

**SCHOOL OF PROFESSIONAL STUDIES
DEPARTMENT OF HOSPITALITY MANAGEMENT AND CATERING TECHNOLOGY
Bachelor of Hotel Management (BHMR)
VII SEMESTER**

Course: - Human Resource Management

Course Code: - 07AHMHR17751

Credits - 04

Unit 1: HUMAN RESOURCE MANAGEMENT

- 1.1 Introduction to HRM
- 1.2 Meaning, Importance & Objectives of HRM
- 1.3 Functions and Process of HRM
- 1.4 HR Manager - Duties and Responsibilities
- 1.5 Recent trends in HRM & Knowledge Management
- 1.6 Impact of Globalization on Human Resource Management
- 1.7 Problems in relation to Transnational and Multinationals

Unit 2: HUMAN RESOURCE PLANNING, RECRUITMENT & SELECTION

- 2.1 Meaning – Importance of Human Resource Planning
- 2.2 Benefits of Human Resource Planning
- 2.3 Recruitment– Meaning & Methods of Recruitment
- 2.4 Selection – Meaning, Steps in Selection Process
- 2.5 Problems Involved in Placement

Unit 3: INDUCTION AND TRAINING

- 3.1 Meaning of Induction
- 3.2 Objectives and purpose of Induction
- 3.3 Training- Need for training
- 3.4 Benefits of training
- 3.5 Identification of training needs and methods of training

Unit 4: PERFORMANCE APPRAISAL AND COMPENSATION

- 4.1 Introduction – Meaning and Definition
- 4.2 Objectives of Performance appraisal
- 4.3 Methods of Performance Appraisal, Uses and Limitations of Performance Appraisal
- 4.4 Compensation – Meaning & Objectives of Compensation

Course: - Travel and Tourism Management

Course Code: 07AHMHR17752

Credits - 04

Unit 1: TOURISM PHENOMENA

- 1.1 Understanding tourism
- 1.2 Concept and definition of Tourism
- 1.3 Meaning, concept of traveler and tourist
- 1.4 Classification of tourism according to purpose of travel
- 1.5 Components of tourism
- 1.6 Related definition of Travel & Tourism
- 1.7 Impact of tourism
- 1.8 Origin growth and development of tourism
- 1.9 Emerging Tourism Types
- 1.10 Trends in Travel and Tourism Industry

Unit 2: GEOGRAPHY AND TOURISM

- 2.1 India's bio diversity
- 2.2 Landscape – Physiographical structure of India
- 2.3 Climate and Seasons of India
- 2.4 A glimpse of Indian architectural history – Hindu Buddhist architecture, Southern style – Pallavas, Hoysala, Vijayanagara, Northern Style – Mughal
- 2.5 India's historical monuments
- 2.6 Religions of India
- 2.7 Fairs and festivals of India
- 2.8 Performance arts- dance and music
- 2.9 Impact of Geography on Tourism
- 2.10 Role of Historical monuments, religions, fairs and festivals and performance arts on tourism.

Unit 3: TRAVEL MANAGEMENT

- 3.1 Transport Systems – Air, Rail, Road, Waterways
- 3.2 Travel Agencies – Definition, history, Role and functions, Types
- 3.3 Tourism Organization and Associations – Introduction, functions and organization of IATA, ICAO, WTO, ASTA, UFTAA, PATA, TAAI
- 3.4 Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions
- 3.5 Accommodation-Definition and Classification
- 3.6 Supplementary accommodation

3.7 Tourist Destinations of India

3.8 Basic Forms & Formats followed in Travel & Tourism Sector

Unit 4: TRAVEL & TOURISM SUPPLY CHAIN MANAGEMENT

4.1 Introduction to Travel & Tourism Supply Chain

4.2 Components of Travel & Tourism Supply Chain

4.3 Service Providers for the Travel & Tourism Industry

4.4 Supply Chain Management Process

4.5 Tourism Entrepreneurship

Course: - Skill Enhancement for Media and Journalism In Hospitality

Course Code: 07ASECO17731

Credits - 04

Unit 1: FOUNDATION OF JOURNALISM

1.1 Journalism, Hospitality & Tourism

1.2 Introduction to Journalism

1.3 Definition of a Journalist

1.4 Nature & Scope of Journalism

1.5 Journalism - Hospitality & Tourism, Careers & Opportunities

1.6 Familiarization with tasks and profile of a Journalist

1.7 Ethics for a Journalists

1.8 Current Issues for Journalists

1.9 Travel, Tourism & Hospitality Writing, Types of Travel Writing

1.10 Implications of Journalism in Hospitality Business

Unit 2: EVOLUTION AND REVOLUTION IN JOURNALISM

2.1 Pioneers in Hospitality & Tourism Journalism & Media

2.2 Pioneers in Travel Writing

2.3 Great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul

2.4 Today's Hospitality Pioneers – Chef Manjit Gill

2.5 Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco

2.6 Trends in Hospitality Journalism

Unit 3: JOURNALISM COMMUNICATION

- 3.1 Creative Travel, Tourism & Hospitality Writing
- 3.2 Introduction to creative writing
- 3.3 Information collection
- 3.4 Writing for hospitality, tourism and travel magazines
- 3.5 Writing for online magazines, Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines
- 3.6 Travel web searching (browsing)
- 3.7 Sample Journal Publications
- 3.8 Entrepreneurship opportunities in Media and Journalism
- 3.9 Research in Hospitality Media and Journalism

Unit 4: APPLICATIONS OF JOURNALISM

- 4.1 Media Applications for Hospitality
- 4.2 Introduction to Media, Its Role in Hospitality Promotion
- 4.3 Televisions Food
- 4.4 Food Channel
- 4.5 TLC Channel
- 4.6 Food & Travel Shows
- 4.7 Social Media. Creating Pages and Profiles
- 4.8 Merits/Demerits of Social Media., Developing promotional Literature
- 4.9 Travel & Hospitality Photography, New Trends

Course: - Culinary Management

Course Code: - 07AHMCM17754

Credits - 02

Unit 1: KITCHEN PLANNING

- 1.1 Sections of the kitchen with layout and functions
- 1.2 Production workflow
- 1.3 Planning of Kitchen Spaces
- 1.4 Layout of a large quantity kitchen and satellite kitchen
- 1.5 Planning of Storage Spaces

Unit 2: PURCHASING

- 2.1 Principles of material management
- 2.2 Standard purchase specifications
- 2.3 Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, food costing ordering, receiving

Unit 3: STORAGE OF FOOD MATERIAL

- 3.1 Principles of Storage- dry storage and cold storage
- 3.2 Methods of issuing
- 3.3 Layout of storage areas
- 3.4 Temperature for storing perishables & non-perishable foods and emerging trends

Unit 4: FOOD PRODUCTION SYSTEMS

- 4.1 Principles of large scale commercial cooking
- 4.2 Rechauffe – effective use of leftovers
- 4.3 Catering systems
 - 4.3.1 Cook Chill Systems-definition, procedure, advantages and disadvantages
 - 4.3.2 Cook Freeze System –definition, procedure, advantages and disadvantages
 - 4.3.3 Sous Vide- definition, procedure, advantages and disadvantages

PRACTICAL

Total Credits: 02

Practical based on student specialization

Course: - Food Service Management

Course Code: - 07AHMFS17754

Credits - 02

Unit 1: RESTAURANT PLANNING

- 1.1 Introduction, Operational SOP's and their Importance, Planning and Operating F&B outlets and support, ancillary areas, factors and concepts, menu, space and lighting, colours and market, restaurant.
- 1.2 Pre-opening survey and business plan
- 1.3 Designing the theme and concept of restaurants
- 1.4 Restaurant problems and guest situation handling
- 1.5 Hosting theme functions/ lunches/ events
- 1.6 Gueridon service or lamp cookery, history, introduction, equipments, types of flambéing services.

Unit 2: BUFFET

- 2.1 Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management.
- 2.2 Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering.
- 2.3 Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, and Afternoon & High Teas: Introduction.
- 2.4 Menu, Cover & Services.

Unit 3: F & B CONTROL -OVERVIEW

- 3.1 Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control.
- 3.2 Personnel Management in F & B Control. Cost & Sales Concepts.
- 3.3 Definition of Cost, Elements of Cost, Classification of Cost, Sale defined,
- 3.4 Ways of expressing sales concepts.
- 3.5 Cost Volume/ Profit Relationships (Break- even analysis).

Unit 4: BUDGETARY CONTROL

- 4.1 Introduction, Objectives, Kinds of Budget, Budgetary Control Process
- 4.2 Stages in the preparation of Budgets. Budgeting for F & B Operations.
- 4.3 Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing.
- 4.4 Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool)

PRACTICAL

Total Credits: 02

Practical 1:

Banquet function prospectus preparation

Practical 2:

Gueridon and lamp cookery preparations

- Smoked salmon (saumon fumé)
- Caviar (Caviare – roe of the sturgeon)
- Whole melon (melon frappe)

- Shellfish cocktail (cocktail de crevettes)
- General guéridon service of soup
- Double fillet steak (Chateaubriand)
- Beef stroganoff (filet de boeuf stroganoff)
- Saddle of lamb (selle d'agneau)
- Roast chicken (poulet rôti)
- Peach flambé (pêche flambée)
- Strawberries Romanoff (fraises Romanoff)
- Crêpes Suzette
- Orange Florida cocktail (orange)

Practical 3:

Generation of restaurant sales reports, P&L, Overhead costing, item wise sales report.

Practical 4:

Preparation of requisition and indenting

Practical 5:

Preparation of F&B quarterly, half early and annual budgets.

Practical 6:

Compiling of the dream menu with cost, selling price and designing, print.

Practical 7:

Conducting food and beverage auditing.

Practical 8:

Preparing a restaurant business plan report.

Practical 9:

Introduction, Planning & Operating ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market

Course: - Front Office Management

Course Code: - 07AHMFO17754

Credits - 02

Unit 1: MANAGING HUMAN RESOURCES

- 1.1 Recruiting – Internal and External
- 1.2 Selecting Tools, evaluating applicants
- 1.3 Interviewing, Job Offers, processing personnel records
- 1.4 Orientation
- 1.5 Methods of training
- 1.6 Performance Appraisal – Introduction, purpose , process
- 1.7 Managing Employee Performance

Unit 2: SECURITY AND LODGING INDUSTRY

- 2.1 Developing the security program
- 2.2 Emergency Procedures
- 2.3 Staff security procedures
- 2.4 Management's role in security
- 2.5 Setting up the security program
- 2.6 Security and Law

Unit 3: BUDGETING IN FRONT OFFICE OPERATIONS

- 3.1 Forecasting rooms' revenue
- 3.2 Estimating Expenses
- 3.3 Refining budget plans
- 3.4 Daily report of operations
- 3.5 Occupancy ratios, rooms revenue analysis and income statement
- 3.6 Room schedule
- 3.7 Rooms division budget reports
- 3.8 Operating ratios and ratio standards
- 3.9 Planning for disaster
- 3.10 Case Study

Unit 4: TRENDS IN HOSPITALITY INDUSTRY

- 4.1 Travel Trends
- 4.2 Ecological Trends
- 4.3 Designing Trends
- 4.4 Technological Trends
- 4.5 Social Media
- 4.6 Micro and Macro Trends
- 4.7 Communication Trends
- 4.8 Hotel Trends and Worldwide concepts

PRACTICAL

Total Credits: 02

Practical 1:

Front Office Module – Opera

Practical 2:

Calculation on Revenue Formulae

Practical 3:

Calculation on actual and fair market share

Practical 4:

Case Study

Practical 5:

Role Play on Front Office Operations and Management

Practical 6:

Quiz on General Knowledge

Course: - Housekeeping Management

Unit 1: FACILITATING CONDUCIVE ACCOMMODATION ENVIRONMENT

- 1.1 HVAC Management – cooling systems, dehumidification
- 1.2 Indoor Air Quality (IAQ) – meaning, measuring and enhancing IAQ, air purifiers
- 1.3 Odour control – methods
- 1.4 Pest control - types of pests, integrated pest management, methods of pest control
- 1.5 Noise control
- 1.6 Sleep science – factors affecting sleep, enhancing sleep experience, pillow menu
- 1.7 Provision for single lady guest – Eva floors/rooms, safety aspects
- 1.8 Provision for differently-abled guests – features in public areas, facilitating guestrooms

Unit 2: SUSTAINABLE CONCEPTS IN ACCOMMODATION OPERATIONS

- 2.1 Green building
- 2.2 Environmental management – choosing site, hotel design and construction, energy and water conservation
- 2.3 Waste management – classification of waste, segregation, collection, disposal, recycling, composting, vermicomposting, biogas plants, STP, municipal body guidelines for waste management
- 2.4 Vendor management– selection of vendors, sourcing of materials, quality and safety check of materials, licenses involved – operating, on-site and FSSAI
- 2.5 Inventory management – concept and importance, equipment inventory system, linen inventory system
- 2.6 Applying ergonomics in accommodation operations – significance, principles of ergonomics, analysis of risk factors, mitigation of risks
- 2.7 Employee welfare – addressing physical, physiological and psychosocial needs, Code of conduct, disciplinary action

Unit 3: CONTINGENCY PLANNING

- 3.1 Planning for emergency mitigation
- 3.2 Fire prevention and control
- 3.3 Dealing with natural disasters
- 3.4 Dealing with terrorism – precautions, SOP
- 3.5 Occupational Safety & Health standards – hazards, OSHS standards
- 3.6 Crime prevention

Unit 4: LUCRATIVE AVENUES IN HOUSEKEEPING

- 4.1 Entrepreneurship in housekeeping – concept, making business plans, developing SOPs, investment, licensing, insurance, pricing and marketing

- 4.2 Healthcare housekeeping – Standards and processes
- 4.3 Housekeeping in airlines – standards and processes
- 4.4 Training and development – importance, types & methods of training, process of training
- 4.5 Housekeeping softwares – examples from global market, solutions & services offered

PRACTICAL

Total Credits: 02

Practical 1:

Bed making – double bed with duvet, turndown and foot fold & day bed with towel art

Practical 2:

Creating Supervisor's checklists- Rooms and public area and snag lists

Practical 3:

Contemporary low cost flower arrangement

Practical 4:

Calculation of historical based budget

Practical 5:

Making duty roster – Managers, Supervisors, GRAs and Public Area Attendants

Practical 6:

Par stock calculations

Practical 7:

Facing interviews

Practical 8:

Thematic room designing and costing

Practical 9:

Glossary of terms