III

0L-0T-2P-1C

Objective 1:-Masala bhat, Masala Fried Fish ,Carrot cucumber, Srikhand Masala Bread ,Coconut Cookies, Jam Ring ,Eggless Cake Boiled rice ,Patrani Machchi, Dal Osman, Makai No Dano , Mohanthal.

Objective 2:-Vagharelo Bhaat, Bhakari , Fish Patia, Doodhi Nu Muthia, Basundi, Ghee Bhaat ,Doi Maach, Tooria Posts Charchari, GulabJamun.

Objective 3:-Bhaat ,Macher Jhal , Panch Phoroner Charchari ,Channar PayeshFruit Cake ,Brioche, Masala Buns, Pudding Yakni Pulao, Shikumpur Kebab ,Baghara Baingan ,Double ka Meetha.

Objective 4:-Keema Pulao, Chauli Beans Usal, Sweet and Sour Suran, Khamankakdi, besanladoo, Lemon Curd Tart, Baba-au-rum, Vol-au-vent (chicken Mushroom) Prawn pulao, Fish Caldeen, Cashew potato curry, Tomato Cucumber, Pories, Moong dal Khichadi, Mutton Kholapuri, PakodaKadi.

Objective 5:-Lime Rice, Rasam, Chapati, Muligatwanny Curry, Cabage ThoranBoiled rice, Malayali Fish Curry, Ginger Pachadi, Pal Payasam Alooghobi kiTaheri, ShahiPaneer, Rajma masala, Misse Roti, Jallebi, Tomato Shorba, Bhaat, Dal PancBHMAl, Gobi Masala, DoodhPaak, Black Forest, Show Piece Bread, Marzipan fruit Boiled Rice, Sorpotel, Amotik ,French beans foogath

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World ByKaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM310 - HOUSE KEEPING -III

0L-0T-1P-0.5C

Objective 1:-Flower Arrangement

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM311 - FOOD & BEVERAGE SERVICE-III

0L-0T-2P-1C

Objective 1:-To develop skills and techniques in the operational activities of food and beverage service particularly in relation in wines, beers and spirits and other alcoholic and non alcoholic beverages .

Objective 2:-service of continental and Indian regional dishes.

Objective 3:-Spirit Service ,

Objective 4:-Taking the order for wines.,Service of White wine.Service of Red wines.Service of Champagne.

Objective 5:-Setting up and operating a bar .

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommelier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

Semester IV

BHM401 - FRONT OFFICE OPERATION -I

2L-0T-0P-2C

Module 1 :- 7 Functions of Management, factors to be considered by establishing room rates, forecasting room availability, preparing room division budget.

Module 2 :- Yield Management - Measuring its various formulas, elements of Yield Management - Potential demand tactics, Fields Strategies,

Module 3 :- Food & Beverage activities/special events

Module 4 :- Human Resource management - Recruiting, Selecting, Hiring, Orienting, Training, Scheduling, Motivation

Module 5 :- Safety & Security of Guests, Employees & assets

Reference Book :-

- Front Office Operation By Jatashankar Tiwari.
- Front Office Management By Sudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM402 -FOOD PRODUCTION - IV

2L-0T-0P-2C

Module 1:- Regional cuisine , North & South Indian, Mughlai, Bengali , Goanese & Marathi, Chinese, Mexican, Italian Menu Examples and Methods of cooking, Mass cooking, Principles, Advantages, Defenitions &Techniques.

Module 2 :- Rechaufe cookery Principles, Methods Menu Planning Types of Menu, Principles, Presentation Invalid cookery, Principles, Important Points Suitable Dishes, Food cost, Yield, Actual Food Cost Position& Cost Control.

Module 3 :-Culinary terms Importance, Advantages and Disadvantages Purchasing . receiving, storing, issuing etc. Method of operational sources of supply, Specification of Tenders quotation, standardized buying, purchasing order, spot purchase requisition etc)Stores and Stock Control (the process of indenting, Store Requisition, Store Receipt, BIN card, Stock Registers, the store keepers Log Book Issuing (Inventory & Inventory Control, Stock Valuation, LIFO, FIFO)

Module 4 :- Food cost control Objectives of Food Costing, Checks & checking system, analyzing costs Quality & Quantity Control Yield Analysis, Market report standard costing, the Recipe Card introduction of catering Tools of Catering Management for the following organizational Top Management, Middle management / Line Management Operational Staff.

Module 5 :- Management of Resources available to the Catering Manager Menu :-Planning, Designing, Analysis / Merchandising, Area Selection / Space requirement, Policy formulation, Setting of equipments Maintenance Food & Beverage Service Area :-Planning layout & Designing Establishing staffing levels :- H.R.D in Catering Industry.

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM403 - HOUSE KEEPING & SANITATION

2L-0T-0P-2C

Module 1:- Planning staff Recruitment, Process of Job analysis, Job Description, Job specification, Duty Rosters

Module 2 :- Induction Procedures, Training Programs, Capital & Operational Budgets, Planning a H/K budget, Methods of buying, Guidelines for purchasing.

Module 3 :- Stores & stock control, Requisitioning for guest/cleaning supplies Some Emergency situations, Fire Prevention, Fire Fighting .Safety Awards.

Module 4 :- Accident prevention, First aid procedures, administering first aid Layout of Rooms, Layout of Suits.

Module 5 :- Role of Color in Interiors, Color Schemes Soft Furnishing, Lighting Systems, Cleaning

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM404 - FOOD & BEVERAGE OPERATION -I

2L-0T-0P-2C

Module 1:-Introduction to Spirits., Types, Uses etc.

Module 2 :-Manufacturing process of distilled alcohol Whisky Vodka, Rum, Gin, Liquor, Snap, Beer, Taquila. etc,

Module 3 :-Cocktails, Atleast 10 types of cocktail study .

Module 4 :-Banqueting, Reservation, Layouts Banquet function prospectus / Generation

Module 5 :-Recruitment policy, Selection of staff Orientation ,Training, Employee Motivation ,Scheduling Employees

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM405 - CATERING MANAGEMENT

3L-0T-0P-3C

Module 1:-Introduction to Catering Management, Principles & functions of catering Management.

Module 2:-Tools of Catering Management for the following organizational Top Management, Middle Management ,Line Management Operational Staff (workers).

Module 3 :-Management of Resources available to the Catering Manager ,Menu, Planning, Designing, Analysis, Merchandising.

Module 4:-Kitchen Planning, Area selection, Space requirement, Policy formulation, Setting of equipments, Maintenance.

Module 5 :-Food & Beverage service area, Planning, Layout &Designin Establishing staffing levels, H.R.D. in Catering Industry.

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service SommalierBy H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM406 - TRAVEL & TOURISM MANAGEMENT

3L-0T-0P-3C

Module 1 :- Tourism Phenomenon. Understanding tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism. Origin growth and development of tourism.

Module 2 :- Geography and Tourism. India's bio diversity. Landscape – Physiographical structure of India. Climate and Seasons of India

Module 3 :- Transport Systems. Transport Systems – Air, Rail, Road, Waterways, Travel Agencies – Definition, history, Role and functions, Types, Tourism Organization and Associations – Introduction, functions and organization of IATA, WTO, ASTA, PATA, TAAI, Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions

Module 4 :- Medical Tourism. glimpse of Indian architectural history – Hindu & Buddhist architecture, Southern style – Hoysala, Northern Style – Mughal. India's historical monuments: TajMahal & Charminar, Religions of India, Fair's and festival's of India, Performance arts- dance, music, theatre – Uttar Pradesh, Karnataka, Kerala

Module 5 :- Famous Destination of tourism. Accommodation, Supplementary accommodation, Tourist Destinations of India: Golden Triangle – North and South

REFERENCE BOOKS

- Hotel for tourism development- DR JAGMOHAN NEGI
- Profiles of Indian tourism – SHALINI SINGH 3. Tourism today – RATNADEEP SINGH
- Dynamics of tourism – PUSHPINDER S GILL
- Introduction of tourism – SETH
- Tourism past, present and future- BOOKHARD
- Tourism principles and policies – AK BHARIA
- Travel agents and tourism – MERRISON JAMEW
- Tourism and cultural heritage of India – ACHARYA RAM
- Culture and art of India – MUKARJEE A

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM407 - HOTEL ACCOUNTS

3L-0T-0P-3C

Module 1 :- Costing and Folio.

Module 2 :- Stock Maintenance. LIFO, FIFO method.

Module 3 :- Final Accounts , Preparation of Trading and profit and loss accounts, Balance sheets

Module 4 :- CONCEPTS OF COST , Ingredient Costing Hotel cost Sheet, Food cost percentage

Module 5 :- Hotel Accounts , Guest Ledger, Register of coupons issued Register of Reservation, Guest Registration card bill Arrival Departure, Daily Food cost sheets

Reference Book :-

- Basics Accounts By Jaspal Singh
- Accounting Concept By Anand Kumar .

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM - 408 FOOD COMMODITIES

3L-0T-0P-3C

Module 1 :- Understanding the methods of storage, Refrigeration Principles of storage, Correct Temperature, Time of Storage

Module 2 :- Element of Presentation, Classical & modern garnish Proper accompaniments

Module 3 :- Introduction of various commodities used in food production Department.

Module 4 :- Cereals - Rice , Wheat, Other Cereals , Pulses, Uses of different types of Pulse, Tea and processing, Fresh fruits and vegetables.

Module 5 :- Cheese - Classification, Manufacture and uses Coffee, processing & uses Cocoa - Manufacture of chocolate, processing, cocoa powder Herbs and spices - Classification, description and uses procurement and storage

Reference Book :-

- Food Commodities by Bernard Davis.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM409 - FRONT OFFICE OPERATION -I

0L-2T-0P-1C

Objective 1:-Cashiering while checking of the VIP's/ FIT's /GROUP Cashiering Procedures during the stay of the guestCashiering while Checkout.

Objective 2:-Night Auditors Job Vouchers/Documents generated Walking with National Cash Registers

Objective 3:-Night clerk report.

Objective 4:-Case Studies, Brain Teasers.

Objective 5:-Budgeting

Reference Book :-

- Front Office Operation ByJatashankarTiwari.
- Front Office Management BySudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM410 - FOOD PRODUCTION -IV

0L-0T-2P-1C

Objective 1:-Yakni, Boiled Rice, Mutton Korma, AlooJeera Fry, Dalma Sabat, Mooti ChoorLadoo, Boiled Rice, Mutton Burani, Mirchika Salan GilleFirdose.

Objective 2:-Aamkapana, Machchli Amritsari, Sarson ki Saag, Dal Maharani, Makkiki Roti, Phirnee, Vegetable Pizza, Chicken Pizza, Mushroom Pizza, Lemon Soufle, Malabari Paratha, Chicken Chettinad, Beans Vazhatiyathu, Jangri.

Objective 3:-Boiled Rice, Mutton Vindaloo, Cabbage Saute, Dal & Veg. Sorak,Chicken Loaf, Veg.Loaf, Nimki, Apple Pie,Baked Alaska, Souffle(Milk Less), Floating IcelandChocolatePastry,Vanilla Pastry, Cheese Cake,Cake (Birthday), Nut Corner, Coffee CakeEggless cake, Fruit Cake, Chocolate Cake, Two in One cake.

Objective 4:-Bacon & Bamboo Shoot soup, Eggroll, Fried rice, Chicken Chilli, Stuffed Green PepeerSadeChawal, Murg Do Pyaza, Sukhi Gobi, PanchratiDal,Cream de Vollaile Princes, TournedoBearnanise, Pommes de terre, Croquettes, Ratatouille, Cream bruleeZuppaPavese, LasagnePasticalle, OssoBuco, Cassata a la sicilienna.

Objective 5:-DhakaiParatha, AcharGosht, Moolikasaag, Tarka Dal, PhirneeTomotoShorba, Sabzgosht, Punjabi lobia, Vegetable Puloa, GulabJamun

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World ByKaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM411 - HOUSEKEEPING & SANITATION

0L-0T-2P-1C

Objective 1:-Treatment of VIP guest Special Amenities provided for VIP's

Objective 2:- Room Inspection. Stain Removal.

Objective 3:-Special Decoration, Treatment of Fungs, Hygiene.

Objective 4:-Lighting System in Hotel.

Objective 5:-Sweing Methods.

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM412 - FOOD & BEVERAGE OPERATION-I

0L-0T-2P-1C

Objective 1:- To develop Skills and Techniques in the operational activities of Food & Beverage Service, particularly in relation to Wines , Beers & Spirits, & other Alcoholic & Non Alcoholic Beverages & the service of Continental & Indian Regional dishes .

Objective 2 :- Trolley service

Objective 3:- Room service

Objective 4 :- Maintaining banquet function.

Objective 5 :- Service of regional dishes.

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

Semester V

BHM501 - FRONT OFFICE OPERATION -II

2L-0T-0P-2C

Module 1:- Marketing, Mktg. Segments, Product Knowledge, Brain Storm Areas for Promotion, Aids to Improve Selling.

Module 2 :- Delivery of Hospitality with satisfaction.

Module 3 :- TQM, To develop a service Mktg. Program

Module 4:- Case Studies.

Module 5 :- Project work on Management Problems

Reference Book :-

- Front Office Operation By Jatashankar Tiwari.
- Front Office Management By Sudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM502 - FOOD PRODUCTION - V

2L-0T-0P-2C

Module 1:- SPECIALISED OPERATION- The classical kitchen brigade-the partie system. Job description and job specification of executive chef, chef de partie and commis, Recruitment and selection. Induction, training and development

Module 2 :- Types of Operation. Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu. Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

Module 3 :- Fast Food Outdoor. Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads. Hors d'oeuvres-Classification, examples and accompaniments. Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments. Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses. Cold sauces- dips, chaudfroids, aspics. Charcuterie-Sausages, bacon and ham

Module 4 :- Theme parties. Classical vegetable accompaniments. Potato preparations. Garnishes and accompaniments for popular dishes

Module 5 :- Others. Importance of planning diet – balanced diet, Factors to be considered while planning diet. Food groups and balanced diet. Factors influencing food intake and food habits

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM503 - ACCOMODATION MANAGEMENT

2L-0T-0P-2C

Module 1:- Methods of work with specifications (Task Breakdown)

Module 2 :- Work Schedule & allocation of duty (Job Cards)

Module 3 :- Inspection & standard of work expected (Checklists)

Module 4 :- Method of work & time calculated (Time & Motion study)

Module 5 :- Analysis of case studies in H/K

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM504 - FOOD AND BEVERAGE OPERATION -II

2L-0T-0P-2C

Module 1 :- BAR MANAGEMENT Introduction.

Module 2 :- Types Atmosphere Layouts, Parts Equipments Staffing KITCHEN STEWARDING

Module 3 :- GUERIDON SERVICE History Equipment Staffing Ingredients

Module 4 :- BUFFET Introduction Space required Factors, Types Equipment and check list

Module 5 :- STRATEGIC FORECASTING

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service SommalierBy H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM505 - HOTEL LAW

3L-0T-0P-3C

Module 1:- Introduction & Legal sources. Evolution of law. Classification of law. Law of contract Definition and Introduction. Essentials of contract. Time and place of performance. Break of contract. Contract of Bailment. Contract of Pledge.

Module 2 :- Hotel Laws. Introduction and classification of Hotels and other Establishments- norms.

Module 3 :- Licensing Acts. Food Adulteration act Adulteration, Misbranding, Inspectors, Food Analysts. Pollution Control Act, 1981 (Air Pollution, Water Pollution, Prevention & Control Act, 1988

Module 4 :- Agencies to protect and prevent pollution. Shops and Establishments Act. Liquor Legislations and orders. Employment Laws.

Module 5 :- Industrial Disputes Act. Payment of wages Act. Trade Union Act. Contract Labour Act. Factories Act, 1948. Workmen's Compensation Act, 1923.

Reference Book :-

- Industrial Law Book By P.L. Malik

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM506 - HOTEL ENGINEERING

3L-0T-0P-3C

Module 1:- LIFE SAFETY SYSTEMS Introduction , Fire, Security Systems

Module 2 :- WATER SYSTEMS MANAGEMENT Introduction, Sources of water, Water pumps Water & Sewage Charges Drainage systems & maintenance Swimming Pool

Module 3 :- FOOD SERVICE EQUIPMENT MAINTENANCE Introduction Food service equipment selection factors Preventive - maintenance considerations

Module 4 :- MANAGEMENT OF LAUNDRY SYSTEMS Introduction Laundering alternatives & principles Economic factors Laundry Layout

Module 5 :- Roofing, Facades, Windows & door Signage, Landscape & ground management, WASTE & POLLUTION MANAGEMENT Solid waste Air & water

Reference Book :-

- Hotel Engineering and maintenance By Tarun Bansal.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM507 - COMMUNICATION SKILLS

3L-0T-0P-3C

Module 1 :- Writing Letters & Application In English.

Module 2 :- Conversation.

Module 3 :- Terminology in English.

Module 4 :- Phrase & Idioms.

Module 5 :- Group Discussion.

Reference Book :-

- Basic English Grammar By S.K. Singh.
- Daily News Paper.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM508 - TRAVEL & TOURISM MANAGEMENT

3L-0T-0P-3C

Module 1:- Study about world most famous Tourist Spot.

Module 2 :- Hotel Booking, Group Booking By Travel Agent.

Module 3 :- TRAVEL MANAGEMENT , Ticketing Concept ,

Module 4 :- Travel Agency & Agent Concept and Introduction.

Module 5 :- Role of IATA, Role of FATA, WTO, Eco Tourism, Cultural Tourism

REFERENCE BOOKS

1. Hotel for tourism development- DR JAGMOHAN NEGI
2. Profiles of Indian tourism – SHALINI SINGH
3. Tourism today – RATNADEEP SINGH
4. Dynamics of tourism – PUSHPINDER S GILL
5. Introduction of tourism – SETH

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM509 - FRONT OFFICE OPERATION - II

0L-0T-2P-1C

Objective 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)

Objective 2:-Preparing Guest Folio Luggage handling procedures on guest arrival departure Scanty Baggage procedures Left Luggage procedures.

Objective 3:-Safety locker procedures Calculation of various occupancies & revenue To be familiar with Front Office computer package.

Objective 4:-Practice various records & Performa/ formats (Other sems)

Objective 5:-Apart from the above mentioned practicals the faculty should teach through giving assignments, case studies, situation handling, role plays, quiz, group discussions, public speaking, etc. to enhance the student personality.

Reference Book :-

- Front Office Operation By Jatashankar Tiwari.
- Front Office Management By Sudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM510 -FOOD PRODUCTION – V

0L-0T-2P-1C

Objective 1:-To impart knowledge about setting up of a Tandoor and the products related to it, Tandoori Breads. Tandoori Kababs.

Objective 2:-Preparation of menu from Regions of India. Preparation of menu from International cuisine.

Objective 3:-Preparation of some specialized Indian Sweets Milk based, Cereal based, Vegetable based.

Objective 4:-Preparation of some specialized bakery items Pizza, Pastry, Show piece bread.

Objective 5:-Fruit base dessert.

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM511 - ACCOMODATION MANAGEMENT

0L-0T-2P-1C

Objective 1:-Par Stock management (Student should visit at least 5 hotels and conduct a study on par stock management and prepare a brief report on the same)

Objective 2:-Laundry Management : Laundry & Flow process, Laundry collection systems. (A study on in house and contract laundry has to be done & prepare a project report)

Objective 3:-Case studies with emergencies & situations Prepare duty rosters / work schedules

Objective 4:-Planning &staffing for various situations Preparation of various Performa / formats

Objective 5:-Basic revision of Semester 1 - 5 Practicals

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM512 - FOOD AND BEVERAGE OPERATION- II

0L-0T-2P-1C

Learn about Bar and restaurant Setup.

Objective 1:-BAR SETUP

Objective 2:-GUERIDON SERVICE - Basic preparation

Objective 3:-BUFFET LAYOUT.

Objective 4:-TAKING RESTAURANT AND BANQUET RESERVATIONS

Objective 5:-Project Report.

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM601 - FRONT OFFICE MANAGEMENT -I

2L-0T-0P-2C

Module 1:- Computers in Front Office Introduction Role of computers in Front Office Operations Room reservations through computers.

Module 2 :- Other technological developments and changing trends

Module 3 :- Selling Techniques Reception as a sales department Purpose of selling the hotel product Selling methods

Module 4 :- Yield Management in Front Office Occupancy Percentage Average daily rate.

Module 5 :- History of yield management Use of yield management / Applications of yield management

Reference Book :-

- Front Office Operation By Jatashankar Tiwari.
- Front Office Management By Sudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM602 - FOOD PRODUCTION -VI

3L-0T-0P-3C

Module 1 :- Popular International Cuisines-Featuring regional classification, ingredients, methods of cooking, courses of menu. (French, Thai, Japanese, Spanish)

Module 2 :- Garde Manger(larder work)-larder and its Skill Development functions and control. Garde manger and its function.

Module 3:- Cold food presentation, aspic and chaudfroid. CharcutiereAppetiser and horsd'oeuvres

Module 4 :- Force meat - Sausage making, Galantine, Pate and Terrines.

Module 5 :- Indian gravies. Leftover cooking.

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World ByKaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM603 - HOUSE KEEPING OPERATION

2L-0T-0P-2C

Module 1:-Planning Trends in Housekeeping, Planning Guest Rooms

Module 2 :-Bathrooms, Suites maintenance.

Module 3:-Lounges, Planning for the provision of leisure facilities for a guest

Module 4 :-Colour schemes Lighting concepts & planning.

Module 5 :-Handling case studies and situations on accommodation handling

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM604 - FOOD AND BEVERAGE MANAGEMENT

3L-0T-0P-3C

Module 1:- INTRODUCTION TO FOOD AND BEVERAGE MANAGEMENT

Module 2 :- Structure ,scope and future of the catering industry - and overview. Characteristics, classification, importance, size, the consumer, the eating out habits leisure time, employment.Changing trends in the modern food and beverage department. Conclusion

Module 3:- FACTORS AND STRATEGIES CONSIDERED AND USED-With reference to the food and beverage production department. Theoretical facts and practical decision making.The team , the circumstances(change) qualities of a good decision making case study. Reviewing corporate food and beverage operation.

Module 4 :- Case studies.Sales volume and mix analysis and profit margins . Food and beverage branding strategies .Expanding and diversifying-franchising, acquisition& contract management.

Module 5 :- PLANNING AND DESIGN Location, Market feasibility, Definitions , reasons, types, stages, advantages of a feasibility study. Design and layoutThe planning process, the team ,stages involved, functions of design and layout, general principles, layout of production and service areas. Relationship between design and productivity, relation ship between production and service, constraints affecting the planning process.

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby Georg

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM 605 - MANAGEMENT TECHNIQUE

3L-0T-0P-3C

Module 1:- Productivity , Cost Control, Cost Reduction , Necessity. Elements. Process.

Module 2 :- Steps in Establishment control procedure. Centralised & Decentralised control. Budgets concept and characteristics. Cost of Poor Quality. Explain - goal objective and mission statement.

Module 3 :- Benefits of the organization of well prepared policies. Key role within an organization. Main responsibilities of P.M.

Module 4 :- Leadership, Concept of style. Patterns.

Module 5 :- Role of leadership. Type of leader. Techniques of leadership. Qualities Function of leader. Process of leadership. ISO-9000. Quality control.

Reference Book :-

- Consumer Behavior By Danny Vyanerchuk
- Marketing Management By Michel Jones.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM606 - SALES AND MARKETING

3L-0T-0P-3C

Module 1 :- Questionnaire design, Interviewing methods Marketing information system.

Module 2 :- Motivation research & continuous - an overview Meaning of Product & Classification.

Module 3:- Product Planning & Range Management including deletion New Product development - process, strategies, branding decisions, test Marketing.

Module 4 :- Communication Process, Objective, Components Advertising - mass media, characteristics, costs, below the line media sales promotion, point of sale material, DMA, Costs

Module 5 :- Personal selling-organization, management costs, telephone selling Recognized the vertical role played by price, the factors affecting pricing, decisions and the price options open to a company Planning a campaign, budget approaches, measuring effectiveness, Agency relations.

Reference Book :-

- Sales Bible By Jeffrey Gitomer.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM607 - WRITING SKILLS FOR HOSPITALITY OPERATION

2L-0T-0P-2C

Module 1 :- Internal Mail System In An Organization.

Module 2 :- Filing and Memo In Hotel

Module 3 :- Group Discussion.

Module 4 :- Hospitality Communication Concept.

Module 5 :- Speaking and conversation

Reference Book :-

- Business Writing By V. Jeya Santhy.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM 608 - COMPUTER APPLICATIONS

1L-0T-0P-1C

Module 1:- MS-POWERPOINT Slide enhancements, changing defaults, Slide shows. INTRODUCTION TO INTERNET Identify the Internet Browser and learn to browse E-mails - how to send and receive Download from the Net.

Module 2 :- MANAGEMENT INFORMATION SYSTEMS MIS designs and functions Managing multi processor environments, MIS security issues HOTEL INFORMATION SYSTEM The HIS concept, terminology, HIS hardware HIS Software modules :- Reservation, Guest Accounting, Room Management

Module 3:- COMPUTER BASED RESERVATION SYSTEM Central reservation systems (CRS) Property level Reservation systems :-Reservation enquiry, Determination of availability Confirmation of reservation, Generation of reports, Reservation through Internet.

Module 4 :- ROOM MANAGEMENT APPLICATIONS Room status, Room and rate assignment In house guest information functions, House Keeping function Generation of reports

Module 5 :- GUEST ACCOUNTING MODULE Types of accounts, Posting entries to accounts Night audit routine, Account settlement Generation of Reports

Reference Book :-

- Computer application By Vijay K. Pandey.
- Advance computer application By Hawng K

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM609 - FRONT OFFICE MANAGEMENT-I

0L-1T-2P-1.5C

Objectives 1:-Computers in Front Office And handling PMS Generation of reports / Night audit Internet / E- Commerce Websites of our hotels and other hotels.

Objective 2:-Collect addresses of search engines for browsing & updates Working knowledge of computers to assist in installation of software related to Front Office.

Objective 3:-Charting credit policies / floor limits and billing procedures Handling Travellers cheques, foreign currencies, credit cards, fake currencies & procedures.

Objective 4:-Front Office Statistics.

Objective 5:-Budget estimates of revised budgets Marketing & hotel sales statistics MIS and related graphs / Segmentation SWOT Analysis and action plan Mock report generation

Reference Book :-

- Front Office Operation By Jatashankar Tiwari.
- Front Office Management By Sudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM 610 -FOOD PRODUCTION -VI

0L-1T-1P-1.5C

Objective 1:-COOKERY (HOT and COLD KITCHEN) To be skilled in various particular course of menu, regarding region, characteristics, ingredients used, method of cooking, recipes, presentation forms etc.

Objective 2:-HORS D'OEUVRE-Sandwich, Cold cuts, Salads, Force meat preparation.

Objective 3:-POTAGE-Stress to be put on National and International soups. OEUF FARINEUX POISSON ENTRÉE RELEVÉ SORBET ROTI LEGUME

Objective 4:-Roll ENTREMETS SAVOUREUX DESSERT

Objective 5:-ADVANCED BAKERY and CONFECTIONER Different types of paste Different types of tarts Exclusive cake item Exclusive bread

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM 611 - HOUSEKEEPING OPERATION

0L-0T-1P-0.5C

Objective 1:-Basic revision of Semester 1 to 5, Designing Concepts.

Objective 2:-Interior designing - using various elements of art, principles of design.

Objective 3:-Designing of Lobby, Guest Rooms, Restaurants, Ethnic restaurants, etc.(Visit to various hotels / establishments to study interiors should be encouraged by the faculty) Students should design any one prepare a report)

Objective 4:-Case studies and situations on accommodation handling (students should be able to analyse case studies and situations and arrive at solutions.

Objective 5:-Case studies and situation handling would form integral part in practical examination.

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM612 - FOOD AND BEVERAGE MANAGEMENT

0L-1T-1P-1.5C

Objective 1:-INTRODUCTION TO FOOD AND BEVERAGE MANAGEMENT

Objective 2:-Structure ,scope and future of the catering industry - and overview. Characteristics, classification, importance, size, the consumer, the eating out habits leisure time, employment. Changing trends in the modern food and beverage department. Conclusion

Objective 3:-FACTORS AND STRATEGIES CONSIDERED AND USED-With reference to the food and beverage production department. Theoretical facts and practical decision making.The team , the circumstances(change) qualities of a good decision making case study. Reviewing corporate food and beverage operation.

Objective 4:-Case studies. Sales volume and mix analysis and profit margins .Food and beverage branding strategies .Expanding and diversifying-franchising, acquisition& contract management.

Objective 5:-PLANNING AND DESIGN Location, Market feasibility, Definitions , reasons, types, stages, advantages of a feasibility study. Design and layout The planning process, the team ,stages involved, functions of design and layout, general principles, layout of production and service areas. Relationship between design and productivity, relation ship between production and service, constraints affecting the planning process.

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM613 - COMPUTER APPLICATIONS

0L-0T-2P-1C

Objective 1:-MS-POWERPOINT Slide enhancements

Objective 2:-Changing Defaults Viewing Slide shows

Objective 3:-INTRODUCTION INTERNET Identify the Internet Browser and learn how to browse E-mails - how to send and receive Download from the Net

Objective 4:-FAMILIARIZE WITH HOTEL SOFTWARE How to handle any hotel software

Objective 5:-Bookings and Reservations through Hotel software Reservation of Hotels through Internet.

Reference Book :-

- Computer application By Vijay K. Pandey.
- Advance computer application By Hawng K

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

Semester – VII

(6 MONTHS INDUSTRIAL EXPOSURE)

(Duration of training can be extend till 1 year and it can be in either VII / VIII Semester.)

Total Credit – 30

Log Book – 5 Credit

Project Report – 15 Credit

Viva – 10 Credit.

BHM700- INDUSTRIAL EXPOSURE.

OBJECTIVES :

The objective of this industrial practicum is to help the students understand the Working of a hotel and be able To analyze its strengths weakness opportunities and the threats.

TYPE OF REPORT

The report should be based on the compulsory training to be completed in a reputed hotel (India / Abroad) . A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Project report should be prepared using the Information mention in the log book . The student should cover all 4 major departments of the hotel in project report.

FORMULATION

The length of the report may be about 150 to 160 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits).10% variation on the either side is permissible.

SUBMISSION OF REPORT

One typed (duly signed) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted. Project submitted later than that will not be accepted.

- Original training certificate
- University copy & student 's copy of project report .
- Students log book (duly signed by Training Manager / HR Manager OR equivalent)
- Examination Hall ticket.
- College identity card
- Dress code : College uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM801 - FRONT OFFICE MANAGEMENT -II

2L-1T-0P-3C

Module 1 :- Interpersonal Skills and handling conflicts Transactional analysis Ego states Life positions, Conflict handling techniques

Module 2 :- Communications in accommodation management Meaning & definition.

Module 3 :- Channels of communications Overcoming barriers Effective communications

Module 4 :- Trends in Operations in the Hotel Industry New hotel chains and concepts world wideEco-friendly hotels Time Share concepts Palace on wheels, The changing trends in Front Office

Module 5 :- Glossary of terms in Front Office

Reference Book :-

- Front Office Operation By Jatashankar Tiwari.
- Front Office Management By Sudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM802 - FOOD PRODUCTION CONTROL

2L-1T-0P-3C

Module 1:- Pastry and Bakery, Ice creams and sorbets, Bake shop production Rolled in doughs, Cake formula, Icings and toppings, Chocolate work.

Module 2 :- Food production cost control, Standard purchase specification., Dealing with suppliers, Store organization.

Module 3 :- Stock control Establishing and evaluation of standard recipe cuts Developing, assessing and testing new recipes.

Module 4 :- Sales monitoring Flash food cost control Stock taking methods.

Module 5 :- Food cost Reconciliation sheets Food cost percentage Analysis of results with study of cause and remedies.

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomso

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM803 – HOUSE KEEPING MANAGEMENT

2L-1T-0P-3C

Module 1:- Energy conservation methods & eco-friendly concepts in Housekeeping.

Module 2 :- Study on cases & situations energy conservation. Trends in the operations in the hotel industry New hotel chains and concepts world wide.

Module 3 :- The changing trends in Housekeeping operations The changing trends in Housekeeping Management Concept of recruitment, selection and training

Module 4 :- Training & Selection methods Employee separation / employee counseling Performance appraisals techniques

Module 5 :- Principles of Human relations PMS handling related to Housekeeping Glossary of terms in Housekeeping

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanagar

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM804 - FOOD AND BEVERAGE CONTROL

2L-0T-0P-2C

Module 1:- MANAGING FOOD AND BEVERAGE OPERATIONS Quality management in food and beverage operations. Operating research:-Forecasting menu analysis, profitability, productivity improvement.

Module 2 :- Marketing and merchandising techniques Advertising and promotion Advanced menu planning for food festival s, major events, different types of diets, catering system . Special guest catering

Module 4 :-Head of state ,hi-prolific individuals. Managing large scale events. Food and beverage purchasing and receiving .Functions, ordering, requisitions, receiving Managing restaurants. Managing bars. Managing kitchens. Managing stores.

Module 4 :- FOOD AND BEVERAGE CONTROL OPERATIONS Planning and budgeting. Food cost control and production control. Beverage cost control.

Module 5 :- Food and beverage cost calculation and evaluation. Determining standards. Inventory control .Purchasing and receiving control. Stores control . Bar control. Management information systems .Monitoring customer satisfaction (use of computers in cost control)

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby Georg

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM805 - PRINCIPLES OF MANAGEMENT

3L-0T-0P-3C

Module 1:- Management by objective.

Module 2:- Problem Solving tools

Module 3:- Managerial Effectiveness.

Module 4 :- Handling Customer Complains.

Module 5 :- Principles of satisfaction.

Reference Book :-

- Principles of management By J A Freeman.
- Principles of management By W.L.Hill.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM806 - INTERPERSONAL SKILLS

3L-0T-0P-3C

Module 1:- Learn and practice about Self confidence and Positive attitude.

Module 2 :- Right way communication & Team Player.

Module 3 :- Time management Skills & Critical Thinking.

Module 4 :- Coping with Pressure & flexibility.

Module 5 :- Strong work ethics & ability to accept constructive feed back.

Reference :-

- Comprehensive skills by Arun Sharma & Aruna Meenakshi.
- How to Talk to Anyone, Anytime, Anywhere: The Secrets of Good Communication” by Larry King and Bill Gilbert

Practice set and GD.

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BHM807 - HUMAN RESOURCE PLANNING

3L-0T-0P-3C

Module 1:- Concepts and process of Human Resource Planning Macro-level scenario of Human Resource Planning

Module 2 :- Methods & techniques - demand forecasting Job evaluation - concepts, scope & limitation , Job Analysis & job descriptions Job evaluation methods.

Module 3 :- Human Resource Information Systems Human resource Audit Human resource Accounting.

Module 4 :- Human resource development - an overview Human resource development systems Task Analysis.

Module 5 :- Human Resource development in service industry Organizing for Human resource Development Emerging trends & perspective

Reference Book :-

- Fundamental of Human Resource By J. Latika.
- 100 ways to motivate employees By Steve Chandler.

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1L-0T-0P-1C

BHM 808 – PRESENTATION SKILLS & PROJECT WORK

Project Work :-

This project should be based on a field study leading to the identification of a site or a proposed new hotel / resort project (3,4,5 Star category) The student should then establish the market feasibility of this proposed hotel based on Amount of capital to be invested Net / Gross financial potential from target audiences Implementation & development in a phase or at once, etc.

FORMULATION

The length of the report may be 150 double spaced pages (excluding Appendices & Annexure) 10% variation in either side is permitted.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM809 - FRONT OFFICE MANAGEMENT-II

0L-0T-1P-0.5C

Objective 1:-Comprehensive case studies (a must for specialization in Front office) Claims in travelers cheque Extra occupant in the room at odd hours Fire on floors / bomb scare Overbooking

Objective 2:-Drafting of Business letters Special rates and agreements for accommodations Notifications / Interdepartmental communication.

Objective 3:-In depth knowledge of competitors, their profile, constant update of their business strategies, SWOT analysis Providing & making itenary to guest regarding tourists interests Protocols of VVIP , VIP's and CIP's & traditional welcome amenities (Ministers, Dignitaries, Govt. Officials, Foreign delegates and others)

Objective 4:-Development of rapport with clientele Preparing Company's vision & mission statements The purpose of opening the firm Company's / our commitment towards the guest.

Objective 5:-Front Office inventory & stationeries used A week as a Front Office Manager - mock session.

Reference Book :-

- Front Office Operation By Jatashankar Tiwari.
- Front Office Management By Sudhir Andrews.
- Hotel Operation By James A Bardly.
- Front Office Sales By Denijel Carven

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM810 - FOOD PRODUCTION CONTROL

0L-0T-1P-0.5C

Objective 1:-SPECIALIZATION, COOKERY (HOT and COLD KITCHEN)To be skilled in one particular cuisine and to be confident in all aspects of the cuisine from menu planning to preparation of dishes. Regional aspects Characteristics

Objective 2:-Ingredients used Courses of menu Methods of cooking

Objective 3:-Meal plans, Recipes, Menus, Presentation, Working knowledge of butchery

Objective 4:-Areas to be included-Regional aspects, Western/Continental-French, Italian, Spanish, German, American, Mexican, Indian--Moghlai, Tandoor, Dum Pukht, Handi, Chettinad, Andhra, Malabar, Goan, Coorg

Objective 5:-ADVANCED BAKERY AND CONFECTIONERY Exclusive Cookies, Different types of icings Carving, Swiss roll, Dutch roll and its varieties

Reference Book :-

- Modern Cookery By Thangam E Philip .
- Food Technology By Jim Smith & Lilly Hong Som.
- Food Craft By Tony Winch.
- Food World By Kaithlin Thomson.

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM811 - HOUSEKEEPING MANAGEMENT

0L-0T-1P-0.5C

Objective 1:-Energy conservation & eco-friendly concepts - students should be given assignments to work on these concepts and trends in housekeeping.

Objective 2:- Study on cases & situations energy conservation.

Objective 3:-Budgets : Basic knowledge on preparation of budgets based on a mock data of housekeeping department.

Objective 4:- Application of ideas related to Training & Selection methods , Employee separation / employee counseling Practice with mock sessions of interviewing candidates.

Objective 5:-Application of motivation trends & principles of Human relations Practice with computer & PMS handling related to Housekeeping

N.B. Case studies and situation handling would form integral part in practical examination.

Reference Book :-

- House keeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- House keeping Management By Sushil Kumar Bhatanaga

VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

BHM812 - FOOD & BEVERAGE CONTROL

0L-0T-1P-0.5C

Objective 1:-To ascertain the supervisory skills and management abilities of the students. Students has to do things which are enlisted below , Staff scheduling

Objective 2:-Maintaining various types of registers Conducting briefing, hand over of the shift Making sales report of different F&B outlet.

Objective 3:-Guest complain handling, Solving interdepartmental problems in operations. Preparing requisitions for purchasing and storage.

Objective 4:-Requisition for the kitchen stewarding unit. Preparing bills.

Objective 5:-The student will be assigned a team , according to the requirement, to conduct operations for a particular outlet in the F&B service department.

Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By H. Berbuguly.
- Service and Management By Bobby George.

