



# 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	Ma x. Ma rks	The ory exa m	Inter nal Asses smen t	Lectu re per week	Tuto rial per week	Practic al/ 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
		<b>TOTAL</b>	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 -II	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
		<b>TOTAL</b>	900	490	410	20	0	8	24
Exam Duration									3 Hours

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## 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
		<b>TOTAL</b>	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
		<b>TOTAL</b>	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
		<b>TOTAL</b>	900	500	400	20	0	8	24

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## 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
		<b>TOTAL</b>	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 )**

<b>Core Subject</b>	<b>Marks</b>
Log Book	50
Viva	50
Project Report & Presentation	100



# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## 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
		<b>TOTAL</b>	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**, tourism and its importance, Hospitality and its origin, brief introduction to hotel core areas with special reference to front office.

**Module 2:-Types of Hotels**, size, star ,location & clientele, ownership basis, independent hotels, management contracted hotel, chains, franchise/ affiliated, supplementary accommodation etc.

**Module 3 :- Organizational Structure / Hierarchy** To define mission and create organization charts. Classify the Hotel's functional areas and discuss. Hotel entrance, lobby and front office layout.

**Module 4 :- Job Description** The nature and uses of Job Description / Specification, Classification of Hotels, To 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 Process.

**Module 5 :- Types of Rooms & Plans** Types of Rooms. 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.
- Front office Management & operations-Sudhir Andrews.
- Introduction Of Hospitality Industry-Shesadav S Nayak.
- Successful Tourism Practices-Parn Nath Seth.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM102 - FOOD PRODUCTION -I

### 3L-0T-0P-3C

**Module 1 :-To Introduce the Historical progression leading to modern cookery**, Cooking -art or science History of cooking. Aims & Objectives of Cooking Food: Classification- Cooking materials & their uses. Foundation Ingredients- meaning, action of heat on carbohydrates, fats, proteins, minerals and vitamins.

**Module 2 Raw material**, fats & oils- meaning & examples of fats & oils, quality for shortenings, commonly used fats & their sources & uses. Raising agent- functions of raising agents, chemical raising agents & yeast. Eggs- uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, storage of eggs. Salts- uses. Liquid- water, stock, milk, fruit juices etc. Uses of liquid. Flavorings& seasoning- uses & example. Sweetening agents- uses & examples. Thickening agent.

**Module 3 :- Equipment used in kitchen types of kitchen equipment-** Diagrams, Uses, Maintenance, Criteria for Selection.Preparation of ingredients, Washing, peeling scraping, paring, Cutting- terms used in vegetables cutting, julienne, brunoise, mecedoine, jardinière, paysanne-grating, grinding, mashing, sieving, milling. Steeping, centrifuging , emulsification evaporation, homogenization, methods of mixing foods. **Stock** meaning uses and types of stocks, points observed while making stock, recipes for 1 liter of white, brown and fish stock. Glazes- meaning & uses.

**Module 4 :- Sauces-** meaning, qualities of a good sauce, types of sauces- proprietary sauce and mother sauce. Recipe for I lit Béchamel, Veloute, Espagnole, Tomato & hollandaise. Derivatives of mother sauces. (only name, no recipes) recipes for known International Sauces & their Uses.

**Module 5 :- Do's and don'ts while working in the kitchen** To understand the functioning Production Dept. Organizational structure Layout Duties & responsibilities Interdepartmental relations. :- Culinary Terms. Basic cookery terms related to modules.

### 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.
- Food Production Operation and Management-Dr. Gulshan Soni
- Professional Cooking-Wayne Gisslen.
- Theory of Cookery- Krishna Arora.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM103 - HOUSEKEEPING - I

### 3L-0T-0P-3C

**Module 1 :- Introduction** Categories , Types and Organization Structure of a hotel , Meaning Definition and importance of Housekeeping Department, Role of housekeeping in Hospitality Industry.

**Module 2 :- Organization of H/K / Hierarchy** Layout and organizational structure of small , medium & large Hotel, Importance and relationship emphasis on front office and maintenance , relevant sub section, roll of key personal in housekeeping department. Job description and job specification of housekeeping staff, executive housekeeper, deputy housekeeper, floor supervisor, public area supervisor, room attendant, houseman, head Gardner etc.

**Module 3:-Hotel guest Room** Types of room, standard layout of single, double, twin and suit room. Difference between smoking and non smoking room, barrier free rooms, Furniture, fixture, fittings, soft furnishing, guest supply accessories, amenities in a guest room. Different types of bed sizes.

**Module 4 :- Amenities / Supply** Amenities provided in standard, superior & deluxe rooms , VIP amenities, Items provided on request, Placement of Supplies in a room . Importance, role, checklist. Forms, formats & registers used, Terminology Used in Housekeeping.

**Module 5 :-Principles of Cleaning and Cleaning Equipment with their types and uses** General principles of cleaning, Cleaning Schedules, Daily, weekly & Spring Cleaning, Morning & evening service, Second service, Planning a weekly cleaning schedule, Public area cleaning methods & Schedules. Lay out.

### Reference Book :-

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

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM104 - FOOD & BEVERAGE SERVICE-I

### 3L-0T-0P-3C

**Module 1:- The Hotel & Catering Industry** Introduction to the Hotel Industry and Growth of the hotel Industry in India. Role of Catering establishment in the travel/tourism industry. Types of F&B operations. Classification of Commercial Residential Non-residential. Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc. Structure of the catering industry - a brief description of each.

**Module 2:- Departmental Organization & Staffing** organization of F&B department of hotel. Principal staff of various types of F&B operations. Duties & responsibilities of F&B staff. Attributes of a waiter. Inter-departmental relationships (Within F&B and other department).

**Module 3:- Food Service Areas (f & b outlets)** Specialty Restaurants. Coffee Shop. Cafeteria. Fast Food (Quick Service Restaurants). Grill Room. Banquets. Bar. Vending Machines. Discotheque. ANCILLIARY DEPARTMENTS. Pantry. Food pick-up area. Store . Linen room. Kitchen stewarding

**Module 4:- F & B Service Equipment** Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware – Hollowware. All other equipment used in F&B Service

**Module 5 :- Non-Alcoholic Beverages** Classification (Nourishing, Stimulating and Refreshing beverages), Tea – Origin & Manufacture - Types & Brands . Coffee - Origin & Manufacture - Types & Brands. Juices and Soft Drinks. Cocoa & Malted Beverages - Origin & Manufacture.

### Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommelier By H. Berbuguly.
- Service and Management By Bobby George.
- Food & Beverages Service-S.N Bagchi.
- Food & Beverage Service-Sudhir Andrews.
- Professional table Service- John Wiley.
- Foundation of Restaurant Management and Culinary Art-Pearson

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## **BHM105 - SAFETY AND FIRST AID ( THEORY )**

**3L-0P-0T-3C**

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

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

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

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

**Module 5:- Fire & Extinguisher** 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 - I

### 3L-0T-0P-3C

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

**Module 2:- Energy** Definition of Energy and Units of its measurement (Kcal). Energy contribution from macronutrients (Carbohydrates, Proteins and Fat). Factors affecting energy requirements. Concept of BMR, SDA, Thermodynamic action of food. Dietary sources of energy. Concept of energy balance and the health hazards associated with Underweight, Overweight.

**Module 3:- Carbohydrates** Definition, classification, dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases).

**Module 4:- Lipids** Definition. Classification : Saturated and unsaturated fats. Dietary Sources. Functions. Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health Cholesterol – Dietary sources and the Concept of dietary and blood. Cholesterol.

**Module 5:- Vitamins** Definition and Classification (water and fats soluble vitamins).Food Sources, function and significance of:1. Fat soluble vitamins (Vitamin A, D, E, K)2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin,Folic acid.

### Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommelier By H. Berbuguly.
- Service and Management By Bobby George.
- Food Science And Nutrition-Sunetra Roday.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM107 - PD & 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:- Quarries & Conversation** 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:- Vouchers & Cards** 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:- Grooming & Attitude** 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:- Etiquettes** Grooming and Hospitality etiquette, Welcoming/ greeting the guest

**Objective 4:- Handling Currency & Baggage** 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:- Telephone handling, Role play:** Reservation, Arrivals, Luggage handling, Message and mail handling, Paging.

### **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:- Basic Hygiene practices to be observed in the Kitchen.** Safety practices to be observed in the kitchen: First Aid for cuts and burns. Proper usage of a kitchen knife and Hand Tools. Understanding the usage of small equipment. Identification of Raw Materials.

**Objective 2:- Identification of Raw material,** Identification and Selection of Ingredients - Qualitative and quantitative measures

**Objective 3:- Cuts of Vegetables.** julienne, jardinière, macedoines, brunoise, paysane, mignonnete, dices, cubes, shred, mirepoix

**Objective 4:-, Breakfast Preparation** of Indian Continental & English.

**Objective 5:- Basic Indian Snacks** Preparations.

### 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:-Introduction** Equipment handling, Care & Cleaning & Identification of Cleaning, Equipments (both manual & Mechanical)

**Objective 2:- Guest room layout** Single double, twin and suit room layout.

**Objective 3:-Cleaning Procedure** Daily Cleaning of Rooms and Bath Rooms, Evening Service. Filling of checklist.

**Objective 4:- General cleaning & Types** Weekly Cleaning, Monthly, special, periodic and public area cleaning. Filling of checklist.

**Objective 5:-Bed Making procedure.**

### **Reference Book :-**

- Housekeeping Operation By Roy C Wood.
- Professional Management By Ursula Jones.
- Housekeeping Management By Sushu Kumar Bhatanagar

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM111 - FOOD & BEVERAGE SERVICE –I

### 0L-0T-2P-1C

**Objective 1:-Introduction** Familiarization of Restaurant Equipment. Identification of Equipments.

**Objective 2:- Basic Technical Skills:-** Holding Service Spoon & For. Carrying a Tray / Salver. Laying a Table Cloth. Changing a Table Cloth during service. Placing meal plates & Clearing soiled plates.

**Objective 3:-Side Board Setup** Stocking Sideboard. Service of Water. Using Service Plate & Crumbing Down.

**Objective 4:- Table Setup** lying of table Linen, Layout of various meals. Cleaning & polishing glassware. Folding Service Folding serviettes in various designs.

**Objective 5:- Tea – Service. Coffee - Service. Juices & Soft Drinks – Service.** Juices, Soft drinks, Mineral water.

### 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 II

### BHM201 - FRONT OFFICE-II

#### 3L-0T-0P-3C

**Module 1: - Tariff Structure** Basis of charging, Plans, competition, customer's profile, standards of service & amenities. Hubert formula. Different types of tariff Rack Rate Discounted Rates for Corporate, Airlines, Groups & Travel Agents. Room selling techniques, Up selling, Discounts.

**Module 2 :- Front Office And Guest Handling** • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure. Front Office Co-Ordination With other departments of hotel.

**Module 3:- Reservation** Importance of reservation. Modes of reservation. Channels and sources (FITs, Travel Agents, Airlines, GITs). Types of reservations (Tentative, confirmed, guaranteed etc.) Systems (non automatic, semi automatic fully automatic) Cancellation. Amendments H. Overbooking

**Module 4 :- During The Stay Activities.** Information services. Message and Mail Handling. Key Handling. Room selling technique Hospitality desk. Complaints handling .Guest handling. Guest history.

**Module 5:-Hotels Regulation.** 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 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.
- Front office Management & operations-Sudhir Andrews.
- Introduction Of Hospitality Industry-Shesadav S Nayak.
- Successful Tourism Practices-Parn Nath Seth.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM202 - FOOD PRODUCTION -II

### 3L-0T-0P-3C

**Module 1 :- Methods of cooking food-** transference of heat to food by radiation, conduction & Convection- magnetrons waves meaning, boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot rousing, explanations with examples.

**Module 2 :- Vegetable Cookery.** Introduction – classification of vegetables. Pigments and colour changes. Effects of heat on vegetables. Cuts of vegetables. **Soups**– Classification, principles, , Popular international soups, National/International soups Preparation of soups. garnishing and accompaniments

**Module 3 :- Basic Indian Masala & gravies-**Garam masala , pulao masala, curry powder ,sambhar powder, chaat masala, tandoori marination, white green & yellow gravies

**Module 4 Food commodities** Classification with examples & uses in cookery. Herbs, spices & condiments- uses of different spices & condiments Coloring & flavoring agents: name ,types & uses

**Module 5 :- Game** –meaning –types with examples. **Food commodities** Fruits- kinds with examples. Nuts –names of nuts commonly used in cooking. Cream –types ,description & their uses. Yogurt- types. Cereals-types & uses Pulses used in Indian cooking. :- Culinary Terms related to modules.

### 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.
- Food Production Operation and Management-Dr. Gulshan Soni
- Professional Cooking-Wayne Gisslen.
- Theory of Cookery- Krishna Arora.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM203 - HOUSE KEEPING -II

### 3L-0T-0P-3C

**Module 1 :- Cleaning Agents**, characteristics of good cleaning agents, types and application of cleaning agents. Use of detergents ,use of water, abrasives, degreasers, organic solvent and dry cleaning agents.

**Module 2:- Cleaning procedure and frequently schedule.** guest room prepare to clean, clean the guest room, replenishment of supplies and linen. Inspection, deep cleaning, second service, turn down service, vip handling. lobby lounge, pool area, elevators, club, f&B outlet, office areas etc.

**Module 3 :- Uniform and Tailor room**, Uniform designing, importance, types, characteristics, selection, par stock. Function of tailor room, managing inventory, par level of linen, uniform, guest loan items, machines and equipments, cleaning supplies indenting from stores.

**Module 4 :- Linen**, layout of linen room, types of linen, sizes and exchange procedure, selection of linen, storage facilities and condition, par stock, factor affecting par stock, calculation of par stock, discard management.

**Module 5 :- Desk Control** Desk control operations / Importance of Desk control Personal ,role of desk control in emergency, duty Rota and work schedule, lost and found procedure. Pest control.

### Reference Book :-

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

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM204 - FOOD & BEVERAGE SERVICE -II

### 3L-0T-0P-3C

**Module 1:- Meals & Menu Planning:** Origin of Menu, Objectives of Menu Planning, Types of Menu, Courses of French Classical Menu, Sequence. Examples from each course. Cover of each course. Accompaniments. Types of Meals. Early Morning Tea. Breakfast (English, American Continental, Indian). Brunch, Lunch, Afternoon/High Tea, Dinner, Supper.

**Module 2 :- Service** Breakfast Service, Non Alcoholic service.

**Module 3 :- Types Of Food Service.** Silver service, Pre-plated service. Cafeteria service. Room service. Buffet service. Gueridon service. Lounge service.

**Module 4 :- Sale Control System:-** KOT/Bill Control System (Manual). Triplicate Checking System. Duplicate Checking System. Single Order Sheet. Quick Service Menu & Customer Bill. Making bill. Cash handling equipment. Record keeping (Restaurant Cashier).

**Module 5 :- Tobacco:-**History. Processing for cigarettes, pipe tobacco & cigars. Cigarettes – Types and Brand names. Pipe Tobacco – Types and Brand names. Cigars – shapes, sizes, colors and Brand names. Care and Storage of cigarettes & cigars.

### 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 -II

### 3L-0T-0P-3C

**Module 1:- Proteins** Definition, Classification based upon amino acid composition. Dietary sources. Functions. Methods of improving quality of protein in food.

**Module 2 :-RDA's for different, groups** Mineral. Classification and Functions of Balanced diet Definition. Importance of balanced diet. RDA for various nutrients – age, gender, physiological state.

**Module 3:- Minerals** Definition and Classification (major and minor).Food Sources, functions and significance of. Calcium, Iron, Sodium, Iodine &Fluorine. Water Definition, Dietary Sources (visible, invisible). Functions of water. Role of water in maintaining health (water balance).

**Module 4 :- Menu Planning**-Planning of nutritionally balanced meals based upon the three food group system Factors affecting meal planning. Critical evaluation of few meals served at the Institutes/Hotels, based on the principle of meal planning. Calculation of nutritive value of dishes/meals.

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

### Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommelier By H. Berbuguly.
- Service and Management By Bobby George.
- Food Science And Nutrition-Sunetra Roday.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM206 - COMPUTER SKILLS FOR HOTEL INDUSTRY

### 2L-0T-0P-2C

**Module 1 :- Information Concepts And Processing:** Definitions. Need, Quality and Value of Information. Data Processing Concepts. Elements Of A Computer System. Definitions. Characteristics of Computers. Classification of Computers. Limitations.

**Module 2 :- Hardware Features And Uses:** Components of a Computer. Generations of Computers. Primary and Secondary Storage Concepts. Data Entry Devices. Data Output Devices.

**Module 3 :- Software Concepts:** System Software. Application Software. Language Classification. Compilers and Interpreters.

**Module 4 :- Basics Of Ms-Dos:** Internal commands. External commands. **Introduction To Windows:** GUI/Features. What are Windows and Windows 95 and above. Parts of a Typical Window and their Functions. Utilities / Application of MS-Word, Application of MS- Excel

**Module 5 :- Networks** – Theory Network Topology. Bus, Star, Ring. Network Applications. Types of Network, LAN, MAN, WAN.

### Reference Book :-

- Basics Computer By G. Manjunath.
- Computer In Hotels Concept And Applications-Partho Pratim Seal.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM207 - COMMUNICATION SKILLS

### 3L-0T-0P-3C

**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 2:-Business Communication:** Need. Purpose. Nature. Models. Barriers to communication. Overcoming the barriers

**Module 3:- Listening On The Job:** Definition. Levels and types of listening. Listening barriers. Guidelines for effective listening. Listening computerization and note taking.

**Module 4:- Effective Speaking:** Restaurant and hotel English. Polite and effective enquiries and responses. Addressing a group. Essential qualities of a good speaker. Audience analysis. Defining the purpose of a speech, organizing the ideas and delivering the speech. **Writing skills:** Application, Notes, Notice, Essay , Email etc.

**Module 5 - Non Verbal Communication:** Definition, its importance and its inevitability. Kinesics: Body movements, facial expressions, posture, eye contact etc. The communication use of space. Paralanguage: Vocal behavior and its impact on verbal communication. Communicative use of artifacts – furniture, plants, colors, architects etc.

### 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:- Revision- Role play:** Reservation, Arrivals, Luggage handling, Message and mail handling, Paging

**Objective 2:- Cashiering,** Cashiering while check in of VIP's / FIT's / Group. 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.** C Form Handling.

### **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:- Basic Cooking methods and pre-preparations** ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing), Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)

**Objective 2:- Demonstrations Stocks** - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock.

**Objective 3:- Demonstrations of Basic mother sauces**, Béchamel, Espagnole, Veloute, Hollandaise, Mayonnaise, Tomato.

**Objective 4:- Egg cookery** - Preparation of variety of egg dishes, boiling, scrambled, omlete, poaches.

**Objective 5:- Demonstration & Preparation of simple menu.**

### 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:-Uses of cleaning agents** and its purpose of cleaning. Identification of cleaning agents

**Objective 2:- Revision:-**Bed making and Identification and making of check list.

**Objective 3:-Uniform room formats**, indenting of linen room. Tailor room formats, indenting of tailor room. Control Desk etc.

**Objective 4:- Lost and Found** procedure

**Objective 5:- Care and cleaning of Metals**, students will perform brass 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

## BHM211 - FOOD AND BEVERAGE SERVICE-II

### 0L-0T-2P-1C

**Objective 1:- Table Lay-Up & Service:** A La Carte Cover. Table d' Hote Cover. English Breakfast Cover. American Breakfast Cover. Continental Breakfast Cover. Indian Breakfast Cover. Afternoon Tea Cover. High Tea Cover

**Objective 2:- Procedure For Service Of A Meal:-**Taking Guest Reservations. Receiving & Seating of Guests. Order taking & Recording. Order processing (passing orders to the kitchen). Sequence of service.

**Objective 3:- Procedure For Service Of A Meal:** Presentation & encasings the Bill, Presenting & collecting Guest comment cards. Seeing off the Guests

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

**Objective 5:- Service of Tobacco:-**Cigarettes & Cigars

### Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By 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:-Windows Operations:** Creating Folders. Creating Shortcuts. Copying Files/Folders. Renaming Files/Folders. Deleting Files. Exploring Windows. Quick Menus.

**Objective 3:- Ms Word: Creating A Document.** Entering Text. Saving the Document. Editing a Document already saved to Disk. Getting around the Document. Find and Replace Operations. Printing the Document. **Formatting A Document.** Justifying Paragraphs. Changing Paragraph Indents. Setting Tabs and Margins. Formatting Pages and Documents. Using Bullets and Numbering. Headers/Footers. .Pagnation. **Special Effects.** Print Special Effects e.g. Bold, Underline, Superscripts, Subscript. Changing Fonts .Changing Case. **Cut, Copy And Paste Operation.** Marking Blocks. Copying and Pasting a Block. Cutting and Pasting a Block. Deleting a Block. Formatting a Block. Using Find and Replace in a Block. **Using Ms-Word Tools.** Spelling and Grammar. Mail Merge. Printing Envelops and Labels. **Tables.** Create. Delete. Format. **Graphics.** Inserting Clip arts. Symbols (Border/Shading). Word Art. **Print Options.** Previewing the Document. Printing a whole Document. Printing a Specific Page. Printing a selected set. Printing Several Documents. Printing More than one Copies.

**Objective 4:- Ms-Excel.** How to use Excel. Starting Excel. Parts of the Excel Screen. Parts of the Worksheet. Navigating in a Worksheet. Getting to know mouse pointer shapes. **Creating A Spreadsheet.** Starting a new worksheet. Entering the three different types of data in a worksheet. Creating simple formulas. Formatting data for decimal points. Editing data in a worksheet. Using AutoFill. Blocking data. Saving a worksheet. Exiting excel. **Making The Worksheet Look Pretty.** Selecting cells to format. Trimming tables with Auto Format. Formatting cells for:- Currency- Comma- Percent- Decimal- Date. Changing columns width and row height. Aligning text- Top to bottom- Text wrap. PRINTING THE WORKSHEET.

**Objective 5:- Ms-Power Point.** Making a simple presentation. Using Auto content Wizards and Templates. Power Points five views. Slides- Creating Slides, re-arranging, modifying- Inserting pictures, objects- Setting up a Slide Show Creating an Organizational Chart.

### Reference Book :-

- Basics Computer By G. Manjunath.
- Computer In Hotels Concept And Applications-Partho Pratim Seal.



# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## SEMESTER III

### BHM301 - FRONT OFFICE -III

#### 3L-0T-0P-3C

**Module 1:- Check Out Procedures:** Guest accounts settlement- Cash and credit- Indian currency and foreign currency- Transfer of guest accounts- Express check out.

**Module 2 :- Computer Application In Front Office Operation:** Role of information technology in the hospitality industry. Factors for need of a PMS in the hotel. Factors for purchase of PMS by the hotel. Introduction to Fidelio & Amadeus.

**Module 3 :- Night Auditing:** Functions. Audit procedures (Non automated, semi automated and fully automated). Control Of Cash And Credit

**Module 4 :- Front Office (Accounting):** Accounting Fundamentals. Guest and non guest accounts. Accounting system. Non automated – Guest weekly bill, Visitors tabular ledger. Semi automated. Fully automated

**Module 5 :- Front Office & Guest Safety And Security:** Importance of security systems. Safe deposit. Key control. Emergency situations (Accident, illness, theft, fire, bomb).

#### 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.
- Front office Management & operations-Sudhir Andrews.
- Introduction Of Hospitality Industry-Shesadav S Nayak.
- Successful Tourism Practices-Parn Nath Seth.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM302- FOOD PRODUCTION -III

### 3L-0T-0P-3C

**Module 1:- Culinary Terms**, Indian & Western **Rechaufe cookery** Basic principles. **Salad**, Types of salads. Parts & different salad dressings. **Sandwiches** , Different types. Definition, Preparation, spreads, Color, pigments Types.

**Module 2 :- Indian regional cuisine**, Goa, Kashmir ,Andhra Pradesh, Bengal, Punjab and Rajasthan . Regarding ingredients used traditional preparation methods, utensils and accompaniments

**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 :-Fish** Cookery , Purchasing, Selection & Cuts. Classification & Types.

**Module 5 :- Menu Planning**: Basic principles of menu planning – recapitulation. Points to consider in menu planning for various volume feeding. Outlets such as Industrial, Institutional, Mobile Catering Units. Planning menus for- School/college students- Industrial workers- Hospitals- Outdoor parties- Theme dinners- Transport facilities, cruise lines, airlines, railway-. Nutritional factors for the above

### 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.
- Food Production Operation and Management-Dr. Gulshan Soni
- Professional Cooking-Wayne Gisslen.
- Theory of Cookery- Krishna Arora.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## **BHM303 - HOUSE KEEPING-III**

### **3L-0T-0P-3C**

**Module 1 :- Keys.** Types of keys. Computerized key cards. Key control. Sewing Room. Activities and areas to be provided. Equipment provided. types of beds and mattresses.

**Module 2 :- Routine Systems And Records Of House Keeping Department.** Reporting Staff placement. Room Occupancy Report. Guest Room Inspection. Entering Checklists, Floor Register, Work Orders, Log Sheet.. Lost and Found Register and Enquiry File. Maid's Report and Housekeeper's Report. Handover Records. Guest's Special Requests Register. Record of Special Cleaning. Call Register. VIP Lists

**Module 3 :- Inter Departmental Relationship.** With Front Office. With Maintenance. With Security. With Stores. With Accounts. With Personnel. Use of Computers in House Keeping department.

**Module 4 :- Care And Cleaning of Different Surfaces.** Metals, glass, leather, plastic, ceramic, wood and wall furnishes etc.

**Module 5 :- Laundry.** Commercial and On-site Laundry. Flow process of Industrial Laundering-OPL. Stages in the Wash Cycle. Laundry Equipment and Machines. Layout of the Laundry. Laundry Agents. Dry Cleaning. Guest Laundry/Valet service. Stain removal.

### **Reference Book :-**

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

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM304 - FOOD AND BEVERAGE SERVICE -III

### 3L-0T-0P-3C

**Module 1:- Alcoholic Beverage:** Introduction and definition. Production of Alcohol. Fermentation process. Distillation process. Classification with examples

**Module 2 :- Dispense Bar.** Introduction and definition. Bar layout – physical layout of bar. Bar stock – alcohol & non alcoholic beverages. Bar equipment

**Module 3 :- Wines.** Definition & History. Classification with examples. Production of each classification. Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names). New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names). Food & Wine Harmony. Storage of wines. Wine terminology (English & French)

**Module 4 :- Beer.** Introduction & Definition. Types of Beer. Production of Beer. Storage

**Module 5 :- Spirits.** Introduction & Definition. Production of Spirit. Pot-still method. Patent still method. Production of. Whisky. Rum. Gin. Brandy. Vodka. Tequila. Different Proof Spirits. American Proof. British Proof (Sikes scale). Gay Lussac (OIML Scale).

### Reference Book :-

- Food & Beverage Service By Lilly Crap
- Wine Service SommalierBy 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.

**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 ByDennial 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 To Accounting.** Meaning and Definition. Types and Classification. Principles of accounting. Systems of accounting. Generally Accepted Accounting Principles (GAAP).

**Module 2 :- Primary Books (Journal).** Meaning and Definition. Format of Journal. Rules of Debit and Credit. Opening entry, Simple and Compound entries. Practical's.

**Module 3 :- Secondary Book (Ledger).** Meaning and Uses. Formats. Posting. Practical's

**Module 4 :- Subsidiary Books.** Need and Use. Classification. Purchase Book. Sales Book. Purchase Returns. Sales Returns. Journal Proper. Practical's.

**Module 5 :- Cash Book.** Meaning. Advantages. Simple, Double and Three Column. Petty Cash Book with Imprested System (simple and tabular forms). Practical's.

#### **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**, Eco hotels.

**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:- Hands on practice of computer applications related to Front Office** procedures such as. Reservation, Registration, Guest History, Telephones, Housekeeping, Daily transactions.

**Objective 2:-** Yield Management

**Objective 3:- Front office accounting procedures.** Manual accounting. Machine accounting. Payable, Accounts Receivable, Guest History,

**Objective 4 :-** Role Play.

**Objective 5:-** Situation Handling.

### 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:- Simple potato preparations** Baked potatoes, Mashed potatoes, French fries, Roasted potatoes, Boiled potatoes, Vegetable preparations Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables.

**Objective 2:- Demonstrations & simple applications,** Meat – Identification of various cuts, Carcass demonstration • Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks.

**Objective 3:- Fish-Identification & Classification • Cuts and Folds of fish.**

**Objective 4:- Preparation of menu** Salads & soups- salad, Fruit salad, Russian salad, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups.

**Objective 5:- Indian cookery,** Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations, sweet dishes.

### 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.

## **BHM310 - HOUSE KEEPING -III**

### **0L-0T-1P-0.5C**

**Objective 1:- Servicing Guest Room(Checkout/ Occupied And Vacant)ROOM-** open curtain and adjust lighting-clean ash and remove trays if any- strip and make bed- dust and clean drawers and replenish supplies-dust and clean furniture, clockwise or anticlockwise- clean mirror- replenish all supplies-clean and replenish minibar-vaccum clean carpet- check for stains and spot cleaning.

**Objective 2:- Servicing Guest Room(Checkout/ Occupied And Vacant) Bathroom** -disposed soiled linen-clean ashtray-clean WC-clean bath and bath area-wipe and clean shower curtain- clean mirror-clean tooth glass-clean vanitory unit- replenish bath supplies- mop the floor.

**Objective 3:- Bed Making Supplies (Day Bed/ Night Bed)** -spread the first sheet(from one side)-make miter corner (on both corner of your side)- spread second sheet (upside down-spread blanket- Spread crinkle sheet- make two folds on head side with all three (second sheet, blanket and crinkle sheet)- tuck the folds on your side- make miter corner with all three on your side- change side and finish the bed in the same way-spread the bed spread and place pillow.

**Objective 4:- Mini Bar Management.** Issue. stock taking. checking expiry date.

**Objective 5:- Guest Handling.** Guest request. Guest complaints. Guest room inspection.

### **Reference Book :-**

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

## **BHM311 - FOOD & BEVERAGE SERVICE-III**

### **0L-0T-2P-1C**

**Objective 1:— Organizing Mise-En-Place. Wine Service Equipment.** Beer service equipment. Cocktail bar equipment. Liqueur / Wine Trolley

**Objective 2:- Dispense Bar Stock** - alcoholic & non-alcoholic beverages. Bar accompaniments & garnishes. Bar accessories & disposables.

**Objective 3:- Service Of Wines. Service Of Red Wine.** Service of White/Rose Wine. Service of Sparkling Wines. Service of Fortified Wines. Service of Aromatized Wines.

**Objective 4:- Service Of Cider, Perry & Sake.**

**Objective 5:- Service Of Beer.** Service of Bottled & canned Beers. Service of Draught Beers.

### **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 :- Planning & Evaluating Front Office Operations.** Setting Room Rates (Details/Calculations thereof)- Hubbart Formula, market condition approach & Thumb Rule- Types of discounted rates – corporate, rack etc.

**Module 2 :- Forecasting Techniques.** Forecasting Room availability. Useful forecasting data % of walking % of overstaying % of under stay. Forecast formula. Types of forecast. Sample forecast forms. Factors for evaluating front office operations.

**Module 3 :- Budgeting.** Types of budget & budget cycle. Making front office budget. Factors affecting budget planning. Capital & operations budget for front office.

**Module 4 :- Refining Budgets,** budgetary control. Forecasting room revenue. Advantages & Disadvantages of budgeting. Safety & Security of Guests, Employees & assets

**Module 5 :- Human Resource management** - Recruiting, Selecting, Hiring, Orienting, Training, Scheduling, Motivation.

#### **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.
- Front office Management & operations-Sudhir Andrews.
- Introduction Of Hospitality Industry-Shesadav S Nayak.
- Successful Tourism Practices-Parn Nath Seth.

## **VIVEKANANDA GLOBAL UNIVERSITY JAIPUR**

### **BHM402 -FOOD PRODUCTION - IV**

## **2L-0T-0P-2C**

**Module 1:- Regional cuisine** , North & South Indian, Mughlai, Awadhi, Gujarat, Assam, Karnataka,& Marathi etc.

**Module 2 :- Appetizer** meaning, Type & examples for each type & method of preparation.

**Module 3 :- Flour.** Structure Of Wheat. Types of Wheat. Types of Flour. Processing of Wheat – Flour. Uses of Flour in Food Production. Cooking of Flour (Starch). **Breads Making.** Principles of bread making. Simple yeast breads. Role of each ingredient in bread making. Baking temperature and its importance

**Module 4 :-Pastry And Cake Making.** Principles of Cake making. Sponge, Role of each ingredient in Cake making. Cake faults and its importance

**Module 5 :- Quantity Food Production Equipment.** Equipment required for mass/volume feeding. Heat and cold generating equipment. Care and maintenance of this equipment. Modern developments in equipment manufacture.

### **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.
- Food Production Operation and Management-Dr. Gulshan Soni
- Professional Cooking-Wayne Gisslen.
- Theory of Cookery- Krishna Arora.

**VIVEKANANDA GLOBAL UNIVERSITY JAIPUR**

**BHM403 - HOUSE KEEPING & SANITATION**

## **2L-0T-0P-2C**

**Module 1:- Flower Arrangement.** Flower arrangement in Hotels. Equipment and material required for flower arrangement. Conditioning of plant material. Styles of flower arrangements. Principles of design as applied to flower arrangement.

**Module 2 :- Horticulture and Indoor Plant.** Selection, types and care

**Module 3 :- Planning And Organizing The House Keeping Department.** Area inventory list. Frequency schedules. Performance and Productivity standards. Time and Motion study in House Keeping operations. Standard Operating manuals – Job procedures. Job allocation and work schedules. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping. Training in HKD, devising training programmes for HK staff.

**Module 4 :- Inventory Level For Non Recycled Items.** Budget and budgetary controls. The budget process. Planning capital budget. Planning operation budget. Operating budget – controlling expenses – income statement. Purchasing systems – methods of buying. Stock records – issuing and control.

**Module 5 :- Contract Services.** Types of contract services. Guidelines for hiring contract services. Advantages & disadvantages of contract services.

### **Reference Book :-**

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

**VIVEKANANDA GLOBAL UNIVERSITY JAIPUR**

**BHM404 - FOOD & BEVERAGE OPERATION -I**

**2L-0T-0P-2C**

**Module 1:- Aperitifs.** Introduction and Definition. Types of Aperitifs Vermouth (Definition, Types & Brand names). Bitters (Definition, Types & Brand names).

**Module 2 :- Liqueurs.** Definition & History. Production of Liqueurs. Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel). Popular Liqueurs (Name, color, predominant flavor & country of origin).

**Module 3 :- Planning & Operating Various F&B Outlet.** Physical layout of functional and ancillary areas. Objective of a good layout. Steps in planning. Factors to be considered while planning. Calculating space requirement. Various set ups for seating. . Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.

**Module 4 :- Function Catering. Banquets.** History. Types. Organization of Banquet department. Duties & responsibilities. Sales. Booking procedure. Banquet menus. Banquet protocol. informal banquet. Reception. Cocktail parties. Convention. Seminar. Exhibition. Fashion shows

**Module 5 :- Function Catering. Buffets.** Introduction. Factors to plan buffets. Area requirement. Planning and organization. Sequence of food. Menu planning. Types of Buffet. Display. Sit down. Fork, Finger, Cold Buffet. Breakfast Buffets. Equipment. Supplies. Check list.

**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 &Designing 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** – 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 :- Introduction To Accounting.** Meaning and Definition. Types and Classification. Principles of accounting. Systems of accounting. Generally Accepted Accounting Principles (GAAP).

**Module 2 :- Primary Books (Journal).** Meaning and Definition. Format of Journal. Rules of Debit and Credit. Opening entry, Simple and Compound entries. Practical's.

**Module 3 :- Secondary Book (Ledger).** Meaning and Uses. Formats. Posting. Practical's

**Module 4 :- Subsidiary Books.** Need and Use. Classification. Purchase Book. Sales Book. Purchase Returns. Sales Returns. Journal Proper. Practical's.

**Module 5 :- Cash Book.** Meaning. Advantages. Simple, Double and Three Column. Petty Cash Book with Imprested System (simple and tabular forms). Practical's.

**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 Pulses, 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:- Revision all Previous Practical ,** Cashiering while checking of the VIP's/ FIT's /GROUP Cashiering Procedures during the stay of the guest Cashiering 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:- Indian Regional Cuisine :- Punjabi Recipes-** Students would be performing 3 To 4 menus of this region.

**Objective 2:- Indian Regional Cuisine :- Kashmiri Recipes-** Students would be performing 3 To 4 menus of this region

**Objective 3:- Indian Regional Cuisine :- South Indian Recipes-** Students would be performing 3 To 4 menus of this region

**Objective 4:- Indian Regional Cuisine :- Bengali Recipes-** Students would be performing 3 To 4 menus of this region

**Objective 5:- Indian Regional Cuisine :- Awadhi Recipes -**Students would be performing 3 To 4 menus of this region

**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**

**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:- Flower Arrangements/Special Decoration,** Treatment of Fungus, Hygiene.

**Objective 4:-Lighting** System in Hotel.

**Objective 5:-Sewing** 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:- Service Of Spirits.** Service styles – neat/on-the-rocks/with appropriate mixers. Service of Whisky. Service of Vodka. Service of Rum. Service of Gin. Service of Brandy. Service of Tequila.

**Objective 2 :- Service Of Liqueurs.** Service styles – neat/on-the-rocks/with cream/en frappe. Service from the Bar. Service from Liqueur Trolley.

**Objective 3:- Wine & Drinks List.** Wine Bar. Beer Bar. Cocktail Bar.

**Objective 4 :- Matching Wines With Food.** Menu Planning with accompanying Wine. Continental Cuisine. Indian Regional Cuisine.

**Objective 5 :- Table Laying & Service Of Menu** with accompanying Wines. Continental Cuisine. Indian Regional Cuisine.

**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:- Property Management System.** Fidelio / IDS / Shaw man. Amadeus.

**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 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.
- Front office Management & operations-Sudhir Andrews.
- Introduction Of Hospitality Industry-Shesadav S Nayak.
- Successful Tourism Practices-Parn Nath Seth.

**VIVEKANANDA GLOBAL UNIVERSITY JAIPUR**

**BHM502 - FOOD PRODUCTION - V**



## **2L-0T-0P-2C**

**Module 1:- Specialized 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 :- International Cuisine** 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 :- Volume Feeding.** Institutional and Industrial Catering. Types of Institutional & Industrial Catering. Problems associated with this type of catering. Scope for development and growth. Hospital Catering. Highlights of Hospital Catering for patients, staff, visitors.

**Module 4 :- Pastes** –types ,recipes ,suet & choux Pastry –short ,puff ,sweet .Reasons for faults in above preparation Products made from the pastries ( only names, no recipes)Cakes – basics mixture for small cakes ,reasons for faults .Sponges –genoise sponge & chocolate sponge recipes .reasons for faults

**Module 5 :- Garde-Manger,** Importance & function of larder in main kitchen. Relationship with other sections of main kitchen. Duties & responsibilities of larder chef. Equipment's & tools uses, types & recipes. Floor plan of layout or larder room.

### **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.
- Food Production Operation and Management-Dr. Gulshan Soni
- Professional Cooking-Wayne Gisslen.
- Theory of Cookery- Krishna Arora.

**VIVEKANANDA GLOBAL UNIVERSITY JAIPUR**

**BHM503 - ACCOMODATION MANAGEMENT**

## **2L-0T-0P-2C**

**Module 1:- Housekeeping In Institutions & Facilities** other than hotels. Energy and water conservation in housekeeping operations.

**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.
- Hotel Housekeeping- Sudhir Andrews.

## **BHM504 - FOOD AND BEVERAGE OPERATION -II**

### **2L-0T-0P-2C**

**Module 1 :- Gueridon Service.** History of gueridon. Definition. General consideration of operations. Advantages & Dis-advantages. Types of trolleys. Factor to create impulse, Buying – Trolley, open kitchen. Gueridon equipment. Gueridon ingredients.

**Module 2 :- Kitchen Stewarding.** Importance. Opportunities in kitchen stewarding. Record maintaining. Machine used for cleaning and polishing. Inventory

**Module 3 :- Food & Beverage Staff Organization.** Categories of staff. Hierarchy. Job description and specification. Duty roaster

**Module 4 :- Managing Food & Beverage Outlet.** Supervisory skills. Developing efficiency. Standard Operating Procedure

**Module 5 :- Strategies Forecast** for f&b service.

### **Reference Book :-**

- Food & Beverage Service By Lilly Crap
- Wine Service Sommalier By 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 Establishment- 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 Establishment Act. Liquor Legislations and orders. Employment Laws.

**Module5 :-Industrial Disputes Act.** Payment of wages Act. Trade Union Act.ContractLabourAct. Factories Act, 1948. Workmen's Compensation Act, 1923.

#### **Reference Book :-**

- Industrial Law Book By P.L. Malik

## **BHM506 - HOTEL ENGINEERING**

### **3L-0T-0P-3C**

**Module 1:- Engineering Department:-**Organization & setup of the department .The staff- duties & responsibilities Requirement of engineering workshops.

**Module 2 :- Fuels:-**Types of fuels available .Gases. Precautions while using them – heat parts ,BTU, thermal & calorific values. Calculation of heat requirements, fuel requirement. Principle of Bunsen burner. Construction of an industrial gas range: parts & functions, striking back , causes & remedies of problem. **Fire Prevention & Protection:-**Different types of fires .Fire alarms. Different types of extinguishers. Fire hazards.

**Module 3 Electricity :-**Meaning & use ,advantage as a type of energy, conductors &non conductors, Meaning of ampere, volt, ohm & their relationship, ohm’s law.AC & DC –differences, advantages & disadvantages, signs & signals, closed & open. Circuits, causes & dangers, importance of earthing.

**Module 4 :- Water managements system :-**Sources of water & its quality. Method of removal of hardness ,description of old water. Supply from mains & wells, calculation of water requirement & capacity of storage ,system.

**Module 5 :- Refrigeration:-**Principle uses of Refrigeration in hotel & catering industry. Basic scientific principles. Different types of Refrigeration system & refrigerants. Walk in cooler & freezers ,care & main enhance of these system. **Air-Conditioning :-**Classification, types layout of ac plant. Condition for comfort air movement ,humidity control, ventilation. How to select a suitable air-conditioning system.

### **Reference Book :-**

- Hotel Engineering and maintenance By Tarun Bansal.
- Hotel Maintenance Safety Security And First Aid-Suwarna Deshmukh.

## **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:- Hands On Practice Of Computer Applications On PMS** front office procedures such as: Night audit,

**Objective 2:- Hands On Practice Of Computer Applications On PMS** front office procedures such as: Income audit,

**Objective 3:- Hands On Practice Of Computer Applications On PMS** front office procedures such as: Accounts

**Objective 4:- Situation Handling** – handling guests & internal situations requiring management tactics/strategies.

**Objective 5:-Apart From The Above Mentioned Practical's 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



## **BHM510 -FOOD PRODUCTION – V**

### **0L-0T-2P-1C**

**Objective 1:- Indian Regional Cuisine :- Hyderabadi Recipes** -Students would be performing 3 To 4 menus of this region

**Objective 2:- Indian Regional Cuisine :- Bengali Recipes** -Students would be performing 3 To 4 menus of this region

**Objective3:- Indian Regional Cuisine :- Muglai Recipes** -Students would be performing 3 To 4 menus of this region

**Objective 4:- Bread Making**-Demonstration & Preparation of Bread.

**Objective 5:- Cake making**- Demonstration & Preparation of Simple Cakes.

### **Reference Book :-**

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

## **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:- Time And Motion Study** Steps of bed making. Steps in servicing a guest room etc.

**Objective 4:- Inspection** checklist.

**Objective 5:-Basic Revision** of Semester 1 - 5 Practical's.

### **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:- Revision of all previous practical, BAR SETUP**

**Objective 2:-Gueridon Service - Basic preparation**

**Objective 3:- Buffet:-Different types of Buffet Layout. .**

**Objective 4:-Taking Restaurant, Reservation and Banquet Reservation.**

**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. Types of Software used in Front Office.

**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 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.
- Front office Management & operations-Sudhir Andrews.
- Introduction Of Hospitality Industry-Shesadav S Nayak.
- Successful Tourism Practices-Parn Nath Seth.

# **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 :- Indenting:** Principles of Indenting for volume feeding. Portion sizes of various items for different types of volume feeding. Modifying recipes for indenting for large scale catering. Practical difficulties while indenting for volume feeding

**Module 3:- Sausage.** Introduction to charcuterie. Sausage – Types & Varieties. Casings – Types & Varieties. Fillings – Types & Varieties. Additives & Preservatives.

**Module 4 :- forcemeat.** Types of forcemeats. Preparation of forcemeats. Uses of forcemeats.

**Module 5 :- Brines, Cures & Marinades.** Types of Brines. Preparation of Brines. Methods of Curing. Types of Marinades. Uses of Marinades. Difference between Brines, Cures & Marinades. Galantines. Making of galantines. Types of Galantine. Ballotines. PATES. Types of Pate. Pate de foie gras. Making of Pate. Commerical pate and Pate Maison. Truffle – sources, Cultivation and uses and Types of truffle.

**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.
- Food Production Operation and Management-Dr. Gulshan Soni
- Professional Cooking-Wayne Gisslen.
- Theory of Cookery- Krishna Arora.

**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 :-Color 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.
- Hotel Housekeeping- Sudhir Andrews.

**VIVEKANANDA GLOBAL UNIVERSITY JAIPUR**

**BHM604 - FOOD AND BEVERAGE MANAGEMENT**

**3L-0T-0P-3C**

**Module 1:- Bar Operations.** Types of Bar Cocktail. Dispense. Area of Bar. Front Bar. Back Bar. Under Bar (Speed Rack, Garnish Container, Ice well etc.) . Bar Stock. Bar Control. Bar Staffing. Opening and closing duties

**Module2:- Cocktails & Mixed Drinks.** Definition and History. Classification. Recipe, Preparation and Service of Popular Cocktails.

**Module 3:-Cocktails & Mixed Drink.** Recipe, Preparation and Service of Popular Cocktails.

**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 layout. The planning process of the team ,stages involved, functions of design and layout, general principles, layout of production and service areas. Relationship between design and productivity, relationship 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.** Centralized & Decentralized 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 :- Marketing concept :-**Market mix. Evolution of markets –global & Indian tourist market . Relationship marketing. Globalization. Hotel sales & marketing concepts



**Module 2 :- The marketing plan with reference to hotel industry :-**The marketing team. Steps in marketing plan. Selection target markets. Positioning the property /outlet. Developing & implementing marketing action plans. Monitoring & evaluating the marketing plan.

**Module 3:- The sales office:-**The marketing & sales division. Organizing & designing a hotel sales office. Sales area. Developing sales team- hiring ,selection, management ,evaluation. Compensation for sales forces-targets & achievements. The sales office communication system. Computerized client information system. Sales reports & analysis.

**Module 4 :- Advertising ,Public relation & Publicity:-**Effective hotel advertising ,brochures ,sales material designing. Advantages of advertising –indoor & outdoor. Advertising agencies. Collateral material –mass media & print media.

**Module 5 :- Sales techniques for hotel industry :-**Components of a sale. Types of sales in different departments of hotel .Telemarketing .Internal merchandising in house sales promotion.

**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 Travelers 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:- International Cuisine:- Chinese Recipes** -Students would be performing 3 To 4 menus of this cuisine.

**Objective 2:- International Cuisine:- Italian Recipes** -Students would be performing 3 To 4 menus of this cuisine.

**Objective 3:- Demonstration of-** Charcuterie Galantines, Pate, Terrines, Mousselines.

**Objective 4:- Simple Cookies-**Demonstration and Preparation of simple cookies.

**Objective 5:-International Snacks Recipes:-** Students would be performing 2-3 menu of snacks.

**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 analyze 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:- F&B Staff Organization** Class room Exercise (Case Study method) Developing Organization Structure of various Food. & Beverage Outlets Determination of Staff requirements in all categories. Making Duty Roster Preparing Job Description & Specification

**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:- Supervisory Skills Conducting Briefing & Debriefing** - Restaurant, Bar, Banquets & Special events Drafting Standard Operating Systems (SOPs) for various F & B Outlets Supervising Food & Beverage operations Preparing Restaurant Log.

**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, relationship 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/VIII**

### **(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 in Front Office Department.

**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 worldwide Eco-friendly hotels Time Share concepts Palace on wheels, The changing trends in Front Office.

**Module 5 :- Glossary Of Terms** in Front Office.

### **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.
- Front office Management & operations-Sudhir Andrews.
- Introduction Of Hospitality Industry-Shesadav S Nayak.
- Successful Tourism Practices-Parn Nath Seth.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## BHM802 - FOOD PRODUCTION CONTROL

### 2L-1T-0P-3C

**Module 1:- Mouse & Mousseline.** Types of mousse. Preparation of mousse. Preparation of mousseline. Difference between mousse and mousseline. CHAUD FROID. Meaning of Chaud froid. Making of chaud froid & Precautions. Types of chaud froid . Uses of chaud froid.

**Module 2 :- Ham, Bacon & Gammon.** Cuts of Ham, Bacon & Gammon. Differences between Ham, Bacon & Gammon. Processing of Ham & Bacon. Green Bacon. Uses of different cuts.

**Module 3 :- Stock Control** Establishing and evaluation of standard recipe cuts Developing, assessing and testing new recipes. **Appetizers & Garnishes.** Classification of Appetizers. Examples of Appetizers . Historic importance of culinary Garnishes. Explanation of different Garnishes.

**Module 4 :- Aspic & Gelee.** Definition of Aspic and Gelee. Difference between the two. Making of Aspic and Gelee. Uses of Aspic and Gelee. quenelles, parfaits, roulades preparation of quenelles, parfaits and roulades.

**Module 5 :- Food Cost Reconciliation Sheets.** Food cost percentage Analysis of results with study of cause and remedies. Glossary Of Terms in Food Production.

### 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.
- Food Production Operation and Management-Dr. Gulshan Soni
- Professional Cooking-Wayne Gisslen.
- Theory of Cookery- Krishna Arora.

# 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.
- Hotel Housekeeping- Sudhir Andrews.

# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

## **BHM804 - FOOD AND BEVERAGE CONTROL**

### **2L-0T-0P-2C**

**Module :- 1 F & B Control** –Introduction objectives of F & B Control. Problems & methodology in F & B control. Personnel Management in F & B control.

**Module 2 :- Cost & Sales Concept**-Definition ,Elements & Classification of Cost .Sales Defined Cost /Volume/Profit Relationship ( breakeven Analysis). Budgetary Control- Introduction ,objectives & types of budget. Budgetary Control Process. Stages in the preparation of budgets.

**Module 3:- Food & Beverage Controls**- Beverage –purchasing ,Receiving ,Storage & Issuing Controls .Beverage –Production ,cost & Sales Control. Standard yield ,Standard portion sizes ,Standard recipes

**Module 4 :- Menu Engineering.** Menu Planning Menu Compiling Menu Selection.

**Module 5 :- Food Sale** Objective of sale. Profit. **Frauds In F & B Control**-Frauds in purchasing Receiving ,Storing Issuing preparing & selling stages of F & B control Prevention of frauds.

### **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:- Hotel Management:-**An Introduction Careers in hospitality today, looking for job. Basic function of management. Management theories over the past Current hospitality managements practices.

**Module 2:- Management Philosophy.** Managing by rules. MBO in hotels.

**Module 3:- Hotel Administration & Organization:-** Hotel administration ,organization a hotel. Department pattern. Business aims .

**Module 4 :- Human Elements.** Line management . Organization structure for 5 star hotel . Manager's job in hospitality Industry

**Module 5 :- Training & Development :-**Training programmers for hotel employees. Basic Principal of training. On Job training. How to Instruct on the job training. Performance evaluation & appraisals

### 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.



# VIVEKANANDA GLOBAL UNIVERSITY JAIPUR

**BHM807 – HR MANAGEMENT.**

**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.

# **VIVEKANANDA GLOBAL UNIVERSITY JAIPUR**

**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 itinerary 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

## **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--Moghlay, 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.

## **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

**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, handover of the shift Making sales report of different F&B outlet.

**Objective 3:-Guest Complains 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.