

UNIVERSITY OF CALICUT



**REGULATIONS GOVERNING
BACHELOR OF HOTEL ADMINISTRATION DEGREE
PROGRAMME UNDER CBCSSUG 2019**

EFFECTIVE FROM ACADEMIC YEAR 2019-20 ADMISSIONS

BHA – BACHELOR OF HOTEL ADMINISTRATION
(UNDER THE FACULTY OF COMMERCE AND MANAGEMENT,
UNIVERSITY OF CALICUT)

CHOICE BASED CREDIT SEMESTER SYSTEM (CBCSSUG-2019)

RESTRUCTURED SYLLABUS FROM 2019 ADMISSION ONWARDS

I TITLE OF THE PROGRAMME

The programme is called Bachelor of Hotel Administration (BHA) under the Faculty of Commerce and Management.

II DURATION OF THE PROGRAMME

The programme shall be in six semesters distributed over a period of 3 Academic years. The odd semesters (1,3,5) shall be from June to October and the even semesters (2,4,6) shall be from November to March. Each semester shall have 90 working days inclusive of all examinations.

II. ELIGIBILITY FOR ADMISSION

Any candidate who has passed the plus two of the higher secondary board of Kerala or pre-degree of Calicut University or that of any other University or Board of examinations in any state recognized as equivalent to the PLUS TWO of Higher secondary board in Kerala with not less than 45% in aggregate and the candidates who have studied tourism or hotel management at VHSC or +2 level will be given a weightage of 25 marks per subject, subject to a maximum of 50.

III COURSE IN THE PROGRAMME

The total number of course in BHA programme could be 31, which may be spread through 120 credits. The main courses shall be divided into 4 categories as follows.

IV COURSES OF STUDY

Total number of courses for the whole BHA programme is 31. It is divided in to four courses namely-

1. Common courses
2. Core courses
3. Complementary courses
4. Open courses

COMMON COURSES

1.	BHA1A01	Communicative skills in English
2.	BHA1A02	Critical reasoning writing and presentation
3.	BHA1A 07	Communication skills in languages other than English - French) French)

4.	BHA2A03	Reading Literature in English
5.	BHA2A04	Indian Constitution Secularism and Sustainable environment
6.	BHA 2A 08	Translation and Communication in French
7.	BHA3A11	Basic Numerical methods
8.	BHA3A12	Professional business skills
9.	BHA4A13	Entrepreneurship Development
10.	BHA4A14	Banking and insurance
CORE COURSES		
1.	BHA1B01	Introduction to Hospitality Industry
2.	BHA2B02	Front Office Operations- (Theory)
3	BHA2B03(P)	Front Office Operations--(Practical)
4.	BHA3B04	Food Production-I (Theory)
5	BHA3B05(P)	Food Production-I(Practical)
6.	BHA3B06	Food & Beverage Service-I (Theory)
7	BHA3B07(P)	Food & Beverage Service-I(Practical)
8.	BHA4B08	Food Production-II (Theory)
9	BHA4B09(P)	Food Production-II (Practical)
10.	BHA4B10	Food & Beverage Service-II (Theory)
11.	BHA4B11(P)	Food & Beverage Service-II(Practical)
12.	BHA5B12	Industrial Exposure Training And Report
13.	BHA5B13	Comprehensive self study
14	BHA5B14	Human Resource Management
15	BHA6B15	Accommodation Operation- (Theory)
16.	BHA6B16(P)	Accommodation Operation(Practical)
17.	BHA6B17	Food and Beverage Management
18	BHA6B18	Management Principles and Practices
19.	BHA6B19	Sales and marketing
20	BHA6B20	Room division management
21	BHA6B21	Hotel Project Report (Viva voce)
COMPLEMENTARY COURSES		
1	BHA1C01	Event management
2.	BHA2C02	Hospitality law
3.	BHA3C03	Nutrition, Hygiene and Sanitation
4.	BHA4C04	Hotel Accountancy
OPEN COURSE		
	BHA5D01	Introduction to Hospitality

IV a. Common Courses: There shall be 10 Common courses (Total 38 Credits) for completing the programme. These Common Courses 1-6 shall be taught by the English teachers and 7-10 by the teachers of Additional Language and general courses

by the teachers of departments offering core courses concerned. The additional language offered in this programme is French. The candidates will not get any chance to opt other languages as their additional language, other than French.

IV b. Core Courses: Core courses are the courses in the major subject of the programme. These are offered by the parent department. The number of core courses are 16 including Project work.

IV c. Complementary Courses: These courses cover the subjects related to the core subject and are distributed in first four semesters.

IV d. Open Courses: This Course shall be open to all students in the institution except the students in the parent department.

All the Core, Complementary and Open courses for the programme shall be taught by the Hotel Management faculties.

SEMESTER WISE DISTRIBUTION OF COURSES-BHA

Semester I

SL N O	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common course BHA1A01	Transactions: Essential English Languages Skills	4	5	3	80	20	100
2	Common course BHA1A02	Ways With Words :Literatures in English	3	4	3	80	20	100
3	Common course BHAIAO7	Communicati ve Skills in French	4	5	3	80	20	100
4	Core/BHA1BOI	Introduction to Hospitality Industry	4	6	3	80	20	100

5	Complimentary/BHA1 CO1	Event management	4	5	3	80	20	100
Total for semester I			19	25		400	100	500

Semester II

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common course BHA2A03	Writing for Academic &Professional Success	4	5	3	80	20	100
2	Common course BHA2A04	Zeitgeist :Reading on contemporary culture	3	4	3	80	20	100
3	Common course BHA2A08	Translation and Communication in French	4	5	3	80	20	100
4	Core/BHA2B02	Front office Operations- Theory	3	4	2.5	60	15	75
	Core/ BHA2B03(P)	Front office Operations Practical-I	1	2	3	20	5	25
5	Complimentary /BHA2C02	Hospitality law	4	5	3	80	20	100
Total for semester II			19	25		400	100	500

Semester III

SL N O	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common course BHA3A11	Basic Numerical methods	4	5	3	80	20	100
2	Common course BHA3A12	Profession al business skills	4	5	3	80	20	100
3	Core BHA3B04	Food Production –I Theory	4	4	2.5	60	15	75
	Core BHA3B05(P)	Food Production –I Practical	2	2	3	20	5	25
4	Core BHA3B06	Food &Beverag e Services –I Theory	4	3	2.5	60	15	75
	Core BHA3B07(P)	Food &Beverag e Services –I Practical	2	2	3	20	5	25
5	Complimentary/BHA3C 03	Nutrition, Hygiene and Sanitation	4	4	3	80	20	100
Total for semester III			24	25		400	100	500

Semester IV

SL N O	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common course BHA4A13	Entrepreneurs hip Development	4	5	3	80	20	100
2	Common course BHA4A14	Banking and Insurance	4	5	3	80	20	100
3	Core /BHA4B08	Food Production –II Theory	4	4	2.5	60	15	75
	Core BHA4B09(P)	Food Production –II Practical	2	2	3	20	5	25
4	Core BHA4B10	Food &Beverage Services –II Theory	4	3	2.5	60	15	75
	Core BHA4B11(P)	Food &Beverage Services–II Practical	2	2	3	20	5	25
5	Complimentary/BHA4 C04	Hotel Accountancy	4	4	3	80	20	100
Total for semester IV			24	25		400	100	500

Semester V

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Core BHA5B12	Industrial Exposure Training and Report	5	13	Viva Voce	150	50	200
2	Core BHA5B13	Comprehensive self Study	2	5	2	100		100
3	Core BHA5B14	Human Resource Management	3	5	3	80	20	100
4	Open/BHA5D01	Introduction to Hospitality	2	2	2	40	10	50
Total for semester V			12	25		370	80	450

Semester VI

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS/WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Core BHA6B15	Accommodation Operation- (Theory)	3	3	2.5	60	15	75
	Core BHA6B16(P)	Accommodation Operation- (Practical)	1	2	3	20	5	25

2	Core BHA6B17	Food & Beverage management	4	5	3	80	20	100
3	Core BHA6B18	Management Principles and Practices	4	4	3	80	20	100
4	Core BHA6B19	Sales and marketing	4	5	3	80	20	100
5	Core BHA6B20	Room division management	4	4	3	80	20	100
6	Core BHA6B21	Hotel Project Report Viva voce)	2	2	Viva Voce	40	10	50
Total for semester IV			22	25		440	110	550

V CRE DITS

Each course shall have certain credits for passing the BHA programme, the student shall be required to achieve a minimum of 120 credits of which 38(14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2 credits for project and 3 credits for open courses. 62 credits from core courses, 16 credits from complimentary courses So minimum credits required for core, complimentary and open course put together are 82 (Including minimum 2 credits for each Practical, i.e., 2X4=8 credit for all the practical).

In all other matters regarding the BHA programme under Choice Based Credit Semester System which are not specified in this regulation, the common regulation CBCSS 2014 will be applicable

VI ATTENDANCE

A student shall be permitted to appear for the semester examination only if he/she secures not less than 75% attendance for theory classes and 90% of the number of practical classes actually held for each of the course in a semester. If the candidate has shortage of attendance in any course in a semester, he/she shall not be allowed to appear for any examination in that semester. However the University may condone shortage if the candidate applies for it as laid down by the University common regulations for CBCSS 2014 and if the Vice Chancellor is satisfied with the reason cited by the candidate for the absence in classes.

VIII. EVALUATION AND GRADING

1. Mark system is followed instead of direct grading for each question. For each course in the semester letter grade and grade point are introduced in 10-point indirect grading system as per guidelines given in Annexure-1

a. Course Evaluation

The evaluation scheme for each course shall contain two parts:

- 1) Internal assessment and
- 2) External examination

20% weight shall be given to the internal assessment. The remaining 80% weight shall be for the external evaluation.

1. Internal Assessment

20% of the total marks in each course are for internal examinations. The marks secured for internal assessment only need to be sent to University by the colleges concerned.

The internal assessment shall be based on a predetermined transparent system involving written tests, assignment, seminar and class room participation based on attendance in respect of theory courses and lab involvement/records attendance in respect of Practical Courses.

Internal assessment of the project will be based on its content, method of presentation, final conclusion and orientation to research aptitude.

Components with percentage of marks of Internal Evaluation of Theory Courses are- Test paper 40%, Assignment 20%, Seminar 20% and Class room participation based on attendance 20%.

For practical courses - Record 60% and lab involvement 40% as far as internal is concerned. (If a fraction appears in internal marks, nearest whole number is to be taken)

For the test paper marks, at least one test paper should be conducted. If more test papers are conducted, the mark of the best one shall be taken.

To ensure transparency of the evaluation process, the internal assessment marks awarded to the students in each course in a semester shall be notified on the notice board at least one week before the commencement of external examination. There shall not be any chance for improvement for internal marks. The course teacher(s) shall maintain the academic record of each student registered for the course, which shall be forwarded to the University by the college Principal after obtaining the signature of both course teacher and Head of the Department.

The Split up of marks for Test paper and Class Room Participation (CRP) for internal evaluation are as follows.

Split up of marks for Test paper:

Range of Marks in test paper	Out of 8 (Maximum internal marks is 20)
Less than 35%	1
35% - 45%	2
45% - 55%	3
55% - 65%	4
65% - 85%	6
85% - 100%	8

Split up of marks for Class Room Participation:

Range of CRP	Out of 4 (Maximum internal marks is 20)
50% \leq CRP 75%	1
75% \leq CRP 85%	2
85 % and above	4

IX External Evaluation

External evaluation carries 80% of marks. All question papers shall be set by the University. The external question papers may be of uniform pattern with 80 marks (The pattern is given in the Annexure III). The open courses with 2/3 credits will have an external examination of 2 hours duration with 40 marks and courses with 4/5 credits will have an external examination of 2.5 hours duration with 80 marks.

The external examination in theory courses is to be conducted by the University with question papers set by external experts. The evaluation of the answer scripts shall be done by examiners based on a well-defined scheme of valuation and answer keys shall be provided by the University. The external examination in practical courses shall be conducted by two examiners – one internal and an external, the latter appointed by the University. The project evaluation with viva shall be conducted by one external examiner appointed by the University and one internal examiner from the concerned institution. (Guidelines are given in the Annexure II).

After the external evaluation only marks are to be entered in the answer scripts. All other calculations including grading are done by the University.

Revaluation: In the new system of grading, revaluation is permissible. The prevailing rules of revaluation are applicable to CBCSSUG 2019.

Students can apply for photocopies of answer scripts of external examinations. Applications for photocopies/scrutiny/revaluation should be submitted within 10 days of publication of results. The fee for this shall be as decided by the University.

X. INDIRECT GRADING SYSTEM

- 1.** Indirect grading System based on a 10- point scale is used to evaluate the performance of students.
- 2.** Each course is evaluated by assigning marks with a letter grade (O, A+, A, B+, B, C, P, F, I or Ab) to that course by the method of indirect grading (Annexure I).
- 3.** An aggregate of P grade (after external and internal put together) is required in each course for a pass and also for awarding a degree (A minimum of 20% marks in external evaluation is needed for a pass in a course. But no separate pass minimum is needed for internal evaluation). No separate grade/mark for internal and external will be displayed in the grade card; only an aggregate grade will be displayed. Also the aggregate mark of internal and external is not displayed in the grade card.
- 4.** A student who fails to secure a minimum grade for a pass in a course is permitted to write the examination along with the next batch.
- 5.** After the successful completion of a semester, Semester Grade Point Average (SGPA) of a student in that semester is calculated using the formula given below. For the successful completion of a semester, a student should pass all courses. However, a student is permitted to move to the next semester irrespective of SGPA obtained.

SGPA of the student in that semester is calculated using the formula:

$$\text{SGPA} = \frac{\text{Sum of the credit points of all courses in a semester}}{\text{Total credits in that semester}}$$

- 6.** The Cumulative Grade Point Average (CGPA) of the student is calculated at the end of a programme. The CGPA of a student determines the overall academic level of the student in a programme and is the criterion for ranking the students. CGPA can be calculated by the following formula.

$$\text{Total credit points obtained in six semesters CGPA} = \frac{\text{Total credits acquired (120)}}{\text{Total credit points obtained in six semesters}}$$

- 7.** SGPA and CGPA shall be rounded off to three decimal places. CGPA determines the broad academic level of the student in a programme and is the index for ranking students (in terms of grade points). An overall letter grade (cumulative grade) for the entire programme shall be awarded to a student depending on her/his CGPA (Annexure-I)

Scheme of Examinations:

The external QP with 80 marks and internal examination is of 20 marks. Duration of each external examination is 2.5 Hrs. The pattern of External Examination is as given below. The students can answer all the questions in Sections A & B. But there shall be Ceiling in each section.

Section A	Short answer type	2 marks - 15 questions	Ceiling - 25
Section B	Paragraph/ Problem type	5 marks 8 questions	Ceiling - 35
Section C	Essay type	10 marks 2 out of 4	2X10=20

XI PRACTICALS

There are eight practical courses for the programme which are connected with the theory courses. The maximum marks for such courses are as follows:

	External	Internal	Total
Theory	60	15	75
Practical	20	05	25

The students have to maintain a record on practical attended and submit it into the department for internal evaluation. The practical shall be subject to internal and external evaluation. The internal evaluation shall be carried out by the supervising teacher and external evaluation by the examiners appointed by the University inclusive of Viva-voce examinations. The student shall get minimum E grade in practical examination for a pass.

XII INDUSTRIAL EXPOSURE TRAINING

Each student has to undergo Industrial Exposure Training of 20 weeks duration - four weeks each in the following departments of any Hotel of national or global repute.

1. Front Office
2. Housekeeping
3. F & B Production
4. F & B Service

After the completion of training the students shall immediately be submitting an industrial exposure training report within two weeks time. This Report will be evaluated internally. Each student has to have a certificate of successful completion of training.

XIII AWARD OF DEGREE

The successful completion of the courses (Common, Core, Complimentary and Open courses) prescribed by the programme with E- grade (40% -after external and internal put together) shall be the minimum requirement for the award of degree.

XIV PROJECT REPORT

During the sixth semester every student shall do a project .The student may choose any topic from the subjects he/she has studied. The candidate shall prepare and submit a project report to the department. The report shall be in manuscript / typed and bound with not less than 50 A4 size pages. The project report should be submitted to the Department one month before the last working day of the sixth semester.

Project work shall have the following stages:

Project proposal
presentation Field work and
data analysis Report writing
Draft project report
presentation Final project report
submission

The project should be done individually. The work of each student shall be guided by one Faculty member. The candidate shall prepare at least two copies of the report: one copy for submission to the Department and one copy for the student which he/she has to bring with him/her at the time of viva voce. More copies may be prepared if the organization or the guide or both ask for one copy each.

The duration for project work is 3 weeks. A certificate showing the duration of the project work shall be obtained from the supervising teacher or from the organization for which the project work was done and it shall be included in the project report.

Structure of the report:

Title page
Certificate from the organization (If the project work is done under an organisation)
Certificate from guide
Acknowledgements
Contents
Chapter I: Introduction (Organization profile, Research problem, Objectives of the study, Research methodology etc.)
Chapter II: Review of literature
Chapters III and IV: Data Analysis (2 or 3 chapters)
Chapter V: Summary, Findings and Recommendations.
Appendix (Questionnaire, specimen copies of forms, other exhibits etc;)
Bibliography (books, journal articles etc. used for the project work)

The project evaluation shall be conducted at the end of sixth semester. 20% of marks are awarded through internal assessment.

XV DIVISION OF WORKLOAD OF THE PROGRAMME

As per year pattern, the workload for the BHA programme comprises 61 hours per week. This division of the subjects in the department shall continue in the Choice Based Credit Semester System also, so that the implementation of this regulation will not affect the existing/ future workload in the affiliated Colleges.

The implementation of this regulation shall not affect the workload, qualifications and conditions of service of existing teachers in the colleges offering this programme.

XVI FACULTY QUALIFICATIONS

Candidates who are having graduation in Hotel Management / Hotel Administration with Masters Degree in Hotel Management with NET in that subject

can teach in this Programme. (If NET is not conducted by UGC, then the UGC norms in Faculty appointment and Calicut University Order 3696/GA-1/F1-2013/CU dated 26/02/2014 will be applicable.)

Candidates who are having PhD as the basic qualification instead of NET, should have their PhD in the discipline of Tourism and/or Hotel Management

XVII COMPREHENSIVE SELF STUDY

Student learning outcome during the course of 6 Semesters assessed in terms of both Practical & Theory of core subjects. The examination will consist of 120 objective type questions from all 06 Semesters core subjects. The question paper is given in the form of a Question Booklet cum answer sheet carrying questions from 1 to 20 on Comprehensive self study paper. Duration of exam will be 3 Hrs

XVIII IHOTEL REPORT (Viva Voce)

After the completion of training the students shall immediately be submitting an Industrial Exposure Training report within two weeks time. This Report shall also carry two hundred and fifty marks.

The marks shall be awarded by the concerned training coordinator of the college, based on the Viva Voce and the report submitted by the student. Each student has to have a certificate of successful completion of training

DETAILED SYLLABI

BHAIBOI AN INTRODUCTION TO HOSPITALITY INDUSTRY

Aim of the course: This course will be an introductory module giving the basics of hospitality industry. This will provide an overview of tourism and hospitality industry and its functions.

Objectives of the Course:

- a) This course helps the students to study the evolution of hospitality industry.
- b) This course gives an idea of hospitality industry structure.
- c) This course provides the concept and history of tourism development.
- d) This course enables the students to acquire the information about national and international tourism organisations.

Module	Topic	Content
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1	Introduction to the Hospitality industry	<ul style="list-style-type: none"> a. The origin of hospitality b. History of travel -in India and international – early times, Persian, Macedonial times, Mayurian empire ,the Mugal Empire, The Muslim Empire, English Raj, Post Independence c. Hospitality –Guest relation, customer satisfaction d. Types of hospitality e. Hospitality ethics and standards f. Traits of hospitality employees g. Evolution and growth of hotel industry in India
2	History of Hotels ,Resorts and Motels	<ul style="list-style-type: none"> a. Inns of early times b. History of hotels in America c. History of motels and it's features d. Advent of hotel chains .
3	Types of hotels, Hotel Organization And Job Description	<ul style="list-style-type: none"> a. Small, medium and Large hotels b. Revenue Departments c. Non revenue departments d. Minor revenue departments e. Uniformed services of hotel f. Organisation chart g. Job description and job specification of front office employees
4	Customer service and Understanding guest service	<ul style="list-style-type: none"> a. What is customer service b. Why is customer service is important c. Who is the customer d. Creating excellent mindset e. Customer relationship management f. Difference between service and physical products
5	Areas of Hospitality industry	<ul style="list-style-type: none"> a. Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, time share, condominiums, boutique hotels and supplementary accommodations b. Air lines c. Railway d. Limousines, luxury Cruise lines, e. Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering.

REFERENCE BOOK

Sl.No	Book Name	Author
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1	Hospitality reception and front office procedures and systems	Dr.Jagmohan Negi
2	Introduction to tourism &hospitality industry	Sudhir Andrews
3	Hotel front office operations and management	Jatashankar. R.Tewari
4	Front office management	S.k.Bhatnagar
5	Training manual for front office operations	Sudhir Andrews

BHAICO1 EVENT MANAGMENT– (Complementary Course)

Objectives

- To enable the students to acquire knowledge about facility planning & even management
- To familiarize the students with Flow pattern, Equipments, Facilities.

DETAILED SYLLABUS

MODULE 1:- Events-Event management – definition – Broad classification of Events (types). Event planning, Five C's of event management - Conceptualization, Costing, Canvassing, Customization, Carrying out- Role of events in promotion of tourism.

MODULE 2:- MICE – Meeting – Incentives – Conference – Convention – Exhibition –Trade shows and fairs, Leisure Events, Sports Events – organizers – sponsorship – event management as a profession-

MODULE 3:- Event Planning and organizing – Problem Solving and Crisis Management – Leadership and Participants Management – Managing People and Time – Site and Infrastructure Management.

MODULE 4:- Event Marketing – Customer care – Marketing equipment and tools – Promotion, Media Relations and Publicity - Event Co-ordination - Visual and Electronic Communication– Event Presentation – Event Evaluation – Case Studies of events.

MODULE 5:- Travel Industry Fairs – Benefits of Fairs - ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII-Events, PATA Travel Mart- India Convention Promotion Bureau (ICPB).

REFERENCE BOOKS

1. Event marketing and management – sanjayasingh gaur,
2. Event management and event tourism – gelz,
3. Hospitality marketing and management – j.m.mathews
4. Event and entertainment marketing, Avrich barry (1994), vikas, Delhi.
5. Event management, Bhatia a.k. (2001), sterling publishers, New delhi.
6. Event management in leisure and tourism, David c. Watt (1998), Pearson, uk.
7. Event planning 2nd edn. By Allen, Judy, 1952- the ultimate guide to successful meetings, corporate events, fund-raising galas, conferences, conventions, incentives and other special events / Judy Allen. ISBN 978-0-470-15574-5

BHA2BO2 FRONT OFFICE OPERATION (THEORY)

Aim of the course: This course aims to establish the importance of front office and Housekeeping departments and their role in Hotel industry. It also prepares the students to acquire basic knowledge and skills necessary for different tasks and aspects of front office and housekeeping departments of a hotel.

Objectives of the Course: a) This course helps to understand functions of front office and housekeeping departments.

Module	Topic	Content
1	Introduction to Hospitality industry	<ol style="list-style-type: none">Introduction – What is HospitalityClassifications of hotels.Hotel organisation-Hospitality ethics and standardsHospitality Ethics in practiceTraits of Hospitality employees
2	Front office organization	<ol style="list-style-type: none">Functional areas, sections and Layout of front officeOrganization of front office staff

		<ul style="list-style-type: none"> c. Duties and Responsibilities of some front office personnel d. Qualities of front office personnel e. Importance of Organization
3	Room Tariff	<ul style="list-style-type: none"> a. Introduction of Room tariff b. Room rate designation c. Meal plans, Room tariff card, Room tariff fixation, Guest cycle d. Reservations, Types of reservation, Modes of Reservation sources of reservation, reservation reports and importance of reservation e. Registration, pre-registration, form c, passport, visa, registration records, Check in procedures for Individual, Group and crew arrivals, very important persons in a hotel.
4	Guest services	<ul style="list-style-type: none"> a. Handling Guest mail, Message handling b. Custody and control of keys, Guest paging, safe deposit locker c. Guest room change, left luggage handling, wake up call d. Guest complaints, Types of Guest complaint, Handling Guest complaint e. Check out and settlement, departure procedure, Mode of settlement of bills, foreign exchange, cash settlement, credit settlement, potential check out problems and solutions, late check out, improper posting of charges in guest folio, control of cash and credit, Credit limit for customers.
5	Front office accounting	<ul style="list-style-type: none"> a. Introduction of front office accounting b. Types of Accounts c. Vouchers d. Folios and ledger e. Front office accounting cycle and Night audit process

REFERENCE BOOK

Sl.No	Book Name	Author
1	Hotel front office operations and Management	Mr Jatashankar RTewari

2	Hospitality Reception and front office procedure and system	Dr.Jagmohan Negi
3	Front office Management	Mr S.K Bhatnagar
4	Training manual for front office operations	Mr Sudhir Andrews
5	Managing front office operations	Mr Michael L Kasavana

BHA2BO3(P)FRONT OFFICE OPERATIONS (PRACTICALS)

Sl. No	Topic	Method
1	Reservation	Demo in PMS Lab
2	Registration	Demo in PMS Lab
3	Guest history	Demo in PMS Lab
4	Telephones	Demo & Practical Session
5	Housekeeping	Demo in PMS Lab
6	Daily transactions	Demo in PMS Lab
7	Front office accounting procedures	Demo/Practice
	(a)Manual accounting	Demo/Practice
8	(b)Machine accounting	Demo /Practice
	(c)Payable, Accounts receivable, Guest history	Demo
9	Role play	Demo/Practice
10	Situation handling	Demo/Practice

REFERENCE BOOK

Sl.No	Book Name	Author
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1	Hotel front office operations and Management	Mr Jatashankar R Tewari
2	Hospitality Reception and front office procedures and system	Dr.Jagmohan Negi
3	Front office Management	Mr S K Bhatnagar
4	Hotel Front office training manual	Sudhir Andrews

BTA2C02 HOSPITALITY LAW

Course outline

Module I: Indian Contract Act: Definition of Contract, Proposal, Agreement, Consideration, etc- Essentials of Valid contract- Competent Parties- Types of Contracts – valid, void and voidable- Performance of Contract- Discharge of Contract- Remedies for Breach of Contract- Indemnity and Guarantee.

Module II: Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions, Payment of Wages Act - Definition of Wages, Authorized deductions from the wages Workmen's Compensation Act – Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation

Module III: Food Adulteration Act: Principles of food laws regarding prevention of food adulteration, definition, Authorities under the act.– Procedure for procurement. Tourism related laws – VISA, Passport.

Module IV: Hotel laws in India- Laws related to Hotel Operations- Hotel licenses and regulations- Registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions. Licenses and permits for hotels and catering establishments- Hotel Insurances- Food Legislations – Liquor Licensing-

Module V: Laws related to public health and safety- Food Safety and Standard Authority of India (FSSAI)-Introduction- Functions. Hazard Analysis Critical Control Point.(HACCP)- need- Functions.

Reference Books:

1. Mercantile law: M.C Kunhal,
2. Mercantile law: Gary and Chawla,

3. Business Law: Tulsian
4. Business Law: Gary and Chawla.

BHA3B04FOOD PRODUCTION –I (THEORY)

Aim of the course: Food Production is an integral part of Hospitality industry. This course prepares the student to understand the basic theory of food production.

Objectives of the Course:

- a) It is important to inculcate the students with sound knowledge in basic food production, so that they can be put into use in better way.
- b) This course helps the student to understand the methods of cooking and different types of ingredients used for cooking

Module	Topic	Content
1	INTRODUCTION TO COOKERY	Levels of skills and Experience- Attitudes and Behavior in the Kitchen- Personal Hygiene- Safety Procedure in Handling Equipment-Aims and objectives of cooking food-Variou textures- Basic Culinary terms. HIERARCHY AND DEPARTMENT STAFFING; Classical Brigade- Modern staffing in various category hotels-Role of Executive Chef-Duties &Responsibilities of various chef-Co-operation with other Departments. KITCHEN ORGANIZATION & LAY OUT; General layout of kitchen in various organization- Layout of Receiving Areas- Layout of storage Area- Layout of service and wash up- Various Fuels used- Advantages & Disadvantages.
2	BASIC PRINCIPLES OF FOOD PRODUCTION;	Introduction, Classification of vegetables- Effects of heat on vegetables- Cuts of vegetables- Classification of fruits- Uses of Fruit in Cookery- Salads & Salad dressing stocks- Definition of Stock- Types of Stocks- Preparation of stock- Storage of Stocks -Uses of Stocks –Soups - Classification of soups with examples- Basic recipes- Consommés- Garnishes and accompaniment for Soups - Classification of Sauces- Recipes for mother Sauces- Derivatives.

3	MEAT, RICE & PULSES	Meat; Introduction- Cuts of Beef/Veal- Cuts of Lamb/Mutton-Cuts of Pork - Variety meats (Offal). Fish; Classification of fish with examples - Cuts of fish - Selection fish and & shellfish- Cooking of fish. Egg; Introduction of Egg Cookery- Structure of an egg- Selection of egg- Uses of egg in Cookery. Rice; Introduction - Classification and Identification - Cooking of rice, cereals & pulses - Varieties of rice & other cereals.
4	METHODS OF COOKING FOOD;	Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling. BASIC COMMODITIES; Flour; Types of wheat- Types of flour -. Uses of flour in food production- Shortening- Role of shortening- Varieties of shortenings- Advantages & Disadvantages of using different shortenings- Fats & Oil - Types, varieties -Raising agents - Classification of raising agent- Role of raising agents. Sugar; Importance of sugar- Types of sugar- Cooking of sugar- (various stages)- Uses of sugar.
5	BEVERAGES, MILK & MILK PRODUCTS	Tea; Types of tea available- Preparing tea for consumption- Popular brand. Coffee; Types of coffee- Preparing coffee- Varieties of coffee-blends Chocolate- Manufacture of chocolates- Types of chocolates - Tempering of chocolates. Milk; Pasteurization, Homogenization, Types of milk. e.g. skimmed condensed.- Nutritive value. Cream; Processing of cream - Types of cream- Butter - Processing of butter- Types of butter. Cheese; Processing of cheese- Types of cheese- Classification of cheese- Cooking of cheese- Uses of cheese. USES OF HERBS AND WINES IN COOKERY.

Reference

1. THEORY OF COOKERY – KRISHNA ARORA
2. COOKING ESSENTIALS- MARY DEIRDRE DONOVAN
3. MODERN COOERY- VOL 1&2- THANGAM E PHILIP
4. LARDER CHEF- M J LETO AND WKH BODE
5. PROFESSIONAL BAKING- WAYNE EISSLEN

BHA3BO5 (P) FOOD PRODUCTION – II (PRACTICAL)

Sl.No	TOPIC
1	Identification and cuts of vegetables
2	Preparation of stocks – White, Brown and Fish
3	Preparation of Sauces
4	Soups: Cream – vegetable, spinach, tomato greenpeas Consomme – Royale, Celestine c National – Vichyssoise, cabbage chowder
5	Eggs – boiled, fried, poached, scrambled, omelettes.
6	Fish – Fisho'rly a la nglaise, Colbert, poached, saumon grille, Florantine, mornay, pomfret meuniere, fish fingers.
7	Poultry – jointing chicken, poulet roti a l anglaise, poulet sauté chasseur, poulet Maryland, roast chicken, chicken a la king
8	Meat - Fillet steak, tournedos, escalope, lamb stew, hot pots, grilled steak.
9	Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, parsienne
10	Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised.
11	Salads and sandwiches – coleslaw, Russian salad, potato salad, carrot, salad nicoise , fruit salad, waldrof salad, sandwiches varieties Sweets – honey comb mould, trifle, chocolate mousse, lemon soufflé,bread and butter pudding, caramel custard, albert pudding, Christmas pudding.
12	Indian Dishes a. Snacks – dhokla, uppama, idly, wadas, samosa, paltice, cutlets b. Breads – chappaties, poories, parathas, bhaturas, missie roti, roomali roti, baki roti c. Rice – jeera pulao, veg. pulao, lime rice, alu ki thahari, yakhini pulao, prawn pulao, peas pulao, chicken biryani, muootn biryani, prawns biryani, veg. biryani, hyderabadi biryani, kashmiri pulao d. Gravies (veg/ non veg) – khorma (chicken, mutton veg.) shajahani, jal fraize, rogin chicken, rogan josh, chicken / mutton do pyaz, chicken

chettinad, paneer malai kofta, palak paneer, butte chicken, aloo gobi, fish moilee, goan fish curry, macher jhol, dal

makhani, dal thadka, mixed veg curry, pepper chicken, kadai chicken, mutton vindaloo,

e. Dry (veg./ non veg.) - salads, raitas, foogath, bhaaji, bhujjia, kuchumber, fried bhindi, avail, brinjal bhurta, masala fried fish, karimeen pollichudhu

f. Sweets – Gajjar hulwa, sheera, gulab jamun, boondhi laddoo, semiya payasam, pal payasam, badam/carrot kheer, jangri, shahi tukra, mysore pak, kesari, rasagullas, pumpkin hulwa.

g. Tandoor – Naan, kulcha, roti, chicken tikka, fish tikka, sheek kebab, tandoori chicken, hariyali chicken/ fish tikka, tangdi kebab.

BHA3BO6 FOOD AND BEVERAGE SERVICE-I (THEORY)

Aim of the course: This course aims to provide a comprehensive knowledge on Food and Beverage services and to develop technical skills in serving Foods and Beverages in Hotel industry.

Objectives of the Course:

- a) To provide an overall idea of service department of a hotel and its functions..
- b) To understand the arrangement of a Food and beverage outlet for service..

To acquire some technical skills for serving food and beverages in hotels and its methods and styles

Module	Topic	Content
1	Introduction to catering	Introduction to the Hotel Industry and growth of the hotel Industry in India Catering establishments: Definition and structure Role of catering establishment in the travel/tourism industry Classification of the catering industry

		<p>Organization of Food and Beverage department of hotel</p> <p>Principal staff of various types of F&B operations, duties and responsibilities</p> <p>French terms related to F&B staff.</p>
2	Department organization and staffing	<p>Inter-departmental relationships (Within F&B and other department)</p> <p>Attributes of a waiter- Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency</p> <p>Types of restaurants: overview and key characteristics - coffee shop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar.</p>
3	Operating equipments	<p>Classification of crockery, cutlery, glassware, hollowware, flatware and special equipments</p> <p>Restaurant linen and furniture</p> <p>Dummy waiter- arrangement and uses during services.</p> <p>Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate.</p>
4	Menu	<p>Origin of menu, Objectives of Menu Planning, Types of menu- table d'hôte menu, a la carte menu (Cover and layout)</p> <p>French classical menu with examples</p> <p>Food and their usual accompaniments</p> <p>Breakfast: Types, menu for each type, terms used in the service of continental breakfast</p> <p>Cover laying for continental and English breakfast.</p> <p>Order taking procedures: In-person, telephone and door hangers.</p>
5	Types of service	<p>Different styles of service, advantages and disadvantages.</p> <p>Restaurant service: Misen scene, Misen place.</p> <p>Points to be remembered while laying a table,</p> <p>Do's and don'ts in a restaurant</p> <p>Sequence of service</p> <p>Floor / Room service: Meaning, Full & Partial room service,</p>

Breakfast service in room, tray & trolley set-up for room service

Lounge service: Meaning, organization of lounge service.

Tea service: Afternoon tea and high tea, order of service.

Banquets and buffets – Types and layout.

REFERENCE BOOKS

Sl. No	Book Name	Author & Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

BHA3B07 (P) FOOD AND BEVERAGE SERVICE -I (PRACTICAL)

Module	Topic	Content
1	Food and Beverage service areas	Induction and familiarization of F & B service areas
		Ancillary F & B service areas –Induction and profile
		Familiarization of F& B Service equipment-cutlery, crockery, glassware, flatware, hollowware, linen and miscellaneous equipments
		Care & Maintenance of F&B Service equipment
		Cleaning / polishing/wiping /storing of F & B service equipments-cutlery, crockery and glassware.

		Waiter's tool kit
		Arrangement of sideboard
2	Basic technical skill	Handling/ storing cutlery, crockery, glassware, flatware, hollowware
		Manipulating service spoon and fork for serving various courses
		Laying and relaying of table cloth
		Serviette folds
		Practice of simple menu compilation.
3	Menu	Types of menu -Table lay up for different menu - A La Carte, Table d'hôte,
		French classical Menu
		Points to be remembered while laying a table for a menu
		Restaurant service -Organizing Mise-en-scene,Organizing Mise-en-Place. Opening, Operating & Closing duties
		Restaurant vocabulary – English and French
		Different forms of service in a restaurant- Russian, American, French, Silver and English.
		Service of water
4	Food and Beverage service	Carrying a Tray /Salver
		Carrying glasses
		Service of various forms of a meal courses: Hors d'oeuvres, Potege, Poisson, Entrée, Releve (main), Sorbet, Roti, Legumen, Entrement, Savoury, Desserts and Cafe.
		Clearing soiled plates/Clearing of a meal (course by course) Sequence of service-Receiving and seating of guests, presenting the menu, taking orders, serving courses, bill presentation and seeing off the guest.

		Breakfast –Types
		Breakfast Menu (English, American Continental, Indian, buffet)
5	Breakfast service	Breakfast table setting - Continental breakfast cover and tray set up.English breakfast cover and tray set up. Buffet
		Service of non – alcoholic drinks, tea and coffee

REFERENCE BOOKS

Sl.No	Book Name	Author & Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

BHA3CO3Nutrition Hygiene And Sanitation (COMPLIMENTARY)

Objectives

- The students will be able to explain the role of nutrition in providing good health and the ill effects of excess /inadequate intake of these nutrients on human health.
- The students will be able to list down the beneficial and harmful effects of micro organisms in food.
- The students will be able to apply this knowledge in preserving food against contamination, food intoxication and spoilage and thus emphasize

SEMESTER TO BE TAUGHT-2ND

Module - 1	Basic Aspects	<p>A. Definition of the terms Health, Nutrition and Nutrients</p> <p>B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health.</p> <p>C. Classification of nutrients</p>
Module - 02	Balanced Diet	<ul style="list-style-type: none"> • Definition and Classification (major and minor) • Food Sources, functions and significance Calcium, Iron, Sodium, Iodine & Flourine
Module - 03	Menu Planning	<ul style="list-style-type: none"> • Planning of nutritionally balanced meals based upon the three food group system • Factors affecting meal planning • Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. • Calculation of nutritive value of dishes/meals
Module - 04	Food Spoilage & Food Preservation	<p>A. Types & Causes of spoilage</p> <p>B. Sources of contamination</p> <p>D. Basic principles of food preservation</p> <p>E. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation)</p>
Module - 05	Hygiene And Sanitation In Food Sector	<p>A. General Principles of Food Hygiene</p> <p>B. GHP for commodities, equipment, work area and personnel</p> <p>C. Cleaning and disinfect ion (Methods and agents commonly used in the hospitality industry)</p> <p>D. HACCP (Basic Principle and implementation)</p>
Module - 06	Micro-Organisms In Food	<p>A. General characteristics of Micro-Organisms based on their occurrence and structure.</p> <p>B. Factors affecting their growth in food (intrinsic and extrinsic)</p> <p>C. Common food borne micro-organisms:</p> <ol style="list-style-type: none"> a. Bacteria (spores/capsules) b. Fungi

- c. Viruses
- d. Parasites

Carbohydrates

- Definition
- Classification (mono, di and polysaccharides)
- Dietary Sources
- Functions
- Significance of dietary fibre (Prevention/treatment of diseases)

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

Proteins

- Definition
- Classification based upon amino acid composition
- Dietary sources
- Functions
- Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)

Vitamins

- Definition and Classification (water and fats soluble vitamins)
- Food Sources, function and significance of:
- Fat soluble vitamins (Vitamin A, D, E, K)

- Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)

Minerals

- Definition and Classification (major and minor)
- Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Flourine

BHA4BO8 ADVANCED FOOD PRODUCTION –II (THEORY)

Aim of the course: This course is more advanced than basic food production which is taught Second semester. This course aims to provide region based speciality foods and its production

Objectives of the Course:

- To provide the knowledge of different countries cooking methods and styles.
- It provides the technical knowledge of preserving foods.
- It also covers some speciality type preparation like Charcuterie, Larder etc

Module	Topic	Content
1	Indian Cookery	Introduction to Indian foods. CONDIMENTS AND SPICES ; Spices used in Indian Cookery - Role of spices in Indian cookery - Indian equivalent of spices (names). BASIC MASALAS ; Blending of spices and concept of ‘masala’- Different masalas used in Indian Cookery - Wet masalas - Dry masalas - Composition of different masalas - Varieties of masalas available in regional areas - Special masala blends. THICKENING AGENTS ; Role of thickening agents in Indian cuisine - Types of thickening agents
2	Quantity Food Production	EQUIPMENT - Quality of equipment used - Specification of equipment - Care & maintenance of equipment - Heat and cold generating equipment - Modern developments in equipment manufacturing.
3	Menu Planning	Basic menu planning – recapitulation, Special emphasis on quantity food production, planning of menus for various categories, such as; School/college students, industrial Workers Hospitals, canteens, outdoor, party’s theme dinners, Transport/mobile catering, Parameters for quantity food menu planning.

INDENTING: Principles of indenting - Quantities/portions for bulk production - Translation of recipes for indenting - Practical difficulties involved in indenting.

		British, Middle East, Spanish,
		French, Italian, Oriental And Mexican.
		SANDWICHES: Parts, Filling, Spreads And
		Garnishes, Types, Making And Storing.
		CHARCUTIERE; - Sausages - Force meats -
		Marinades, Cures, Brines- Bacon, Ham, Gammon-
		Galantines - Pates And Terrines - Mousses And
		Mousselines - Chaud Froid - Aspic Jelly - Non Edible
		Displays. APPETIZERS AND GARNISHES; -
		Classification
		- Examples, Different Garnishes.
		Short Crust – Laminated – Choux- Hot Water/Rough
		Puff - Recipes and methods of preparation - Care to be
		taken while preparing pastry - Role of each ingredient -
		Temperature of baking pastry. BREADS; Principles of
		bread making - Simple yeast breads - Role of each
		ingredient in bread making - Baking temperature and
		its importance. PASTRY CREAM; Basic pastry
		creams. Uses in confectionery. ICING AND
		TOPPINGS; FORZEN DESSERTS

BHA4BO9 (P) FOOD PRODUCTION – II (PRACTICAL)

FRENCH MENUS

MENU 1

Consommé Carmen
 Poulet Saute Chasseur
 Pommes Lorette
 Haricots Verts
 Salade de Betterave
 Brioce

MENU 6

Barquettes Assort is
 Stroganoff De Boeuf
 Pommes Persilles
 Salade De Chou-Cru
 Garlic Rolls
 Crepe Suzette

Baba au Rhum

MENU 2

Bisque D'ecrevisse
Escalope De Veau Viennoise
Pommes Battaille
Courge Provencale
Epinards au Gratin.
Gateau De Peche

MENU 3

Crème Dubarry
Dane De Saumon Grille
Sauce Poloise
Pommes Fondant
Petits Pois A La Flammande
French Bread
Tarte au fruit

MENU 4

Veloute Dame Blanche Cote
De Pore Charcuterie Pommes
De Terre A La Crème Carottes
Glace Au Gingembre Salade
Verte
Harlequin Bread
Chocolate Cream Puffs

MENU 5

Cabbage Chowder
Poulet A La Rex
Pommes Marquise
Ratatouille
Salade De Carottes et Celeri
Clover Leaf Bread
Savarin Des Fruits

MENU 7

Duchesse Nantua
Poulet Maryland
Croquette Potatoes
Salade Nicoise Brown
Dread
Pate Des Pommes

MENU 8

Kromesnies
Filet De Sole Walveska
Pommes Lyonnaise Funghi
Marirati
Bread Sticks Soufflé Milanaise

MENU 9

Vol-Au-Vent De Volaille et Jambon
Homard Thermidor
Salade Waldorf Vienna
Rolls
Mousse Au Chocolate

MENU 10

Crabe En Coquille Quiche
Lorraine Salade de
Viande Pommes
Parisienne Focaccia
Crème Brulee

Aim of the course: This course aims to provide a comprehensive knowledge on Food and Beverage services and to develop technical skills in serving Foods and Beverages in Hotel industry.

Objectives of the Course:

- a) To provide an overall idea of service department of a hotel and its functions..
- b) To understand the arrangement of a Food and beverage outlet for service..

To acquire some technical skills for serving food and beverages in hotels and its methods and styles

Module	Topic	Content
1	Beverages	<p>Classification of beverages: Types of beverages, preparation of common non-alcoholic Beverages. Examples tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.</p> <p>Alcoholic beverage: Meaning, classification of alcoholic beverages.</p>
2	Dispense bar	<p>Introduction and definition</p> <p>Bar layout – physical layout of bar</p> <p>Bar stock – alcohol & non alcoholic beverages</p> <p>Bar equipment</p>
3	Wines	<p>Common grape varieties used in making wines, factors affecting the quality of wines, Manufacturing process of table wines (red, white and rose), brand names, Wine producing regions of France, Grape varieties, popular red and white wines.</p> <p>Champagne: Manufacturing process of Champagne, styles, brand names and bottle sizes</p> <p>Wine producing regions of Germany and Italy, grape varieties and brands.</p> <p>Fortified wines: Sherry, Port and Madeira – Production methods, and styles, Cider & Perry: Meaning.</p> <p>Aperitifs - Introduction and Definition, Types of Aperitifs, Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)</p>

		<p>Meaning, color, flavor & country of origin of Absinthe, Advocaat, Abricotine, Anisette, Aurum, Benedictine, Cointreau Crème de menthe, crème de moka, all, curacao, Drambuie, Glavya, Goldwasser, Grand Marnier, Kahlua, Sambuca, Tia Maria, etc</p> <p>Beer: Manufacturing process, types of beer and popular brands.</p> <p>Cocktail- Meaning, types of Cocktails, Methods of making cocktails, points observed while making cocktails, Recipes of Whisky, rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails. (Given in reference text only) Mocktails- Meaning and recipes of famous mocktails.</p> <p>Specialty coffee – meaning and examples</p> <p>Spirit production methods - pot still and patent still</p> <p>Manufacturing process of Spirits (Whisky, Rum, Gin, Brandy, Vodka and Tequila), styles and brand names</p> <p>Checking, control & Billing: Introduction & checking systems, Types of checks, copies, triplicate system and duplicate system, checking for wines & other drinks</p>
4	Liqueurs	
5	Spirits	<p>The Bill - method of making a bill & settlement of accounts</p> <p>Tobacco - Important tobacco producing countries of the world, quality of cigars & cigarettes strength & size of cigars, service method.</p> <p>Menu Engineering: Meaning</p> <p>Menu Merchandising: Methods of pricing menus, Shape and design of menu, Size of menu, Type & colour of paper or card, Layout, printing & reprinting.</p>

REFERENCE BOOKS

Sl. No	Book Name	Author & Publisher
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1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
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5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

BHA4B11 (P) FOOD AND BEVERAGE SERVICE-II (PRACTICAL)

Module	Topic	Content
1	Dispense Bar– Organizing Mise-en- place	Wine service equipment Beer service equipment Cocktail bar equipment Liqueur / Wine Trolley Bar stock - alcoholic & non-alcoholic beverages Bar accompaniments & garnishes Bar accessories & disposables Class room Exercise Developing Hypothetical Business Model of Food & Beverage Outlets
		Case study of Food & Beverage outlets - Hotels & Restaurants
2	Planning and Operating Food & Beverage Outlets	Function Catering – Banquets Planning & organizing Formal & Informal Banquets Planning & organizing Outdoor caterings Function Catering – Buffets Planning & organizing various types of Buffet Definition and History Classification
3	Cocktails and Mixed drinks	Recipe, Preparation and Service of Popular Cocktails: - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins

		- Tom Collins - Gin FIZZ - Pimm's Cup – no. 1,2,3,4,5- Flips - Noggs- Champagne Cocktail - Between the Sheets - Daiquiri - Bloody Mary - Screw Driver - Tequilla Sunrise - Gin-Sling - Planters Punch - Singapore Sling - Pinacolada - Rusty Nail - B&B - Black Russian- Margarita - Gimlet – Dry & Sweet - Cuba Libre- Whisky Sour- Blue Lagoon- Harvey Wall Banger - Bombay Cocktail
4	Alcoholic Beverages	Service of Wines -Service of Red Wine, white/Rose Wine, Sparkling Wines, Fortified Wines, Aromatized Wines, Cider, Perry & Sake, Aperitifs,Bitters, Vermouths, Beer, Service of Spirits - Service styles – neat/on-the-rocks/with appropriate mixers - Whisky, Vodka, Rum, Gin, Brandy, Tequila Service of Liqueurs - Service styles – neat/on-the-rocks/with cream/en frappe
5	Matching Wines with Food	Menu Planning with accompanying Wines - Continental Cuisine and Indian Regional Cuisine Table laying & Service of menu with accompanying Wines - Continental Cuisine and Indian Regional Cuisine

REFERENCE BOOKS

Sl. No	Book Name	Author & Publisher
1	Food and Beverage Service	Dennis Lillicarp, Hodder and Stoughton Educational
2	Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
3	Food and Beverage Service	Sudhir Andrew , Tata McGraw Hill Education
4	Food and Beverage Service	JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5	Food and Beverage Service	Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

BHA4C04HOTEL ACCOUNTANCY

Course Objectives

1. To impart knowledge and understanding of the principles and concepts of financial accounting and hotel Accounts
2. To familiarize the students with Accounting Concepts related with Hotel industry
3. To equip the students to prepare the accounts of Hotel Industry.

Module 01 Introduction To Accounting	A. Definition of Accountancy B. Need for accounting C. Types and classification of accounts D. Rule of accounts E. GAAP -Accounting Concepts and Conventions concepts- F. Book keeping-objectives of book keeping G. Double entry system-meaning-advantages
Module 02 Books of Accounts	A. Journal-meaning-advantages-problems B. ledger-meaning-problems C. Subsidiary books- D. Cash book-Types of cash book E. Trial balance-Methods –problems F. Final Accounts (Trading profit and loss A/C and balance sheet) with adjustments-closing stock, prepaid expenses, outstanding expenses and depreciation.
Module 03 Internal control & Audit	A. Meaning of internal control –Objectives of internal control-Advantages –Implementation and review of internal Control B. Meaning of Audit -Auditing - internal and external audit-various types of audit-statutory audit- night audit
Module 04 Uniform System of Accounts for Hotel	A. Uniform system of accounting Concept and Necessities- Advantages and Disadvantages of uniform system B. Various kinds of schedules-Preparation of horizontal and vertical balance sheet
Module 05 Hotel Department Accounting	A. Departmental accounting Meaning and definition of departmental accounting-objectives of departmental accounting-Main methods of preparing departmental accounting B. Allocation and apportionment of expenses

REFERENCE BOOK

1. Introduction to Accounting Dr Shukla Sahitya Bhawan Publication
2. Advanced Accounting R.S.N Pillai Bagavathi Konark Publishers Pvt ltd
3. Hotel Accounting & Financial Control Ozi D'Cunha The Dicky's Enterprise
Mumbai

BHA5B12 INDUSTRIAL EXPOSURE TRAINING AND REPORT

Industrial Exposure Training is an integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded 200 marks (150 marks external evaluation and 50 marks internal evaluation) for the industrial training & report and for viva voce.

- 1) For award of 200 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.
- 2) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
- 3) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

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

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn and maintain high standards and quality of work
5. Should interact adhere to the prescribed training schedule.
12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

1. Should give proper briefing to students prior to the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.

4. Should coordinate (emergencies) with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about appraisals, attendance, marks, logbook and training report.
9. Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry.

Hotels:

1. Should give proper briefing session! Orientation / induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme
6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log boom, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training “Dos and Don’ts” for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should

BHA5B13 COMPREHENSIVE SELF STUDY

The aim of this course is to assess the students knowledge of the entire programme in which he/she has gone through. It will be assessed by conducting a Multiple Choice Questions (MCQ) examination with two hours duration. 120 multiple choice questions will be asked, out of which 100 questions must be answered, in the examination. The answer scripts will be sending for external evaluation.

The main objectives of this course are,

1. To understand the student capacity of theoretical knowledge in which they studied in all the previous semesters.
2. To analyze the student capacity to solve the questions within the stipulated time.
3. To improve the observing and listening capacity of students in the class rooms and the other learning areas, including training.

BHA5B14 HUMAN RESOURCES MANAGEMENT (core course)
Semester to be taught-5th semester

Objectives:

- To familiarize the students with the different aspects of managing human resources in an organization.
- To impart basic knowledge about the job analysis and Human resource planning in an organization.
- To equip the students with basic knowledge and skills required for the recruitment, selection and retention of human resources.

Sl No	Module	Content
1	An introduction to Human Resource Management	<ul style="list-style-type: none"> • Introduction • Meaning and significance • Objectives of HRM • Functions of HRM • Evolution and development of HRM
2	Job Design and Job Analysis	<ul style="list-style-type: none"> • Job Design • Job Analysis • Job Description • Job Specification • Uses of Job Analysis
3	Human Resource Planning	<ul style="list-style-type: none"> • Introduction • Human Resource Planning • Process of HR Planning • HRP at Different levels
4	Recruitment	<ul style="list-style-type: none"> • Introduction – Definitions and Objectives • Process of Recruitment • Sources of Recruitment • Techniques of Recruitment • Modern sources and techniques of recruitment

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|---|------------------------------------|--|
| 5 | Selection, Placement and Induction | <ul style="list-style-type: none"> • Introduction • Selection Procedure • Interview • Placement • Induction |
|---|------------------------------------|--|

Reference Books :

1. Subba Rao, Human Resources Management.
2. Aswathappa, K., Human Resource Management
3. Michael Porter. HRM and Human Relations
4. Arthur M, Career Theory Handbook, Prentice Hall Inc. Englewood Cliff.
5. Bernardin. John H, Human Resource Management. Tata McGraw Hill. New Delhi.

OPEN COURSE

BHA5B01 INTRODUCTION TO HOSPITALITY INDUSTRY

Module	Topic	Content
1	Introduction to the Hospitality industry	1. The origin of hospitality 2. History of travel -in India and international – early times, Persian, Macedonial times, Mayurian empire ,the Mugal Empire, The Muslim Empire, English Raj, Post Independence 3. Hospitality –Guest relation, customer satisfaction 4. Types of hospitality 5. Hospitality ethics and standards 6. Traits of hospitality employees 7. Evolution and growth of hotel industry in India
2	History of Hotels, Resorts and Motels	1. Inns of early times 2. History of hotels in America 3. History of motels and it's features 4. Advent of hotel chains
3	Types of hotels, Hotel Organization And Job Description	1. Small, medium and Large hotels 2. Revenue Departments 3. Non revenue departments 4. Minor revenue departments 5. Uniformed services of hotel 6. Organisation chart 7. Job description and job specification of front office employees

4	Customer service and Understanding guest service	<ol style="list-style-type: none"> 1. What is customer service 2. Why is customer service is important 3. Who is the customer 4. Creating excellent mindset 5. Customer relationship management 6. Difference between service and physical products
5	Areas of Hospitality industry	<ol style="list-style-type: none"> 1. Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, time share, condominiums, boutique hotels and supplementary accommodations 2. Air lines 3. Railway 4. Limousines, luxury Cruise lines, 5. Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering.

REFERENCE BOOK

Sl.No	Book Name	Author
1	Hospitality reception and front office procedures and systems	Dr.Jagmohan Negi

BHA6B15 ACCOMMODATION OPERATIONS (THEORY)

Aim of the course: This course aims to establish the importance of front office and Housekeeping departments and their role in Hotel industry. It also prepares the students to acquire basic knowledge and skills necessary for different tasks and aspects of front office and housekeeping departments of a hotel.

Objectives of the Course: a) This course helps to understand functions of front office and housekeeping departments.

Module	Topic	Content
1	Housekeeping	<ol style="list-style-type: none"> f. Introduction – What is Housekeeping? g. Classifications of hotels. h. Importance of housekeeping in hospitality industry. i. Responsibilities of housekeeping Department. j. Personal attributes of housekeeping staff.

2	Organizational Framework of the department	<ul style="list-style-type: none"> e. Organizational structure of housekeeping department. (small, medium, large) f. Job description, job specification, job list, job breakdown and job procedures. g. Duties and responsibilities of housekeeping personnel. (EHK, Deputy Housekeeper, Desk control supervisor, Room and public area supervisor, guest room and public area attendants) h. Types of rooms and room status. i. Coordination with other department.
3	Cleaning Procedures & Types of cleaning	<ul style="list-style-type: none"> f. Principles of cleaning, cleaning agents, cleaning equipment's. g. Frequency of cleaning. h. Spring cleaning i. Sequence of guest room cleaning- entering the guest room, removal of soiled linen, making the bed, cleaning the bathroom, replenish the supplies servicing VIPs room. j. Second service, turndown service, guest floor practices, Room report.
4	Housekeeping Procedures	<ul style="list-style-type: none"> f. Daily routine system in housekeeping. g. Housekeeping control desk, forms formats and registers maintained in control desk. h. Types of Keys and key handling. i. Lost and found procedures. j. First Aid& Fire safety procedures
5	Public Area Cleaning	<ul style="list-style-type: none"> f. Entrance, lobbies, front desk, g. Elevators, stair case, guest corridors, h. Public rest rooms, i. Banquet halls, restaurants j. Leisure areas.

REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel Housekeeping Operations & Management	G.Raghubalan,SmarteeRaghubalan
2	Housekeeping Theory & Practices	Dr.Jagmohan Negi
3	Professional Management of Housekeeping Operations	Robert.J.Martin

4	Hotel Housekeeping	Milani Singh
5	Hotel Housekeeping Training Manuel	Sudhir Andrews
6	Accommodation Operation Management	S.K .Kaushal, S N Gautham

BHA6B16(P) ACCOMMODATION OPERATIONS (PRACTICAL)

Sl.No	Topic	Method
1	Cleaning Equipment's	Demo
2	Cleaning Agents	Demo
3	Cleaning of Different Surface	Demo & Practice
4	Bed Making	Demo & Practical Session
5	Daily Cleaning of Guest Rooms	Demo /Practice
6	Standard Supplies	Demo
7	Periodical Cleaning & Special Cleaning	Demo/Practice
8	Public area cleaning	Demo/Practice
9	Guest Room inspection	Demo /Practice
10	Maids cart , different types of trolleys	Demo
11	Turn down service , Second service	Demo/Practice
12	Folding of Linen	Demo/Practice

REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel Housekeeping Operations & Management	G.Raghubalan, SmarteeRaghubalan
2	Housekeeping Theory & Practices	Dr.Jagmohan Negi
3	Professional Management of Housekeeping Operations	Robert.J.Martin
4	Hotel Housekeeping	Milani Singh
5	Hotel Housekeeping Training Manuel	Sudhir Andrews

BHA6B17 FOOD AND BEVERAGE MANAGEMENT

Aim: This course aims to make the students to understand the importance of cost control in Hospitality industry. It also aims to give the importance of control system in the industry.

Objectives of the Course

- This course helps the students to control the Food and Beverage cost in the industry.
- To know how to price the Food and Beverages, controlling of costs, budgetary control, and variance analysis.

To understand the functions of Food and Beverage department for controlling food production

Module	Topic	Content
1	Cost & Sales Dynamics	Cost & Cost Accounting - Elements of Cost - Classification of Cost - Sales Concept - Uses of Sales Concept
2	Inventory Control	Importance, Objectives, Methods, Levels and Techniques. Perpetual Inventory - Monthly Inventory. Pricing of Commodities - Comparison of Physical and Perpetual Inventory
3	Food & Beverage Control Purchasing & Budgetary control	Receiving- Storing- Issuing- Sales Control Production Control- Standard Recipe - Standard Portion Size - Bar Frauds - Books maintained- Beverage Control - Sales Control - Procedure of Cash Control- Machine System- ECR- NCR- POS – Reports - Budgetary Control- Budget, Budgetary Control, Objectives, Frame Work, Key Factors, Types of Budget
4	Standard Costing, Variance Analysis & Breakeven	Standard Cost- Standard Costing. Cost Variances- Material Variances- Overhead Variances - Labour Variance - Fixed Overhead Variance- Breakeven Analysis- Breakeven Chart - P V Ratio – Contribution- Marginal Cost
5	Menu Merchandising	Menu Control- Menu Structure – Planning. Pricing of Menu - Types of Menu. Menu as a Marketing tool – Layout - Constraints of Menu Planning

Reference Books

- Cost Accounting: S.P.JAIN, K.L.NARANG

- b) Food and Beverage Management: BERNAD DAVIS, ANDREW LOCKWOOD, SALLY ST

BHA6B18 MANAGEMENT PRINCIPLES AND PRACICES.

Aim of the course: This course explains meaning of management and analyses its process in modern organizations including Hotel, tourism and travel.

Objectives of the Course

- a) To understand the basic Management concepts.
- b) To understand the functions of Management.
- c) To get an awareness of Organizing, directing and leading

Module I: Nature and Scope of Management: Evolution of Management - Schools of management thought - F.W.Taylor and Henry Fayol - Principles of Management - Management as a science and an art - Management process.

Module II: Functions of Management: Planning: Types of plan - Planning process – Organizing: Span of control - Line and staff functions - Centralization and decentralization – Delegation - Staffing: Manpower planning: Recruitment - Selection and placement. Directing. Principles of direction – Co-ordinating and controlling.

Module III - Manager Vs Leader: Leadership and motivation: leadership styles - Theories of motivation- MBO - Management of performance - Team Management Characteristics of work group - Work group behaviour and productivity - Team creation and management.

Module IV - Communication in Management- Importance, SMMR model, Communication & Information, Communication Process, barriers to Communication, Types of Communication, verbal & Non verbal communication. Conflict resolution.

Module V - Ethics & Management : Relevance of values in management – Holistic approach for managers in decision making - Ethical Management: Role of organisational culture in ethics -structure of ethics management - Ethics Committee.

Reference Books

1. Essential of Management– Harold Koontz & Heinsz Weirich.

2. Management– H. Koontz & Cyrill O'Donnell.
3. Management Theory– Jungle, H. Koontz.
4. Principles of Management– Peter F. Drucker.
5. Management Concepts – V.S.P. Rao, Konark Publishers
6. Principles & Practice of Management– L.M. Prasad, S. Chand.
7. Organization & Management– R. D. Agarwal, Tata McGraw Hill.
8. Modern Business Administration– R.C., Pitman.
9. Human Resource Management– Railey M., Butterworth Heinemann

BHA6B19 HOTEL SALES AND MARKETING

Aim of the course: This course includes the techniques of sales and Marketing. This course aims to acquire the basic knowledge of marketing principles and study the sustainability of alternative promotional approaches to formulate sales and marketing plans.

Objectives of the Course:

- a) To provide basic knowledge about the concepts, principles, tools and techniques of sales and marketing.
- b) To expose the students to the latest trends in sales and marketing.
- c) To give an idea about Service Marketing

Module I: Marketing – basic concepts – needs, wants, demand, exchange, transaction, value and satisfaction in hospitality industry – marketing process – marketing philosophies – Products and Services, Application of different marketing concepts in hotel/ service industry.

Module II: Marketing information system – concepts and components – internal record system result area) – marketing intelligence system – scope in hospitality business – processes and characteristics – managerial use – MIS with special reference to rooms, restaurants – banquets and facilities.

Module III: Product – defining the hospitality products – difference between good and services product – levels of product – generic, expected, augmented, potential tangible and intangible products – Product life Cycle - product mix in hospitality business.

Module IV: Marketing environment – a basis for needs and trend analysis and marketing effectiveness – SWOT analysis for hospitality industry of Micro and Macro environment. Pricing and Pricing Strategies - Advertisement and Promotion.

Module V: Branding – basic concepts – brand equity – branding of hotels. Pricing of hospitality – concepts and methodology. Organisational customer- Types. Methods & Steps. Principles and practice of hospitality selling – Selling process – AIDA model. Latest trends in Hospitality Marketing

REFERENCE BOOKS:

1. Philip Kotler - Marketing Management
2. J.C. Gandhi - Marketing Management
3. William M. Pride and O.C. Ferrell – Marketing.
4. Stanton W.J. et al Michael & Walker, Fundamentals of Management.
5. Armstrong & Kotler, Marketing : An Introduction, Pearson.
6. P N Reddy & Appanniah, Essentials of Marketing Management.
7. R.S. Davar, Marketing Management, Progressive Corporation.
8. Joel R. Evans and Barry Berman, Marketing, Biztantra publications.
9. Ramaswamy and Namakumari, Marketing Management.
10. Neelamegham, Marketing in India.

BHA6B20ROOMS DIVISION MANAGEMENT

Module	Topic	Content
1	Computer applications in front office	a. Property Management system b. Different types of Modules in PMS c. Different property management system d. Interface e. Self service terminal and information kiosk
2	Yield Management	a. Yield Management and forecasting b. Measuring yield in the industry c. Yield management in the hotel industry d. Elements of yield management e. Benefits of yield management, yield management strategies, challenges or problems in yield management, Measuring yield, forecasting, benefits of forecasting, Data required for forecasting, record required for

		forecasting room availability, yield management prospects .
3	Evaluating Hotel performance	<ul style="list-style-type: none"> a. Methods of measuring hotel performance b. Occupancy ratio c. Average daily rate and average room rate per guest d. Revenue per available room e. Market share index and evaluation of hotels by guest
4	Overview of soft skills for hospitality	<ul style="list-style-type: none"> a. Introduction b. Job opportunities and their skill requirement c. Definition of Hard and soft skills d. Role of National skill development corporation e. Soft skill requirements for the service industry and teaching soft skills
5	Total Quality Management	<ul style="list-style-type: none"> a. Guests perception of quality b. Introduction to total Quality Management c. Practices in total quality management d. Japanese 5 s practice e. Business process Re-engineering, Quality control circles, kaizen, Benchmarking, Benefits of total quality management

REFERENCE BOOKS

Sl.No	Book Name	Author
1	Hotel front office operations and management	Jatashankar. R.Tewari
2	Hospitality reception and front office procedures and systems	Dr.Jagmohan Negi