

Second Year Syllabus
Bachelor In Hospitality Management
Calicut University

Proposed Syllabus
Second year of four-year degree in Hospitality Management

Teaching & Examination Scheme

Course code	SUBJECTS	Hours / week		Marks & Duration					
		Theory	Pract	Theory		Duration	Pract.		Duration
BHM 10	Food Production -II	2	8	80	20	3 hrs	80	20	4 hrs
BHM 11	Food & Beverage Service-II	2	2	80	20	3 hrs	80	20	4 hrs
BHM 12	Front Office Operations - II	2	2	80	20	3 hrs	80	20	4 hrs
BHM 13	Accommodation Operations - II	2	2	80	20	3 hrs	80	20	4 hrs
BHM 14	F & B Management I	2	-	40	10	2 hrs			
BHM 15	Business Communication II	1	-	40	10	2 hrs			
BHM 16	Human Resources Management - I	2	-	40	10	2 hrs			
BHM 17	Application of Computers -II	-	2			2 hrs	40	10	4 hrs
BHM 18	Principles of Management	2	-	80	20	2 hrs			
BHM 19	Hotel Law - I	1	-	40	10	2 hrs			
BHM 20	Hotel Accounts II	2	-	80	20	3 hrs			
BHM 21	Managerial Economics	1	-	40	10	2 hrs			
TOTAL		19	16	680	170		360	90	
Total of Theory & Practicals				1040					
In course 20 %				260					
Total Maximum Marks				1300					

FOOD PRODUCTION-II

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BHM 10: Food Production -II

1. QUANTITY FOOD PRODUCTION EQUIPMENT

- Quality of equipment used
- Specification of equipment
- List of manufacturers
- Care & maintenance of equipment
- Heat and cold generating equipment
- Modern developments in equipment manufacturing

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 parties
 - 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

VOLUME FEEDING

- Institutional & industrial feeding
- Banquet and buffet
- Quantity food production

COSTING

- Introduction
- Basic costing
- Food costing
- Food cost control
- Problems related to food costing
- Importance & relevance of food costing

2. INDIAN COOKERY - REGIONAL COOKING STYLES

- Introduction to regional cooking
- Factors affecting eating habits
- Heritage of Indian cuisine
- Differentiation of regional cuisine
- Cooking from the different States under
 - Geographic location
 - Historical background
 - Availability of raw material (seasonal)
 - Equipment and fuel (special)
 - Staple diet
 - Specialty cuisine
 - Food prepared for festivals & occasions
- States to be covered
 - Andhra Pradesh
 - Bengal
 - Goa
 - Gujarat
 - Hyderabad
 - Karnataka
 - Kashmir
 - Kerala

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- Madhya Pradesh
- Maharashtra
- North Eastern States
- Punjab Rajasthan
- Tamilnadu
- Also communities / styles such as
 - Parsee
 - Chettinad
 - Bohra
 - Avadh
 - Malabari
 - Lukhnawi
- Indian breads Indian sweets
- Indian sauces

3. VOLUME FEEDING

INSTITUTIONAL & INDUSTRIAL CATERING

- Types of institutional & industrial catering
- Menu planning for institutional & industrial catering
- Scope of growth

HOSPITAL CATERING

- Diet menus
- Importance of hygiene

OFF PREMISES CATERING

- Hiring of equipment
- Menu planning
- Theme parties
- Concept of central production unit

QUANTITY PURCHASE & STORAGE

- Introduction to purchasing
- Purchasing system
- Purchase specifications
- Purchasing techniques
- Storage

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FOOD PRODUCTION –II (Practical)

To formulate 40 sets of menus from the following dishes and to include more dishes from the respective regions

REFERENCE BOOKS:

1. Prashad. Cooking with Indian masters by J. Inder Singh Kalra and Pradeep Das Gupta
2. A Taste of India by Madhur Jaffery.
3. Flavours of India by Madhur Jaffery.
4. Cooking Delights of The Maharajas by Digvijay Singh.
5. Rotis and Naans of India by Purobi Babbar
6. The Indian Menu Planner (Lustre) by Welcome Group Chefs
7. The Professional Chef by Arvind Saraswat

AWADH

Rice	Indian Bread	Main Course	Accompanim	Sweet
Yakhni Pulao Jalani Khushka Noor Mahal Pulao	Bakarkhani Taftan Mughlai Paratha Roomali Bedmi	Gosht Korma Arbi Kakalia Gosht Do-Piazza Galoti Kabab Pasande (2 varieties) Raani / Murg Mussalam	Badin Jaan	Kulfi Falooda Phimi Muzzafar

BENGAL

Ghee Bhat Bhate Bhaat Pulao	Tikon Paratha Luchi Nimki Matar Sutir Kochuri	Macher Jhol Doi Mach Sorse Mach Chingri Mach Malai Kari Mach Bhaja Mach Bhape	Aloo Posto Tooriya Posta Charchari Sukto Baigun Bhaja Patoler Dorma Lau Chingri Methi Baigun Chholar Dal	Rasgulla Kala Jamun Mishti Doi Payesh Sandesh Chamcham
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GOA

Prawn Pulao Steamed Rice Arroz Coconut Pulao	Sanna Pav Rice Bread	Pork/Mutton Vindaloo Xacutti Prawn Balchao Fish Caldeen Goan Fish Curry Galhina (Chicken) Cafreal	Beens Fougath Toor Dal Sorak Kath Katha Cabbage Fougath Caldeen Amotik	Bibinca Dodol Alle Belle
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GUJARAT

Bhaat Brown Rice Khichdi Dahi-doodh Nu Pulao	Methi Thepla Poories - Methi, Jeera, Masala, Mitti Dahi. Rotlao	Makai Mu Shaak Salli Murg Oondhiya Mango & Yoghurt curry Dahi Kadi	Sarki Dhokia Khandvi Gujarati Dal Osaman Lasun Ni Chutney Bhindi Curry Battata ne tomato	Shrikhand Doodh Pak Mohanthal Puran Poli Magaz Lapsi
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HYDERABAD

Sofyani Biryani Hyderabadi Biryani Kachchi Biryani Kabuli	Kulcha	Methi Murg Dalcha Haleem Nihari Shikampur Kabab Dum Ka Murg Mutton Curry (Nellore)	Tomato Kaat Mirchi Ka Salan	Double ka Meetha Khumani Ka Meetha
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KASHMIRI

Meetha Pulao Mutton Pulao Namkeen Pulao	Kashmiri Naan Kander Chot Katlam Telwore Kulcha Takhtaich Bagirkhani	Rogan Josh Rishta Gushtaba Tabak Maas Hindi Rogan Josh Laal Keema Kabargah Kalia (Peela meat) Keema Yakhni Kalia Chaman Rogan Josh Aab Gosht <u>ShalgamGosht</u>	Monjhak Palak Matter Nadru Yakhni Kashmiri Dum Aloo Choek Wangan Al Yakhni Kangach (Gucchi)	Phirnee Chaman Shufta Meetha Pulao
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MAHARASTRA

Masala Bhath Moongdal Khichdi	Sheera Chappati Masala Poori Tilgul Chappati	Dhansak (Parsee) Ras Chawal (Parsee) Kolhapuri Mutton Masalyachi Vangi Chole/Chana (Sindhi) Patrani Macchi	Koshimbir Amti Tomato Saar Usal Batatechi Bhajee Suran Curry	Coconut Poli Basundi Besan Ladoo Karanjia Shrikhand
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PUNJABI

Matter Pulao Motia Pulao	Naan Tandoori Roti Tandoori Makki ki Roti Bhaturas Keema Paratha Laccha Paratha Bharvan Pratha Bharwan Naan Missi Roti Phulka	Baigan ka Bharta Amritsari Macchi Tandoori Murg Murg Tikka Sarson Ka Saag Rada Meat Palak Meat (Mutton) Palak Paneer	Aloo Gobhi Dal Makhani Bhanvan Karela Punjratni Dal Peshawari Chole Pudina Chutney Saboot Masoor Rajma Kadhi Bhanvan Bhindi Gajar Matter Aloo Methi Hari Chholia te paneer Channa Pindi Punjabi Gobhi Aloo Vadi Ki Subzi	Rabdi Kheer Gajar ka Halwa Rewa Di Kheer Suji Da Halwa Mal Puah Jalebi Zarda
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RAJASTHAN

Gatte Ka Pulao	Batti Bajre Ki Roti	Murg ka Soola Maas ke Sule Safed Maas Lal Maas Dal-Bati Churma Maas Gujia Khad	Makki ka Soweta Besan Ka Gatta Papad Ki Subzi Aloo Mongodi Ker Sangri Ratalu Ki Subzi Mirch Ki Sookhi Subzi	Dilzani Mawa Ki Kachauri Akhroth Ki Mithai Rajbhog Dal Ka Halwa
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SOUTH INDIA (TAMILNADU, KARNATKA, KERALA)

Yoghurt Rice Lime Rice Tamarind Rice Coconut Rice	Dosa Appams Malabari Parathas	Meen Poriyal Erachi Poriyal Kozhi Uppu Varuval Meen Moilee Chicken Chettinadu Kori Gashi (Mangalore) Kozhi Vartha Kosambu Chicken Stew (Kerala)	Sambar Thorani Koothu Inji Curry Olan Kalan Rasam Avial Pumpkin Erussery	Pal Payasam Paruppu Payasam Pradhaman Jangiri Mysore Pak
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FOOD & BEVERAGE SERVICE-II

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BHM 11: Food & Beverage Service -II

Non-alcoholic beverages

Classification (nourishing / stimulating/ refreshing)

Stimulating / nourishing:

Tea

- Origin & manufacture
- Types & brands
- Preparation & service
- Practicals

Coffee

- Origin & manufacture
- Types & brands
- Preparation & service
- Practicals

Cocoa & malted beverages

- Origin & manufacture
- Types & brands
- Preparation & service

Refreshing (juices & soft drinks)

- Mixers (tonic & mineral waters)
- Brands
- Practicals

Alcoholic beverages

- Introduction & Definition
- Classification
- Production

Wines

- Introduction & Definition
- Classification
- Table / Still / Natural
- Fortified
- Sparking
- Aromatized
 - Definition and production of each category
 - Wine producing countries of the world including India
 - Principal wine regions of France, Germany, Italy, Spain Etc,
 - Food & wine combination
 - Storage of wines
 - Service of wines

Beer

- Introduction & definition
- Types of beer
- Definition and production of each type
- Storage
- Service of
 - Bottled & canned beers
 - Draught beers

Spirit

- Introduction & definition
- Production of spirit
- Pot-still method
- Patent still method

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Production of;

- Whisky
- Rum
- Gin
- Brandy
- Vodka
- Tequila

Other spirits

- Proof spirits – different Scales
- Service

Aperitifs

- Meaning of term
- Types
- Service

Liqueur

- Definition, history in brief
- Production
- Categories
- Service

Cocktails

- Definition, History in brief
- Classification
- Cocktail Bar Equipment
- Preparation & service of Cocktails
- Mocktails
- Specialty coffees

Glossary of terms

- Terms related to alcoholic beverages
- Menu terminology

Simple control systems

- Necessity & functions of a control system
- F&B control cycle
- Making bills
- Cash handling equipment
- Theft control procedures
- Record keeping

Tobacco

- History
- Processing for cigarettes, pipe tobacco & cigars
- Cigars – shapes / sizes / colors
- Storage & service of cigars / cigarettes

Room service

- Types of room service
- Room service organization
- House rules for room service staff
- Tray & trolley set-ups, misc-en-place and service of various room service items
- Room service equipment
- Practicals

Front Office Operation-II

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BHM 12: Front office operation -II

COMPUTER APPLICATION

Selection of front office management system

- Software - Amadeus, Fidelio, IDS etc

Room management software

- Room inventory
- Room status
- Availability

Registration

- Reservation
- Guest data
- Reports
- Self check-in

Posting

- Paid out
- Miscellaneous charges telephone display folio reports
- Call accounting
- Guest information
- Employee information
- Post charges
- Messages
- Wakeup calls
- Reports

Check out

- Folio
- Adjustment
- Cashier
- Back office transfer
- Reports
- Guest history

Night audit

- Guest charges
- Departmental total
- City ledger
- Cashier
- Financial reports
- Housekeeping

Inquiries / Reports

- Reservation
- Registration
- Checkouts
- Housekeeping
- Credit balances

Back office

- Accounts payable
- Accounts receivable
- Payroll
- Budgets
- General ledger
- Reports

Security

- Keys
- Fire alarms
- Burglar alarm
- Security code transactions

Electronic mail

- Security codes
- Mail
- Hard copy

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Front office equipments

Manual (non automated system front office-equipment)

Semi automated system

Automated system front office equipment

ACCOMMODATION OPERATIONS-II

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BHM 13: ACCOMODATION OPERATIONS-II

Linen Room

- Activities of the Linen Room
- Layout and equipment in the Linen Room
- Selection criteria for various Linen Items -Room Linen, F&B Linen
- Purchase of linen
- Calculation of linen requirements
- Linen control - procedures and records
- Stocktaking-procedures and records
- Recycling of discarded linen
- Linen Hire

Uniforms

- Advantages of providing uniforms to staff
- Issuing and exchange of uniforms; type of uniforms
- Selection and designing of uniforms
- Layout of the Uniform room
- **Sewing Room**
- Activities and areas to be provided
- Equipment provided

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

Pest Control

- Areas of infestation
- Preventive measures
- Control measures for different infestations

Flower Arrangement

- Flower arrangements in Hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangement
- Principles of design as applied to flower arrangement

Special Decorations

- Various occasions
- Materials used and cost incurred
- Theme decorations

Accommodation Operations (Practicals)

- Monogramming
- Layout Of Linen and Uniform Room / Laundry
- Laundry Machinery And Equipment
- Stain removal
- Flower Arrangement

FOOD

&

BEVERAGE

MANAGEMENT -I

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BHM 14: FOOD & BEVERAGE MANAGEMENT - I

Introduction to Control

- Cost Control
- Define Control
- Objective and Advantages of Control
- Methodology and phases of Control
- Cycle of Control

Introduction to food cost control

- Control procedures
- Requirement of a Control System
- F & B Control dept

Purchasing

- Aims of Purchasing
- Purchasing Staff
- Source of supply
- Selection of supplier
- Types of food purchase
- Quality purchasing
- Definition of S.P.S
- Advantages of S.P.S
- Purchase procedure
- Different methods of purchasing
- Purchasing Order Form
- Ordinary Cost
- Carrying Cost
- EOQ

Receiving-Control

- Aims of Receiving
- Receiving Staff
- Equipment for Receiving
- Document given by supplier
- Bills / Invoices / Cash memo / credit notes
- Records maintained in Receiving Dept
- GRB
- Meat tags
- Receiving procedure
- Blind Receiving
- Assessing the performance & efficiency of receiving dept
- Fraud in Receiving
- Hygiene & Cleanliness
- **Storage & Inventory Control**
- Storing Control
- Aims of Store Control
- Storeroom personnel
- Facilities and equipment
- Arrangement of Food
- Location of storage facilities
- Security
- Stock Control
- Types of Store received
- Records maintained
- Issuing Control
- Requisition
- Transfer note
- Stock Taking

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Production Control

- Aims of Production Control
- Forecasting
- Initial forecasting
- Final forecasting
- Fixing standards
- Standard yield definition
- Objective
- Yield Cooking loss
- Butcher Test
- Standard recipe advantage
- How to write the recipe
- Standard portion size definition
- Objective
- Uses
- Standard portion cost

Sales Control

- KOT
- Bills
- KOT cum Bills
- Analysis
- Cashier Summary Sheet

BUSINESS COMMUNICATION II

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BHM 15: BUSINESS COMMUNICATION - II

APPRAISALS

- Self and subordinates
- Writing effective appraisal

REPORT WRITING

- Types of reports
- Need for writing effective, reports

PRESENTATIONS

- Types of presentations
- Making effective presentations
- Use of audio-visual aids in presentations.

INTERVIEWS

- Definition
- Need and purpose
- Types
- Strategies for Interviews
- Strategies for Interviews

Business Communication

- The nature of Communication
- Channels of Communication
- Channel selection

Organizational Communication

- Upward, downward, lateral Purposes, functions
- Written communication
 - Memos, circulars, notices, reports, assignment / presentation
- Communicating within groups
 - Nature, purposes, merits, demerits, brainstorming

Handling Meetings

Types of meetings

Structure of a meeting: agenda and minutes

Role of wit and humor in communication

Communicating with the Outside World

- Letter writing - types of letters

French – in all the reception desk of a hotel

- A conversation between a receptionist and a guest, role-playing in class

French in the restaurant

- Class-work will include written exercises, role play with suitable situations

French in kitchen

- Hotel and kitchen personnel
- French terms and the duties involved
- Various terms in kitchen procedures and the utensils used
- Recipes

HUMAN RESOURCE MANAGEMENT-I

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BHM 16: HUMAN RESOURCE MANAGEMENT - I

Planning

- Planning personnel function
- Personnel management environment in India
- Functions and operations of personnel office
- Manpower Planning
- Macro Level scenario of human resource planning
- Concepts and process of human resource planning
- Methods and techniques – Demand forecasting
- Methods and techniques- supply forecasting

Job Analysis and Job Design

- Job Analysis
- Job Description
- Job Specification
- Job Evaluation
- Job Evaluation Methods
- Job Design

Action Areas

- Selection and Recruitment
- Induction and Placement
- Performance Appraisal
- Performance Appraisal Methods
- Transfer Promotion and Reward
- Policies
- Training and Development
- Off the job training methods
- On the job training methods

Measurement in Human Resource Planning

- Human Resource Information System
- Human Resource Audit
- Human Resource Accounting

APPLICATION OF COMPUTERS - II

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BHM 17: APPLICATION OF COMPUTERS -II

Introduction to Excel 2000

- How to use Excel
- Starting Excel 7
- 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
- Changing columns width and row height
- Aligning text
 - Top to bottom
 - Text wrap
 - Re ordering Orientation
 - Using Borders

Going Through Changes

- Opening workbook files for editing
- Undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and Copying with Cut, Copy, Paste
- Deleting cell entries
- Deleting columns and rows from worksheet
- Inserting columns and rows in a worksheet
- Spell checking the worksheet

Printing the Worksheet

- Previewing pages before printing
- Printing from the Standard toolbar
- Printing a part of a worksheet
- Changing the orientation of the printing
- Printing the whole worksheet in a single pages
- Adding a header and footer to a report
- Inserting page-breaks in a report
- Printing the formulas in the worksheet

Additional Features of a Worksheet

- Splitting worksheet window into two four panes
- Freezing columns and rows on-screen for worksheet title
- Attaching comments to cells
- Finding and replacing data in the worksheet
- Protecting a worksheet
- Function commands

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Maintaining Multiple Worksheet

- Moving from sheet in a worksheet
- Adding more sheets to a workbook
- Deleting sheets from a workbook
- Naming sheet tabs other than sheet 1, sheet 2 and so on.
- Copying or moving sheets from one worksheet to another

Creating Graphs / Charts

- Using Chart wizard
- Changing the Chart with the Chart Toolbar
- Formatting the chart's axes
- Adding a text box to a chart
- Changing the orientation of a 3-D chart
- Using drawing tools to add graphics to chart and worksheet
- Printing a chart with printing the rest of the worksheet data

Excel's Database Facilities

- Setting up a database
- Sorting records in the database

PRINCIPLES OF MANAGEMENT

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BHM 18: PRINCIPLES OF MANAGEMENT

Introduction

- Illustrative Case Study: A typical day in the life of a Manager at Hotel Universe
- Orientation to management thought process
- Evolution - Development - School of Management, Management defined

Role of Manager

- Professional Manager and his tasks
- Managerial skills - Roles - Levels
- Managerial Ethics and Organization Culture
- Management Processes

Planning

- Illustrative Case Study
- Planning and Management Process
- Mission - Objectives - goals
- Urgent and Important Paradigms
- Planning Process in Detail
- Types and Levels of Plans
- Why Plans Fail
- Problems solving and Decision making
- Time Management

Organizing

- Organizing and Organization Structure
- Organization chart
- Principles of Organization
 - Scalar principle
 - Departmentation
 - Unity and Command
 - Span of Control
 - Centralization and Decentralization
 - Authority and Responsibility
 - Delegation

Leading and Motivation

- Creating a committed work force
- Basic concepts and Definition
- Theories of Motivation
 - Hierarchy Of Needs
 - Theory I And Y - McGregor
 - Hygiene Theory (Hertz berg)

Leadership

- Definition, Theories, Style (Likert)
- Managerial Grid
- Situational lead, current trends
- Team Building

Controlling

- Basic concepts - Definition - Process and Techniques

Communications

- Importance - Message Component
- Communication and Information
- Conflict and its Resolution
- Communication and Empathy
- Communication Process
- Aids and Barriers to Communication
- Verbal and Non-verbal Communication
- Listening

Quality Management

HOTEL

LAW - I

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BHM 19: HOTEL LAW

Objectives; Students will be able to understand the legal responsibilities of business in respect of various laws as affecting hotel and catering business with reference to various licenses and permits and other legal provisions of mercantile and industrial law

Law & Society

- Meaning and Definition of Law
- Evolution of Law
- Need to Know Law
- Sources of Law
- Classification of Law

Hotel Restaurant Licenses

- License, Permit
- Procedure for Obtaining, Renewing Licenses
- Suspension and Termination of Licenses
- List of Licenses required to open and Operate Hotels and Restaurants

Indian Contract Act 1872

- Definitions, Nature and Kinds of Contracts
- Essentials of Contract
- Offer, Acceptance and Consideration

Sale of Goods Act 1913

- Sale and Agreement to Sell
- Formation of a Contract of Sale
- Conditions and Warranties Implied Conditions and Warranties
- Duties and Rights of Parties

Consumer Protection Act 1986

- Consumer Protection Councils,
- Consumer Disputes Redressal Agencies
- Appeal and Jurisdiction of State and National Commission

Contract of Bailment & Pledge

- Meaning and Nature of Bailment
- Duties of Bailer and Bailee
- Common Carriers and Innkeepers as Bailers

Factories Act 1948

- Definitions - Factory, Manufacturing Process, Adult, Adolescent, Child, Young Person, Calendar Year, Week
- Provisions regarding health, safety and welfare

Payment of Wages Act 1936

- Definitions - Industrial Establishments Wages
- Deductions allowed under the Act

Shops and Establishment Act as applicable to hotels and Catering establishment

- Definitions - Apprentice, Child, Closed, Commercial establishments
- Provisions regarding Opening and Closing Hours
- Employment of Women, Children and Young Persons
- Spread over, weekly off and leave
- Health, Safety and Hygiene provisions

References Books:

1. M.C. Shukla - A Manual of Mercantile Law
S. Chand & Co (P) Ltd. Ramnagar, New Delhi 110 055.
2. Dr. A. N. Sharma - Aspect of Labour Welfare and Social Security
Himalaya Publishing House, Ramdoot, Dr. Balerao Marg, Girgaum, Mumbai 110 004
3. B.K. Chakraborti - Labour Laws of India
International Law Book Centre, 74 Park Street, Calcutta
4. P.L. Malik - The Industrial Law - Eastern Book Co. 34, Lalbagh Lucknow 226 001
5. S.R. Davar - Mercantile Law including Industrial Law / Progressive Corp. Pvt. Ltd. Mumbai, Madras.
6. B.R. Seth - Indian Labour Laws Published by All India Management Association, New Delhi.

HOTEL ACCOUNTS-II

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BHM 20: HOTEL ACCOUNTS -II

Rationale:

Application and use of accounting and costing

Principles and techniques in the hospitality industry

Emphasis mainly based on the practical solution approach in the day-to-day situation

Objectives:

The students should be able to prepare financial statements in accordance with uniform system of accounts for hotels

An approach to internal control of the operation of the hotel could be developed.

Uniform System of accounts for hotels

- Introduction to Uniform system of account
- Contents of income statement
- Practical problems
- Contents of the Balance Sheet (Under uniform system)
- Practical problems
- Department Income Statements and expense statements
- Practical problems

Internal Control

- Definition and objectives of Internal Control
- Characteristics of Internal control
- Implementation and Review of Internal Control

Internal Audit and Statutory Audit

- An introduction to Internal and Statutory Audit
- Distinction between Internal Audit and Statutory Audit
- Implementation and Review of internal audit

Departmental Accounting

- An introduction to departmental accounting
- Allocation and apportionment of expenses
- Advantages of allocation
- Drawbacks of allocation
- Basis of allocation
- Practical problems

Mechanized Accounting

- Advantages and disadvantages
- Various machines in Hospitality Industry
- Computer packages for Hotel Accounting e.g. Tally

MANAGERIAL ECONOMICS

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BHM 21: MANAGERIAL ECONOMICS

Introduction

- Economics
- Managerial Economics
- Objectives and, Constraints
- Decision Process
- Basic Principle

Demand and Revenue Analysis

- Meaning of Demand
- Types of Demand
- Determinants of Demand
- Demand Functions
- Demand Elasticity
- Demand Forecasting, with special reference to hotel industry
 - Regression Analysis
 - Econometrics
 - Native
 - Smoothing
 - Decomposition -
 - Market Research
 - Juries of executive Opinion-
 - Sales Force Estimate
 - Delphi Method
- Practical Problems

Cost and Supply Analysis

- Cost Concepts, Economic Cost, Explicit and Implicit Cost, Opportunity cost, Historical and Replacement Cost, Incremental and Sunk Cost, Fixed and Variable Cost, Separable and Common Cost, Private and Social Cost, Total Average and Marginal Cost, Long Run and Short Run Cost.
- Economies of scale
- Diseconomies of Scale
- Estimation of Cost Function, Engineering method and Survivorship Method

Market and Market Forms

- Definition and Classification of Market
- Perfect and Imperfect Markets
- Market Forms
- Pure Competition
- Perfect Competition
- Imperfect Competition

Pricing in Practice

- Pricing Objectives
- Determinants of Price
- Pricing Methods
 - Cost Based
 - Competition Based
 - Demand Based
 - Strategy Based

Reference books:

1. D. Gopalakrishna - A Study in Managerial Economics Himalaya Publishing House, Mumbai, Delhi, Nagpur
2. S. Gupta - Managerial Economics
Tata McGraw-Hill Publishing Company Ltd., New Delhi.
3. V.L. Mote, Samuel Paul, G.S. Gupta - Managerial Economics Concepts and Cases
Tata McGraw-Hill Publishing Company Ltd. New Delhi.
4. K.K. Dewett, J.D. Varma - Elementary Economic Theory
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