

**Third year syllabus**  
**Bachelor In Hospitality Management**  
**Calicut University**

**Proposed syllabus**  
**Third 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 22	Food Production - III	3	8	80	20	3 hrs	80	20	4hrs
BHM 23	Food & Beverage Service - III	3	2	80	20	3 hrs	80	20	4hrs
BHM24	Front Office Operations - III	2	1	80	20	3hrs	80	20	4 hrs
BHM 25	Accommodation Operations -III	2	-	80	20	3hrs			
BHM 26	Financial Management I	2	-	40	10	2 hrs			
BHM 27	Application of Computer - III	-	2	-	-	-	40	10	4 hrs
BHM 28	Food & Beverage Management II	2	-	40	10	2 hrs			
BHM 29	Human resource Management II	2	-	40	10	2 hrs			
BHM 30	Hotel Law II	2		40	10	2 hrs			
BHM 31	Foundation course in tourism	2		40	10	2 hrs			
BHM 32	Business Policy	2		40	10	2 hrs			
BHM 33	Industrial Exposure training (20 weeks)			280	70				
Total		22	13	840	210		280	70	
Total marks of university Theory & Practicals				1120					
In course 20%				280					
Total Marks				1400					

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# **Food Production III**

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**BHM 22: Food Production - III**

**Larder Theory - Layout**

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

**Larder Theory - Terms**

- Common terms used in the Larder

**Larder Theory - Larder Control**

- Essentials of Larder Control
- Importance of Larder Control
- Devising Larder Control Systems
- Leasing with other departments
- Yield Testing

**Duties & Responsibilities Of The Larder Chef**

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

**Charcutiere Sausage**

- Introduction to charcutiere
- Sausage - Types & Varieties
- Casings - Types & Varieties
- Fillings -Types & Varieties
- Additives of Preservatives

**Charcutiere Force Meats**

- Types of forcemeats
- Preparation of forcemeats
- Uses of forcemeats

**Charcutiere – Brines, Cures & Marinades**

- Types of Brines
- Preparation of Brines
- Methods of Curing
- Types of Marinades
- Uses of Marinades
- Differences between Brines, Cures & Marinades

**Charcutiere - Ham, Bacon & Gammon**

- Cuts of Ham, Bacon & Gammon
- Differences between Ham, Bacon & Gammon
- Processing of Ham & Bacon
- Green Bacon
- Uses of the different cuts

**Charcutiere - Galantines**

- Making of Galantines
- Types of Galantine
- Ballantines

**Charcutiere - Pates**

- Types of pate
- Pate de foie gras
- Making of pate
- Commercial pate and pate maison
- Truffle - sources, cultivation and uses and types of truffle

**Charcutiere - Mousse & Mousseline**

- Types of mousse (savory)
- Preparation of mousse
- Preparation of mousseline
- Difference between mousse and mousseline

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**Charcutiere - Chaud Froid**

- Meaning of Chaud froid
- Making of Chaud froid & precautions
- Types of Chaud froid
- Uses of Chaud froid

**Charcutiere. - Aspic & Jelly**

- Definition of Aspic and Jelly
- Difference between the two
- Making of Aspic and jelly
- Uses of Aspic and Jelly

**Non-Edible Displays**

- Ice Carvings
- Tallow sculpture
- Fruits & Vegetable Displays
- Salt dough
- Pastillage
- Jelly Logo
- Thermocol Work

**Appetizers & Garnishes**

- Classification of Appetizer
- Examples of Appetizers
- Historic Importance of culinary garnishes
- Explanations of different garnishes

**Sandwiches**

- Parts of sandwiches
- Type of bread
- Types of filling - classification
- Spreads and Garnishes
- Types of Sandwiches
- Making of Sandwiches
- Storing of Sandwiches

**Use Of Wine In Cooking**

- Classification of wine
- Ideal uses of wine in cooking

**Uses Of Herbs In Cooking**

- Classification of herbs
- Ideal uses of herbs in cooking

**International Cuisine**

- Geographic location
- Historical background
- Staple food with regional influences
- Specialties
- Recipes
- Equipment in relation to:
- Great Britain
- France
- Italy
- Spain & Portugal
- Scandinavia
- Germany
- Middle East
- Oriental
- Mexican
- Arabic

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**International Cuisine Chinese**

- Introduction to Chinese foods
- Historical background
- Regional cooking styles
- Methods of Cooking

**Bakery & Confectionery Icings and Toppings**

- Varieties of Icings
- Uses of Icings
- Difference between Icings & Toppings
- Recipes

**Bakery & Confectionery Frozen Desserts**

- Types and classification of frozen desserts
- Ice creams – Definitions
- Methods of preparation
- Additives and preservatives used in ice-cream manufacture

**Bakery & Confectionery – Meringues**

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

**Bread Makings**

- Role of ingredients in bread making
- Bread Faults

**Chocolate**

- History
- Sources
- Manufacture & processing of chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate & applications

**Bakery and Practicals**

Must Include:

- Decorated Cakes.
- Gateaux.
- International Breads
- Sorbets, Parfaits
- Hot / Cold Desserts

**Demonstration of Charcuterie**

- Galantines
- Pate
- Terrines
- Mousselines

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# **FOOD & BEVERAGE SERVICE III**

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**BHM 23: FOOD & BEVERAGE SERVICE - III**

**Planning and Operating various F&B Outlet (Specialty Restaurant, Coffee Shop, Fast Food Pubs, Disco Room Service etc Flight Kitchen, industrial canteen**

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set-ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty & light equipment
- Listing the quantities of equipment required like crockery, glassware, steel or silver etc.
- Three specifications
- Supplier & manufacturers
- Approx. cost
- Planning Decor, furnishing fixture etc.
- PRACTICAL

**F & B Staff Organization**

- Categories of staff
- Organisation chart
- Hierarchy
- Duties & responsibilities
- Duty Rota
- PRACTICAL

**Managing F & B Outlet**

- Supervisory Skills
- Developing efficiency
- Standards of service
- PRACTICAL

**Function Catering Banquets**

- History
- Types
- Organisation of Banquet dept
- Duties & Responsibilities
- Sales
- Booking Procedure
- Banquet Menus
- **Banquet Protocol**
  - Space Area Requirement
  - Table plans/Arrangement
  - Misc-en-place
  - Service Toasting
- **Informal Banquet**
  - Reception
  - Cocktail parties Convention
  - Seminar Exhibition Fashion Shows
  - Trade Fair
  - Wedding
  - Outdoor Catering
  - PRACTICAL

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- **Buffets**
  - Introduction
  - Factors to plan Buffets
  - Area Requirement
  - Planning & Organisation
  - Sequence of Food
  - Menu Planning
  - Types of Buffet
  - Display
  - Sit down Fork, Finger, Cold Buffet
  - Breakfast Buffets
  - Equipment Supplies
  - Checklist
  - PRACTICAL
- **Gueridon Service**
  - History of Gueridon
  - Definition
  - General consideration of operations
  - Advantages/Disadvantages
  - Types of Trollies
  - Factor to create impulse
  - Buying - Trolley, open kitchen
  - Gueridon Equipment
  - Gueridon Ingredients
  - PRACTICAL - Making item on Gueridon
- **Bar operations**
  - Types of Bar
  - Cocktail
  - Dispense
  - Area of Bar
  - Front Bar
  - Back Bar
  - Under Bar
  - Bar Equipment
  - Bar Stock
  - Bar Control
  - Staffing in Bar
  - Opening & Closing Duties
  - PRACTICALS
- **Specialty Cuisine**
  - Characteristics
  - Feature of different cuisine
  - Creole
  - Kosher
  - Far Eastern
  - Mexican
  - Italian
  - Polynesian
  - Mediterranean
  - Middle Eastern



# **FRONT OFFICE OPERATIONS III**

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**BHM 24: FRONT OFFICE OPERATIONS - III**

**Hospitality**

- Concept of Hospitality
- Importance of Hospitality
- Managing Hospitality Delivery
  - Management's Role
  - Service Strategy Statement
- Developing a Service Management Programme
  - Movements of Truth in Hotel Service Management
  - Employee buy in Concept
  - Screening Employee who deliver Hospitality
- Training for Hospitality
  - Evaluating Service Management Programme
  - Follow Through

**Planning And Evaluating**

- Forecasting Room Availability
  - Useful Forecasting Data
  - Percentage of walk-ins
  - Percentage of Over-stay
  - Percentage of Under-stay
  - Forecast Formula
  - Sample forecast forms
  - Room count considerate
- Budgeting for Operation
  - Forecasting Room Revenue
  - Estimating Expenses
  - Refining Budget Plans
- Evaluating Font Office Operations
  - Daily Operation Report
  - Occupancy Ratios
  - Occupancy Percentage
  - Average Daily Rate
  - Average Rate Per Guest

**Front Office Accounting**

- **Accounting Fundamentals**
  - Accounts:
    - Guest Accounts
    - Non- guest Accounts
  - Folios
  - Vouchers
  - Ledgers:
    - Guest Ledgers
    - City Ledgers
- **Creation and Maintenance of Accounts**
- **Record Keeping System:**
  - Non-Automated
  - Semi-Automated
  - Full Automated
- **Charge Privileges**
  - Credit Monitoring
  - Accounts Maintenance
- **Tracking Transactions**
  - Cash Payments
  - Charge Purchases
  - Accounts Correction
  - Accounts Allowance
  - Cash Advance

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- **Methods of Payment**
  - Cash
  - Credit
- **Traveler's Checks Procedure**
- **Credit Card Procedure**
  - Direct Billing
  - Special Programme
  - Denying a Credit Request
- **Internal Control**
  - Front Office Cash Sheet
- **Cash Banks**

# **ACCOMMODATION OPERATION III**

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**BHM 25: ACCOMMODATION OPERATION - III**

**Panning And Organizing The H.K.D.**

- Area Inventory List
- Frequency Schedules
- Performance and Productivity standards
- Time & Motion Study
- Standard Operating Manuals - Job Procedures
- Job Allocation and Work Schedules
- Catcalling Staff Strength & Planning Duty Rosters
- Training in the H.K.D. - Performance Appraisals
- Selection of Cleaning Equipments and Agents Also
- Inventory levels for non Recycled Items

**Budget And Budgetary Control**

- The Budget Process
- Planning Capital Budget
- Planning Operating Budget
- Operating Budget - Controlling expenses - Income statement
- Purchasing Systems - methods of buying
- Stock Records - Issuing and Control

**Housekeeping In Institutions Other Than Hotels**

Contract Services

- Types of contract services
- Guidelines for luring contract services
- Advantages and Disadvantages of Contract Services

**Safety And Security**

- Safety awareness and Accident Prevention
- Fire Safety and Fire Fighting equipment
- First Aid
- Keys and Keys control
- Crime prevention & Dealing with
- Emergency Situations

**Energy & Water Conservation**

Interior Decoration

- Elements of Design
- Colour and its role in Decor
- Windows and window treatment
- Lighting and Lighting Fixtures
- Floor Finishes
- Carpets
- Furniture and fittings
- Accessories

**Layout Of Guest Rooms- Refreshing And Redecoration**

- Sizes of rooms, sizes of furniture arrangement for planning a room layout
- Principles of design
- Colour Harmony and Colour Schemes

**New Property Countdown**

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# **FINANCIAL MANAGEMENT I**

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**BHM 26: FINANCIAL MANAGEMENT - I**

**Financial Management Meaning & Scope**

- Meaning of business finance
- Meaning of financial management
- Objective of financial management

**Financial statement Analysis and inter**

- Meaning and types of financial statements
- Techniques of financial analysis
- Limitations of financial analysis
- Practical problems

**Ratio Analysis**

- Meaning of ratio
- Classification of ratios
- Profitability ratios
- Turnover ratios
- Financial ratios
- Du pent Control Chart
- Practical problems

**Fund Flow Analysis**

- Meaning of funds flow statement
- Use of funds flow statement
- Preparation of funds flow statement
- Treatment of provision for taxation and proposed dividends (as concurrent liabilities)
- Practical problems

**Cash Flow Analysis**

- Meaning of cash flow statement
- Preparation of cash flow statement
- Difference between cash flow and funds flow analysis
- Practical problems

**Financial Planning: Meaning and scope**

- Meaning of financial planning
- Meaning of financial plan
- Capitalization
- Practical problems

**Capital structure**

- Meaning of capital structure
- Factors determining capital
- Point of indifference
- Practical problems

**Working capital Management**

- Concept of working capital
- Factors determining working capital needs
- Overtrading and under trading

**Basics of Capital Budgeting**

- Importance of capital budgeting
- Capital budgeting appraising methods
  - Payback period
  - Average rate of return
  - Net present value
  - Profitability index
  - Internal rate of return
  - Practical problems

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# **APPLICATIONS OF COMPUTER III**



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**BHM 27: APPLICATIONS OF COMPUTER - III**

**Networks**

- Introduction Network topology
  - Bus
  - Star
  - Ring
- Network Applications
- Types of Network
  - LAN/MAN/WAN
- Network Configuration
  - Hardware
  - Server
- Nodes Channel
  - Fiber optic / Twisted / Co-axial
- Hubs
- Network Interface card
  - Arcnet
  - Ethernet
- Types of Network (Software)
  - Novel
  - Windows NT

**MS Access**

- Introduction
  - Working with data creating, modifying and deleting
  - Sorting, Indexing and Expressions
  - Working with multiple database files
  - Using the view Window
  - Generating reports and labels
  - Relational Query by examples

**PowerPoint**

- Making a simple PowerPoint presentation
- Using Auto content Wizards and Templates
- Power Points five views slides
- Creating slides, rearranging, modifying
- Inserting pictures, objects
- Setting up a Slide Show.
- Creating an Organisational Chart

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**FOOD  
&  
BEVERAGE  
MANAGEMENT  
II**

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**BHM 28: FOOD & BEVERAGE MANAGEMENT – II**

**Cost Dynamics**

- Cost & Cost Accounting
- Elements of Cost
- Classification of Cost

**Sales Concepts**

- Various Sales Concept
- Uses of Sales Concept

**Inventory Control**

- Importance
- Objective
- Method
- Levels and Technique
- Perpetual Inventory
- Monthly Inventory
- Pricing of Commodities
- Comparison of Physical and Perpetual Inventory

**Beverage Control**

- Purchasing
- 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
- Preset Machines
- POS
- Reports
- Thefts
- Cash Handling

**Budgetary Control**

- Define Budget
- Define Budgetary Control
- Objectives
- Frame Work
- Key Factors
- Types of Budget
- Master Budget
- Budgetary Control

**Variance Analysis**

- Standard Cost
- Standard Costing
- Cost Variances
- Material Variances
- Overhead Variances
- Labour Variance
- Fixed Overhead Variance
- Sales Variance
- Profit Variance

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**Labour Cost Control**

- Staffing
- Payroll
- Over time

**Breakeven Analysis**

- Breakeven Chart
- P V Ratio
- Contribution
- Marginal Cost
- Graphs

**Menu Merchandising**

- Menu Control
- Menu Structure
- Planning
- Pricing of Menu.
- Types of Menu
- Menu as Marketing tool
- Layout
- Constraints of Menu Planning

**MIS**

- Reports
- Calculation of actual cost
- Daily Food Cost
- Monthly Food Cost
- Statistical Revenue Reports
- Cumulative and non-cumulative

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# **HUMAN RESOURCE MANAGEMENT II**

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**BHM 29: HUMAN RESOURCE MANAGEMENT II**

**Human Resource Development**

- Introduction to Human Resource Development
- Evolution and Importance of Human Resource Management
- Human Resource Development
- HRD Culture and Climate
- HRD and Organisational Development

**Personal Process**

- Intn. Personal Processes
- Learning
- Perception
- Stress and Coping
- Intra – personal Process
- Helping
- Communication
- Interpersonal Styles

**Group Process**

- Group Formation and Group Process
- Organisational Communication
- Team Development and Functioning
- Conflict Collaboration and Competition

**Union and Unionists**

- Trade Union Development and function
- Trade Union Structures and Trade Union Recognition
- White Collar and Management of Trade Unions
- Management and Employers Association

**Conflict Resolution**

- Dynamics of Conflict and Collaboration
- Nature and Content of Collective Bargaining
- Negotiation Skills
- Role of Labour Administration Conciliation, arbitration and Adjudication

**Worker's Participation in Management**

- Evolution, Structure and Processes
- Design and Dynamics of Participative Forums
- Strategies and Planning for Implementing Participation

**Quality of work life and Quality circles**

- Quality of Work Life
- Barriers to Quality of Work Life
- Strategies for Improvement in Quality of Work Life
- Quality Circle
- Structure and Goals of Quality Circle
- Suggestions to make Quality Circle Process Effective

**Human Engineer and Research**

- Meaning and Definition
- Work Measurement
- Work Improvement
- Method Study
- Motion Study
- Time Study
- Human Factor Engineering and Research

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**HOTEL**

**LAW**

**II**

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**BHM 30: HOTEL LAW - II**

**Rationale**

Administrative, financial and operational dealings in the hotel and tourism business are subject to various laws, rules and regulations as applicable to this field. Extensive use of case study method.

**Objective**

Students will be able to understand the legal responsibilities of business in respect of various legislation and laws – industrial and mercantile affections the tourism and hotel industry in respect of guests, their property, safety, employees and third parties. They will be able to adopt prompt procedures and policies related to food legislation, sale of alcoholic beverages and application of industrial and mercantile laws.

**Law relating to Hotel**

**Guest Relationship**

**Hotel and Lodging**

**Rates Control**

- Definitions – Fair Rate Hotel and Lodging House, Manager of a Hotel, Owner of a Lodging House, Paying Guest, Premises, Tenant and Tenement
- Appointment of Controller, Fixation of fair rates
- Refusal of Accommodation
- Eviction of a guest from hotel room
- Duties, Rights and Responsibilities of InnKeeper towards guests
- Innkeepers Lien

**Food Legislation The Prevention of Food Adulteration Act 1954.**

- Definitions - Adulterant, Adulterated Food, Public Analyst, Central Food Laboratory
- The Central Committee for Food standards
- Food Inspectors and their powers and duties
- Procedure to be followed by Food Inspectors
- Report on Public Analyst
- Notification of Food Poisoning

**Labour Laws –Overview**

**Workmen's Compensation Act 1948**

- Nature and Scope of the Act.
- Partial Disablement
- Total Disablement
- Employer's Liability for Disablement arising out of and in the course of the employment

**Industrial Dispute Act 1947**

- Definitions – Appropriate Government, Industry, Industrial Dispute, Layoff, Lockout/National Tribunal, Retrenchment, Settlement.
- Authorities under the Act
- Procedure, Powers and Duties of Authorities

**Trade Union Act 1926**

- Scope
- Eligibility
- Fund
- Register
- Rights on the part of the employer employee.

**Essential Commodities Act 1955**

- Main Provisions of the Act

**Contract of Insurance**

- Nature of Contract of Insurance
- Principles of Contract of Insurance
- Reinsurance, Double Insurance, Subrogation and Contribution

**Industrial Employment Standing Order Act 1946**

- Model Standing Order
- Show cause Notice
- Charge Sheet
- Domestic Enquiry
- Discharge and Dismissal of employee

**Negotiable Instrument Act 1881**

- Credit Instruments/ Cheques, Bill of Exchanges, Promissory Notes, I.O.U.S, Travellers Cheques, Credit Cards



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# **FOUNDATION COURSE IN TOURISM**

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**BHM 31: FOUNDATION COURSE IN TOURISM**

**Tourism Phenomenon**

- Understanding Tourism
- Historical evolution and development

**Tourism as an Industry**

- Tourism Systems
- Constituents of Tourism Industry and Tourism Organizations
- Tourism Regulations
- Statistics and Measurements

**Tourism Services and Operations**

- Modes of Transport
- Tourist Accommodation
- Informal Services in tourism
- Subsidiary Services: Categories and Roles
- Shops Emporiums and Melas
- Travel Agency
- Tour Operators
- Guides and Escorts
- Tourism Information

**Geography and Tourism**

- India's Bio Diversity: Landscape, Environment and Ecology
- Seasonality and Destinations
- Maps and Chart work

**Tourism Marketing and Communication**

- Tourism Marketing – Relevance, Product Design, Market Research, Promotional e vents, Advertising, Publicity, Selling.
- Role of Media
- Writing for tourism
- Personality Development and Communicating skills

**Tourism - the cultural heritage**

- Use of History
- Monuments and Museums
- Living culture and performing arts
- Religions of India

**Tourism - Planning and Policy**

- Tourism Policy and Planning
- Infrastructure Development
- Local Bodies, officials and tourism
- Development, Dependency and Manila declaration

**Tourism – Impact**

- Economic Impact
- Social environmental and political impact
- Threats and Obstacles to Tourism

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# **BUSINESS POLICY**

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**BHM 32: BUSINESS POLICY**

**Organisational Strategy**

- Mission
  - Mission Statement Elements and Its Importance
- Objectives
  - Necessity of formal objectives
  - Objective Vs Goal
- Strategy
  - Developing Strategies
    - Adaptive Search
    - Intuition search
    - Strategic factors
    - Picking pitches
    - Entrepreneurial Approach

**Environmental and Internal Resource Analysis**

- Need for Environmental analysis
- Key environmental variable factors
- Opportunities and threats Internal resource analysis
- Functional areas resource development matrix
- Strengths & weaknesses
  - Marketing
  - Finance
  - Production
  - Personnel
  - Organisation

**Strategy Formulation**

- Strategy (general) alternative
  - Stability Strategies
  - Expansion Strategies
  - Retrench Strategies
  - Combination Strategies
- Combination strategies
  - Forward Integration
  - Backward integration & Horizontal Integration
  - Market penetration
  - Market development
  - Product development
  - Concentric diversification
  - Conglomerate diversification
  - Horizontal diversification
  - Joint-. Venture
  - Retrenchment
  - Divestiture
  - Liquidation
  - Combination

**Strategic Analysis and Choice (Allocation of resources)**

- Factors Influencing choice
  - Strategy formulation
- Input stage
  - Internal factor evaluation matrix
  - External factor evaluation
  - Competitive profile matrix
- Matching stage
  - Threats opportunities - weaknesses - strengths Matrix(TCWS)
  - Strategic position and action evaluation matrix' (SPACE)
  - Boston consulting group matrix (DCGM)
  - Internal - External matrix
  - Grand Strategy matrix
  - Decision Stage
  - Quantitative Strategic Planning matrix (QSPM)

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**Policies in Functional area**

- Policy
- Product Policies
- Personnel Policies
- Financial policies
- Marketing Policies
- Public Relation Policies

**Strategic Implementation review and palliation**

- Mckinsey 7-S framework
- Leadership and Management style
- Strategy review and evaluation
- Review underlying bases of Strategy
- Measure Organisational Performance
- Take corrective actions

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# **INDUSTRIAL EXPOSURE TRAINING**

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**BHM 33: INDUSTRIAL EXPOSURE TRAINING**

During the 3<sup>rd</sup> year curriculum, each student have 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 shall also carry three hundred and fifty marks. The marks shall be awarded by the concerned training coordinator of the college, based on the viva and the report submitted by the student. Each student has to have a certificate of successful completion of training.