

Study & Evaluation Scheme

of

B.Voc.

(HOTEL & HOSPITALITY MANAGEMENT)

[Applicable w.e.f. Academic Session - 2021-22 till revised]

[As per NEP given by UGC]



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Evaluation Scheme

B.Voc. Degree Programme in **HOTEL & HOSPITALITY MANAGEMENT**

(Sikkim Alpine University, Sikkim)

Semester I

Sr. No.	Course Code	Name of the Course	Type of Course	Teaching Scheme			Evaluation Scheme		Credits	Total Marks
				L	T	P	IA	EA		
Theory										
1	BVHH-101	Foundation in Food Production – I	Skill	3	0	0	40	60	3	100
2	BVHH-102	Foundation in Food and Beverage Service – I	Skill	3	0	0	40	60	3	100
3	BVHH-103	Foundation in Front Office Operations – I	Skill	2	0	0	20	30	2	50
4	BVHH-104	Foundation in House Keeping Operations – I	Skill	2	0	0	20	30	2	50
5	BVHH-105	Computing Skills	General	4	0	0	40	60	4	100
6	BVHH-106	Functional English	General	4	0	0	40	60	4	100
Lab/ Practical/ Project										
1	BVHH-151	VOCATIONAL PRACTICAL OF FOUNDATION IN FOOD PRODUCTION-I	Skill	0	0	3	40	60	3	100
2	BVHH-152	VOCATIONAL PRACTICAL OF FOUNDATION IN FOOD AND BEVERAGE SERVICE-I	Skill	0	0	3	40	60	3	100
3	BVHH-153	VOCATIONAL PRACTICAL OF FOUNDATION IN FRONT OFFICE OPERATIONS-I	Skill	0	0	3	40	60	3	100
4	BVHH-154	VOCATIONAL PRACTICAL OF FOUNDATION IN HOUSE KEEPING OPERATIONS-I	Skill	0	0	3	40	60	3	100
Total				18	0	12			30	900

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Semester II

Sr. No.	Course Code	Name of the Course	Type of Course	Teaching Scheme			Evaluation Scheme		Credits	Total Marks
				L	T	P	IA	EA		
Theory										
1	BVHH 201	Food Production and Cookery – II	General	3	0	0	40	60	3	100
2	BVHH 202	Elementary of Food and Beverage Services – II	Skill	3	0	0	40	60	3	100
3	BVHH 203	Front Office – II	General	2	0	0	20	30	2	50
4	BVHH 204	House-Keeping Operations - II	Skill	2	0	0	20	30	2	50
5	BVHH 205	Travel & Tourism Management	General	4	0	0	40	60	4	100
6	BVHH 206	Basics of Economics and Market	General	4	0	0	40	60	4	100
Lab/ Practical/ Project										
1	BVHH-251	VOCATIONAL PRACTICAL OF FOOD PRODUCTION AND COOKERY-II	Skill	0	0	3	40	60	3	100
2	BVHH-252	VOCATIONAL PRACTICAL OF ELEMENTARY OF FOOD AND BEVERAGE SERVICES-II	Skill	0	0	3	40	60	3	100
3	BVHH-253	VOCATIONAL PRACTICAL OF FRONT OFFICE-II	Skill	0	0	3	40	60	3	100
4	BVHH-254	VOCATIONAL PRACTICAL OF HOUSE-KEEPING OPERATIONS-II	Skill	0	0	3	40	60	3	100
Total				18	0	12	0	0	30	900

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Semester III

Sr. No.	Course Code	Name of the Course	Type of Course	Teaching Scheme			Evaluation Scheme		Credits	Total Marks
				L	T	P	IA	EA		
Theory										
1	BVHH-301	Food Production – III	Skill	3	0	0	40	60	3	100
2	BVHH-302	Food and Beverage Services – III	Skill	3	0	0	40	60	3	100
3	BVHH-303	Front Office Operation – III	Skill	2	0	0	20	30	2	50
4	BVHH-304	Ethical, Legal & Regulatory Aspects of Hotel Industry	Skill	2	0	0	20	30	2	50
5	BVHH-305	Basic of Hotel Accountancy	General	4	0	0	40	60	4	100
6	BVHH-306	Communication Skills	General	4	0	0	40	60	4	100
Lab/ Practical/ Project										
1	BVHH-351	VOCATIONAL PRACTICAL OF FOOD PRODUCTION-III	Skill	0	0	4	40	60	4	100
2	BVHH-352	VOCATIONAL PRACTICAL OF FOOD AND BEVERAGE SERVICES-III	Skill	0	0	4	40	60	4	100
3	BVHH-353	VOCATIONAL PRACTICAL OF FRONT OFFICE OPERATION-III	Skill	0	0	4	40	60	4	100
Total				18	0	12			30	800

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Semester IV

Sr. No.	Course Code	Name of the Course	Type of Course	Teaching Scheme			Evaluation Scheme		Credits	Total Marks
				L	T	P	IA	EA		
Theory										
1	BVHH-401	Food Production - IV	Skill	3	0	0	40	60	3	100
2	BVHH-402	Food and Beverage Services - IV	Skill	3	0	0	40	60	3	100
3	BVHH-403	Front Office operations - IV	Skill	2	0	0	20	30	2	50
4	BVHH-404	Housekeeping Operations - IV	Skill	2	0	0	20	30	2	50
5	BVHH-405	Hospitality Marketing	General	4	0	0	40	60	4	100
6	BVHH-406	Computing Skill-II	General	4	0	0	40	60	4	100
Lab/ Practical/ Project										
1	BVHH-451	VOCATIONAL PRACTICAL OF FOOD PRODUCTION-IV	Skill	0	0	3	40	60	3	100
2	BVHH-452	VOCATIONAL PRACTICAL OF FOOD AND BEVERAGE SERVICES-IV	Skill	0	0	3	40	60	3	100
3	BVHH-453	VOCATIONAL PRACTICAL OF FRONT OFFICE OPERATIONS-IV	Skill	0	0	3	40	60	3	100
4	BVHH-454	VOCATIONAL PRACTICAL OF HOUSEKEEPING OPERATIONS-IV	Skill	0	0	3	40	60	3	100
Total				18	0	12			30	900

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Semester V

Sr. No.	Course Code	Name of the Course	Type of Course	Teaching Scheme			Evaluation Scheme		Credits	Total Marks
				L	T	P	IA	EA		
Theory										
1	BVHH-501	Food Production – V	Skill	3	0	0	40	60	3	100
2	BVHH-502	Food and Beverage Services – V	Skill	3	0	0	40	60	3	100
3	BVHH-503	Housekeeping Operations – V	Skill	2	0	0	20	30	2	50
4	BVHH-504	Front Office and PMS – V	Skill	2	0	0	20	30	2	50
5	BVHH-505	Food & Beverage Controls & Management	General	4	0	0	40	60	4	100
6	BVHH-506	Digital literacy	General	4	0	0	40	60	4	100
Lab/ Practical/ Project										
1	BVHH-551	VOCATIONAL PRACTICAL OF FOOD PRODUCTION-V	Skill	0	0	3	40	60	3	100
2	BVHH-552	VOCATIONAL PRACTICAL OF FOOD AND BEVERAGE SERVICES-V	Skill	0	0	3	40	60	3	100
3	BVHH-553	VOCATIONAL PRACTICAL OF HOUSEKEEPING OPERATIONS-V	Skill	0	0	3	40	60	3	100
4	BVHH-554	VOCATIONAL PRACTICAL OF FRONT OFFICE AND PMS-V	Skill	0	0	3	40	60	3	100
Total				18	0	12			30	900

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Semester VI

Sr. No.	Course Code	Name of the Course	Type of Course	Teaching Scheme			Evaluation Scheme		Credits	Total Marks
				L	T	P	IA	EA		
Theory										
1	BVHH-601	Garde manger	Skill	2	0	0	20	30	2	50
2	BVHH-602	Bar Management	Skill	2	0	0	20	30	2	50
3	BVHH-603	Yield Management	Gen	2	0	0	20	30	2	50
4	BVHH-604	Facility Planning and Budgeting of Housekeeping	Skill	2	0	0	20	30	2	50
5	BVHH-605	Ecology of Tourism	Genera	2	0	0	20	30	2	50
6	BVHH-606	Entrepreneurship	Genera	2	0	0	20	30	2	50
Lab/ Practical/ Project										
1	BVCC-651	Project Work	Skill	-	-	18	200	400	18	600
Total				12	0	18			36	900

Detailed Syllabus

Name of the Course: B. Voc. (HOTEL & HOSPITALITY MANAGEMENT)

1ST SEMESTER

BVHH-101- FOUNDATION IN FOOD PRODUCTION – I

Module: 1 PROFESSIONAL STANDARDS AND ETHICS FOR FOOD HANDLERS

- Personal hygiene
- General kitchen hygiene and sanitation
- HACCP (Hazard Analysis and Critical Control Points) Ethics in the kitchen

Module: 2 FOOD COMMODITIES

- Classification of Ingredients Characteristics of Ingredients Uses of Ingredients
- Food and its relation to health Definition of Basal Metabolism
- Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

Module: 3 COOKING FUELS AND KITCHEN EQUIPMENT

- Types of cooking fuels Uses of cooking fuels Safety precautions
- Classification of Kitchen Equipment Uses of Kitchen Equipment
- Care and maintenance

Module: 4 PROCESSING OF COMMODITIES

- Cleaning and pre-preparation of food commodities
- Quality points & cuts of fruit ,vegetables, fish, lamb, beef, pork, poultry and game

BVHH-151- PRACTICAL FOUNDATION IN FOOD PRODUCTION – I

- Lay out of the kitchen. Kitchen organization chart
- Identifying & Use of Kitchen equipment Cuts of vegetables
- Cuts of meat and fish

BVHH-102- FOUNDATION IN FOOD & BEVERAGE SERVICE – I

Module: 1 FOOD & BEVERAGE SERVICE INDUSTRY

Introduction to Food and Beverage Service Types of catering operations

Module: 2 ATTRIBUTES OF FOOD & BEVERAGE SERVICE PERSONNEL FOOD & BEVERAGE SERVICE ORGANIZATION

- Organizational Hierarchy of the F & B Department
- Job Specifications for the F & B Department
- Job Descriptions
 - (Directeur de Restaurant (Restaurant Manager),
 - Maitre d'hotel (Sr. Captain),
 - Chef de Rang (Station waiter),
 - Busboy, Hostess,
 - Sommelier (Wine waiter),
 - RSOT, Chef d'etage (Floor Waiter)

Module:3 FOOD & BEVERAGE SERVICE AREAS WITH HIERARCHIES

- Restaurant,
- Coffee Shop,
- Room Service,
- Bar,
- Banquets

Module: 4 F & B SERVICE EQUIPMENT

Furniture

Linen

Chinaware

Silverware (Flatware, Hollowware)

Glassware

Disposables

Special Equipment (Trolleys, Electrical equipment etc)

Personal Equipment

BVHH-152-PRACTICAL-FOUNDATION IN FOOD & BEVERAGE SERVICE – I

- Briefing / Debriefing
- Restaurant Etiquette
- Mise- en- Scene/ Mise -en Place
- Identification of Equipment
- Laying and relaying a table cloth
- Rules for laying a cover
- Napkin folds
- Service of water

BVHH-103-FOUNDATION IN FRONT OFFICE OPERATIONS - I

Module: 1 INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY

Tourism and its importance

Concept of Hospitality and its origin

Origin, History, Growth and Development of hotel industry – India and global

Classification and Categorization of Hotel Industry.

Module: 2 HOTEL ORGANIZATION

Introduction to Front Office

Basic Activities of Front Office

F O Layout & Equipment

Various Sections of Front Office

Organization Structure of Front Office department of a 5 star and 3 star category hotel.

Module: 3 FRONT OFFICE PRODUCTS

Types of rooms

Types of room rates

Types of plans

Room status definitions

Module: 4 INTRODUCTIONS TO GUEST CYCLE HANDLING

Pre-arrival

Arrival

Occupancy

Departure

BVHH-153-PRACTICAL FOUNDATION IN FRONT OFFICE OPERATIONS - I

Grooming and Hospitality etiquette

Welcoming/ greeting the guest

Basic telephone handling

BVHH-104- FOUNDATION IN HOUSEKEEPING OPERATIONS – I

Module: 1 HOUSE KEEPING DEPARTMENT

Organizational frame work of the department (large, medium, small)

Role of key personnel in house keeping

Job description and job specification of staff in the department

Qualities of the house keeping staff

Skills of a good house keeper (Managerial, technical, Conceptual)

Inter departmental coordination with more emphasis on front office and maintenance

Department and the relevant sub sections.

Module: 2 HOTEL GUEST ROOM

Types of guest rooms

Layout out of guest rooms (types)

Layout of floor pantry

Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only)

Accessories

Daily cleaning of occupied, departure, vacant, under repair, VIP rooms

Weekly cleaning , spring cleaning

Evening service

Systems and procedures involved.

Cleaning process

Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)

PRACTICAL

BVHH-154-PRACTICAL- FOUNDATION IN HOUSEKEEPING OPERATIONS – I

Personal hygiene in house keeping

Housekeeping etiquette

Bed Making

Cleaning Rooms & Public Areas

BVHH-105- COMPUTING SKILLS

Unit-1

Introduction to Computers

History of Computer, Generations, Characteristics, Advantages and limitations of Computer, Classification of Computers, Functional Components of Computer, Input ,Output and

Processing, Concept of Hardware and Software, Data & Information .Concept of data storage .

Number system. Decimal, Binary, Hexadecimal ASCII .

UNIT-2

Introduction to GUI Based Operating System

Basics of Operating system, Basics of DOS & LINUX, The User interface, File and directory

management, Windows setting, Control Panel, devices and Printer setting, Using various

window commands for desktop.

UNIT-3

Word Processing: Word processing basics, Menu Bar, Opening and closing documents ,save & save as , Page setup ,print preview, and printing. Text creation and manipulation Editing, cut copy paste. Document creation ,editing, Formatting the text – Paragraph indenting, bullets and numbering,changing case, Table manipulation – creation of table ,insertion and deletion of cell, row and column.

UNIT-4

Network basics , Internet Basics of computer network LAN, WAN etc, Concept of Internet ,Basic of Internet Achitecture, Services on Internet Architecture, World wide web and websites, Communication on Internet ,

Internet Services, Preparing Computer for Internet Access, ISPs and Examples ,Internet Access

Technologies. Web Browsing , Configuring web browser, Popular search engines Downloading and printing web pages. Internet application

Basics of E-mail , E-mail addressing , forwarding and searching, Composing

PRACTICAL

BVHH-155- PRACTICAL COMPUTING SKILLS

- Starting MS WORD, Creating and formatting a document, Changing fonts and point size, Table Creation and operations, Autocorrect, Auto text, spell Check, Word Art, Inserting objects, Page setup, Page Preview, Printing a document, Mail Merge.
- Starting Excel, Work sheet, cell inserting Data into Rows/ Columns, Alignment, Text wrapping, Sorting data, Auto Sum, Use of functions, referencing formula cells in other formulae, Naming cells, Generating graphs, Worksheet data and charts with WORD, Creating Hyperlink to a WORD document, Page set up, Print Preview, Printing Worksheets.
- Starting MS–Power Point, Creating a presentation using auto content Wizard, Blank Presentation, creating, saving and printing a presentation, Adding a slide to presentation, Navigating through a presentation, slide sorter, slide show, editing slides, Using Clipart, Word art gallery, Adding Transition and Animation effects, setting timings for slide show, preparing note pages, preparing audience handouts, printing presentation documents, MS- Access, Creating tables and database, Internet, Use of Internet (Mailing, Browsing, Surfing).

BVHH-106-FUNCTIONAL ENGLISH

Unit-1

1. The phonology of English - International Phonetic Alphabet [IPA]: consonants, vowels, Diphthongs and Consonant Clusters. Places and manners of articulation of sounds.

Unit II

2. The syllable and stress patterns: strong and weak forms. Sentence-stress-pause.

3. Intonation: patterns of intonation and use of them for reading and speaking purposes

Unit-III

a) Parts of speech, articles, tenses, verbs and modals.

b) Practice of daily use words, numerals and tongue twisters

c) Vocabulary building, construction of simple sentences: Basic sentence pattern, subject and predicate.

d) Sentence construction – simple, complex and compound

E) English communication- About myself

a) Let's talk, making conversation, meeting and greeting

b) Introduction myself, my family and my friends

c) My opinions, my likes and dislikes

d) Life at collage, hostel and workplace

2ND SEMESTER

BVHH-201- FOOD PRODUCTION AND COOKERY - II

Module: 1 AIMS AND OBJECTIVES OF COOKING FOOD

Importance of cooking food

Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds.

Module: 2 METHODS OF COOKING

- Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.

Module: 3 REGIONAL INDIAN CUISINE

- Characteristics, ingredients used, equipment used, cooking methods for regional cuisines – Punjabi, Awadhi, Bengali, Hyderabadi, Chettinad, Coastal India, Karnataka.
- Glossary of Indian Culinary Terms and Popular dishes

Module: 4 ART OF COOKERY

- Styles of Cookery-Oriental/Asian/European/Continental/Pan American
- History and Development of Modern Cuisine-Classical and Contemporary

Module: 5 STOCKS, SAUCES AND SOUPS

Types of Stocks, Mirepoix, Bouquet Garni, & its Uses

Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie

Soups–Classification, principles, garnishing and accompaniments, Popular international soups

PRACTICAL

BVHH-251- FOOD PRODUCTION AND COOKERY – II

Methods of cooking

Preparations of Stock

Preparations of Basic Mother Sauces

Preparations of Soups

Preparation of marinades, masalas, pastes and gravies

BVHH-202- ELEMENTRAY OF FOOD AND BEVERAGE SERVICES - II

Module:1 TYPES OF SERVICE AND MENUS

Table Service- French, Russian, English, American, Silver

Assisted service-carvery, Buffet

Self service-, cafeteria

Specialized service-gueridon, automated, tray, trolley etc.

Module:2 MENU PLANNING

Introduction

Types of menus

Rules to be observed while planning menus

Classical French Menu - 13 courses

Menu Terms

Food and its accompaniments with cover

Menu Design

Module: 3 BREAK FAST

- Types – Continental, English, Buffet, Indian
- Menu
- Cover set up and service

Module:4 IN ROOM DINING

- Hierarchy
- Layout and design
- Cycle of Service
- Forms and formats- RSOT control sheet, Waiter's card, Breakfast Door Knob, Amenity Voucher

Module: 5 FUNCTION CATERING

- Types of functions
- Banquet menu
- Table and seating plans
- Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day,
- Banquet seating calculation

Module: 6 BUFFET

- Introduction
- Types of Buffet services – Finger, Fork, sit down
- Types of Buffet – Themes
- Equipment

PRACTICAL

BVHH-252- ELEMENTARY OF FOOD AND BEVERAGE SERVICES - II

- Cover Set up, Service sequence, clearance\ Silver service, Pre-plated service
- Compiling of a menu in French
- Breakfast cover setup
- Service of non-alcoholic beverages Room service tray set ups
- Room service tray setup
- Setting up of a BFC and making a bill

BVHH-203- FRONT OFFICE – II

Module: 1 LOBBY AND BELL DESK OPERATIONS

- § Layout of a lobby
- § Concept of Uniformed Services & it's function
- § Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet
- § Layout & equipment of Bell Desk
- § Luggage handling Procedure on guest arrival – FIT, VIP, and Group
- § Luggage handling Procedure on guest Departure – FIT, VIP, and Group
- § Left Luggage procedure
- § Scanty Baggage procedure

Module: 2 RESERVATION CONCEPTS

Sources and modes

Types – Guaranteed & non-guaranteed

Reservation Record

Method of receiving a reservation

Handling special requests

Confirmation of reservation

Modification of reservation

Cancellation of reservation

Reservation Charts

Records and forms used

Job description and specification – Reservation Assistant

PRACTICAL

BVHH-253-FRONT OFFICE-II

Countries, capitals, currencies and official airlines of the world (assignment) Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest. Reservations

- Taking down a reservation for FIT, FFIT, Corporate guest and group
- Special requests
- Amendment of reservation
- Cancellation of reservation

Great Personalities of the hotel industry (min. 3 personalities to be given as an assignment)

BVHH-204- HOUSE-KEEPING OPERATION – II

Module: 1 CLEANING EQUIPMENTS

- § Types of equipment's
- § Operating principles of equipment's
- § Characteristics of good equipment (Mechanical, manual)
- § Storage, upkeep, maintenance of equipment

Module: 2 HOUSE KEEPING CONTROL DESK

Importance, role, co-ordination, checklist

Forms, formats & registers used in the desk reports

Role of computers, snapshots of software

Lost & found

Key control

Gate pass

Indenting from stores

Module: 3 LINEN, UNIFORM, TAILOR ROOM

Lay out

Types of linen, sizes, linen exchange procedures

Storage facilities and conditions

Par stock. (Introduction & definition)

Discard procedure, re use of discard

Inventory system

Functions of uniform room

Functions of tailor room

PRACTICAL

BVHH-254-HOUSEKEEPING-II

- Applying Brasso.
- Bed making – traditional
- Glass cleaning tasks – mirror, glass, window pane
 - Sweeping, Scrubbing and Mopping
 - Wet and Dry dusting
 - High ceiling cleaning – cobwebs
- Demonstration of Public area cleaning – Restaurant
- Demonstration of Public area cleaning - Offices, corridors
- Forms and formats – occupancy slip, gate passes, job order, lost and found register, key register

BVHH-205- TRAVEL AND TOURISM MANAGEMENT

Module:1 TOURISM PHENOMENA

Understanding tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism

Origin growth and development of tourism.

Module: 2 GEOGRAPHY AND TOURISM

India's bio diversity.

Landscape – Physiographical structure of India

Climate and Seasons of India

Module: 3 TRAVEL MANAGEMENT

Transport Systems – Air, Rail, Road, Waterways

Travel Agencies – Definition, history, Role and functions, Types

Tourism Organization and Associations – Introduction, functions and organization of IATA, ICAO, WTO, ASTA, UFTAA, PATA, TAAI

Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions

Module: 4 TRAVEL FORMALITIES AND REGULATIONS

Passport - definition, types in India, other passports, procedure for obtaining passport in India

Visa – definition, types, procedure for obtaining visa in India, related definitions

Foreign Exchange – Definition of currency and BTQ, Countries and currencies, RBI regulation on foreign exchange, related definitions

Brief information on Immigration, Travel insurance, health certificates, PIO cards and baggage rules.

BVHH-206- BASICS OF ECONOMICS AND MARKET

UNIT-1

Health Care Market An Introduction : Main Problems in the Market for Health Care, Health Care and Economic Basics, Analyzing Health Care Markets. Demand-Side Considerations: Demand for Health and Health Care, Market for Health Insurance

UNIT-2

Supply-Side Considerations: Managed Care, Health Care Professionals, Hospital Services, Confounding Factors Public Policy in Medical Care: Policies to Enhance Access, Policies to Contain Costs, Medical Care Systems Worldwide,

UNIT-3

Health Sector in India: An Overview Health Outcomes; Health Systems; Health Financing Evaluation of Health Programs Costing, Cost Effectiveness and Cost-Benefit Analysis; Burden of Diseases ,Role of WHO , Health Care Budget: purpose, types & practices in Indian context.

UNIT-4

Health Economics: Fundamentals of Economics: Scope & coverage of Health Economics, demand for Health Sciences; Health as an investment, population, Health &Economic Development. Tools of Economics-Concepts of need, demand, supply & price in Health Services. Methods & amp; Techniques of Economic Evaluation of Health Programmes: Cost benefit & cost effective methods-output & input analysis. Market, monopoly, perfect & imperfect competition. Health Financing from various sources – Public , Private, TPA.

Economics of Health Programmes for Nutrition, diet & population control, economics of abuse of tobacco & alcohol, environmental influences on health and feeding. Economics of Communicable (STDs & Malaria) & non-communicable (IHD & Cancers) diseases.

3RD SEMESTER

BVHH-301-FOOD PRODCUTION – III

Module:1 FOOD PRESERVATION

Methods of Food Preservation

Physical and chemical agents in food preservation

Preservation of perishable foods

Module: 2 CHEESE

Manufacturing process

Types of cheese according to texture

Uses of cheese in cookery

Famous cheese of the world

Module: 3 BAKERY

Role of Ingredients in Baking

Types of Dough-bread

Types of Breads – Names and description of Breakfast, Lunch, Snacks and International breads

Glossary of Bakery Terms

PRACTICAL

BVHH-351- FOOD PRODCUTION – III

Demonstration of Breakfast, Lunch, Snack items and International breads

Demonstration of pancakes

BVHH-302- FOOD AND BEVERAGE SERVICES – III

Module: 1 NON-ALCOHOLIC BEVERAGES

Classification

Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service

Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service

Module: 2 ALCOHOLIC BEVERAGES

- Consumption – Benefits, abuse, sensible drinking
- Introduction and classification of alcoholic beverages

Module: 3 WINE

- Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases
- Classification of wines – still, sparkling, fortified, aromatized
- Control of Quality – France, Italy, German
- Grape varieties – 10 red and 10 white
- Wine manufacture – red, white, rose
- Wine producing countries and regions (handout provided) - France, Italy, Germany
- Wine names – France, Italy, Germany, California, Australia, India
- Champagne – Introduction, manufacture, types and shippers
- Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands
- Aromatised – Vermouth and other aromatized wines
- Wine service temperatures

Module: 4 WINE & FOOD HARMONY

PRACTICAL

BVHH-352- FOOD AND BEVERAGE SERVICES – III

Service of non-alcoholic beverages

Reading of the wine maps of France, Italy, Germany

Reading of wine labels

Service of Still wines

Service of Sparkling wines

Service of fortified, aromatized wines

BVHH-303- FRONT OFFICE OPERATION – III

Module:1 RESERVATION OPERATIONS

Reservations and sales

Reservation inquiry – CRS, Intersell Agencies, GDS, Internet and Property Direct. Group
Reservations

Reservation reports

Module: 2 FRONT DESK OPERATIONS

Information

Role Of Information

Handling of mails, registered posts, parcels etc. Handling of messages.

Handling of guest room keys. Paging

Providing information to the guest. Aids used in Information section.

Reception

Introduction to reception

Coordination between FO and other departments Types of keys and their control

Room change procedure

Preparation of expected arrival & Departure Reports Preparation of other documents

Preparation of Guest History Card

Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group

Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Records
and forms used

Job description and specification – Receptionist

Module: 3 TELEPHONES

Role of telephone Department Staff organization

Telephone etiquette Records and forms used

Special features for hotels – HOBIC, CAS etc. Types of calls

PRACTICAL

BVHH-353- FRONT OFFICE OPERATION – III

Handling messages,

Handling keys

Providing information to the guest

Handling group reservations

Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/crew guest Security

Deposit Box handling,

Credit Card Handling procedure,

Foreign Currency exchange procedure

BVHH-304- ETHICAL LEGAL & REGULATORY ASPECTS OF HOTEL INDUSTRY

Module:1 THE INDIAN CONTRACT ACT:

- Definition of Contract – essential elements of a valid contract – classification of contracts – voidable contract – void contract – illegal agreement – express contract – implied contract – executed contract – executable contract – warranties
- Contractual relationship: Advance Booking/ hotel reservation – terms and conditions – laws relating to registration of guest – Infectious diseases – Hotel Register – Guests in residence – Death at the hotels – Guests causing disturbance – Property lost and found – Animal – Price display – Overbooking – Breach of contract – Registered letters – Damage to property – service charge – Settlement of payments – Guests who have left.

Module: 2 HOTEL LICENSES AND PERMITS

- Licenses and permits
- Liquor licensing laws – Licensed premises – General permitted hours – Quantities and measures – Billiards and similar games – Music and dancing licenses – Performing right – Late night refreshment house – Tobacco and cigars – Betting, gaming and gaming machines – copyrights

Module: 3 FOOD LEGISLATION:

- Prevention of Food Adulteration Act: – Objectives – definition - Adulterated and Misbranded Food - Provisions- Appointment and Powers of Food Inspector under the act - procedure for taking a sample

Module: 4 CONSUMER PROTECTION ACT

- Definitions - Consumer protection councils - procedure for redressal of grievances.

BVHH-305- BASIC OF HOTEL ACCOUNTANCY

Module: 1 DOUBLE ENTRY BOOK KEEPING

- Meaning of Book-keeping and Double Entry Book-keeping
- Meaning of Accounting, Objectives, Advantages, Users of Accounting Information and Relationship with other disciplines
- Accounting Concepts and Conventions

Module: 2 JOURNAL AND LEDGER

- Meaning, Advantages and Limitations
- Classification of Accounts – personal, real and nominal, rules for debiting and crediting Journalizing – simple and compound entries,
- Posting from journal to ledger, balancing of accounts & preparation of Trial balance.

Module:3 SUBSIDIARY BOOKS

- Meaning, objectives, Advantages and Limitations
- Types of subsidiary books - Purchase Book, Purchase Returns Book, Sales Book, Sales Returns Book, Cash Book – Simple and three columnar - Petty Cash Book

Module:4 FINAL ACCOUNTS

- Meaning, Objectives, Advantages and limitations Trading and Profit and Loss Account, Balance Sheet Types of assets and liabilities
- Income Statement and Balance Sheet and Schedules (Simple problems without adjustments)

BVHH-356 COMMUNICATION SKILLS

UNIT-1

- a) Application writing
- b) Paragraph writing, essay writing and précis writing
- c) Pre-testing of oral and writing skills

UNIT-2

Professional Skills

- a) Bio-data, CV and resume writing
- b) Joining letter, cover letter and resignation letter
- c) Inter- office memo, formal Business letter, informal notes
- d) Minutes of the meeting, reporting events, summary writing

UNIT-3

Presentation skills

- a) Power-point presentations and presenting techniques
- b) Body language
- c) Describing people, places and events
- d) Extempore, speech and just- a minute sessions

UNIT-4

Interview skills

- a) Developing skills to- debate, discussion, basics of GD and styles of GD
- b) Discussion in groups and group discussion on current issues
- c) Steps to prepare for an interview and mock interviews

Public speaking

- a) Art of public speaking
- b) Welcome speech
- c) Farewell speech
- d) Votes of thanks

Oral practice

- a) Debate
- b) Just-a-minute
- c) Group discussion
- d) Mock interviews

4TH SEMESTER

BVHH-401- FOOD PRODUCTION-IV

Module: 1 MENU PLANNING

- § Principles of menu planning
- § Types of menus
- § Names and description of popular national and international dishes

Module: 2 PASTRY

- § Pastry – Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux pastry,
- § Types of Sponge cakes
- § Types of Gateaux
- § Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache
- § Types of desserts-hot and cold desserts
- § Petits fours-Definition and examples

Module: 3 FOOD STANDARDS

- § Importance
- § WHO standards-voluntary and compulsory standards
- § Common adulterants and their detection
- § Classification of additives and their role
- § Mislabeling

PRACTICAL

BVHHP-451- FOOD PRODUCTION-IV

- § Punjabi cuisine
- § Awadhi cuisine
- § Bengali cuisine
- § Hyderabadi cuisine
- § Chettinad cuisine
- § Goan cuisine
- § Kerala cuisine

BVHH-402- FOOD NAD BEVERAGE SERVICES – IV

Module: 1 BEER AND OTHER FERMENTED BEVERAGES

- § Introduction to Beer
- § Ingredients for Beer Manufacture
- § Production of Beer
- § Beer classification and styles
- § Service of Beer
- § Beer brands with countries – 10 countries with 5 brands each
- § Cider, Sake, Toddy

Module: 2 ALCOHOLIC BEVERAGES

- § Introduction
- Effect of alcohol on health
- Classification of alcoholic beverages
- Pot still distillation
- Patents still distillation
- Proof systems
- Whisky
- Scotch - manufacturing, types, regions, brands
- Irish – history, manufacture, brands
- American – history, manufacture, types, brands
- Brand names – Canadian, Indian
- Brandy
- History
- Cognac - Manufacturing, region, types, brands
- Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge
- Rum
- History, Manufacture, Styles, Brand names with countries
- Gin
- History, Manufacture, Types, Brand names with countries
- Vodka
- History, Manufacture, Brand names with countries, flavoured vodkas
- Tequila
- History, Manufacture, Styles, Brand names

PRACTICAL

BVHH-452- FOOD NAD BEVERAGE SERVICES – IV

- § Service of beer
- § Service of spirits and liqueurs.
- § Preparation of popular Cocktails

BVHH-403- FRONT OFFICE OPERATIONS – IV

Module:1 REGISTRATION

- § Objectives
- § Legal obligations
- § Pre-registration
- § Registration procedure – FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests
- § When guests cannot be accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations.
- § Reports
- § Records and forms used
- § Equipment

Module:2 FO CASH AND ACCOUNTING

- § Role of FO Cash section at stages of the guest cycle
- § Job description of FOC
- § Departure procedure - FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests
- § Security Deposit Box handling
- § Credit Card Handling procedure
- § Foreign Currency exchange procedure
- § Reports
- § Records and forms used
- § Equipment
- § Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers
- § FO accounting cycle
- § Creation and maintenance of accounts
- § Guest and non guest accounts
- § Accounting system – non automated, semi automated and fully automated

Module: 3 FRONT OFFICE AND GUEST SAFETY AND SECURITY

- § Importance of security system
- § Safe Deposit
- § Key Control
- § Emergency situations – accident, illness, theft, fire, bomb threat etc

PRACTICAL

BVHH-453- FRONT OFFICE OPERATIONS – IV

§ Calculation of room occupancy percentages and room position

§ Preparation of a guest folio

§ Check-out procedure

§ PMS activities

§ Feeding a reservation

Amendment, Cancellation and Reinstating a reservation Feeding messages

Check in guest

Room and rate assignment Room change

§ Emergency situation Handling Fire

Death

Natural Disasters – Floods, earthquake, epidemics etc Accident

Lost & Found

Damage to Hotel property Vandalism

Drunk Guest Scanty Baggage Theft

Sick Guests

Bomb and Terrorism Threats

BVHH-404- HOUSEKEEPING OPERATIONS – IV

Module:1 HORTICULTURE AND FLOWER ARRANGEMENTS

Indoor and outdoor plants – five each
Care and upkeep
Bonsai
Landscaping
Identification of flowers
Types of arrangements
Principles of arrangement
Arrangements by location
Points to be remembered

Module:2 CLEANING SCIENCE

Cleaning principles
PH scale and cleaning agent with their application
Types of cleaning agents
Cleaning products – hotel specific
Characteristics of a good cleaning agent

Module: 3 SUPERVISION IN HOUSEKEEPING

- Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry)
- Supervisors Check list
- Guest complaints & Guest complaint handling
- VIP Room Checking
- Leave handling procedures

PRACTICAL

BVHH-454- HOUSEKEEPING OPERATIONS - IV

- Flower arrangement (circular, horizontal, triangular, vertical, one sided triangular, ikebana)

BVHH-405-HOSPITALITY MARKETING

Module: 1 INTRODUCTION TO HOSPITALITY MARKETING

Meaning and definition - Nature and Scope - Feature / Characteristics - Concepts of Marketing

Customer Expectations from hospitality services - Solving Customers problems

Relevance of Sales & marketing in the Hospitality Industry.

Module: 2 HOSPITALITY MARKETING MIX

Meaning and Definition of Marketing Mix

PRODUCT / SERVICE MIX

- Elements /Components
- Difference between goods and services Product life Cycle
- Stages of New product/ service development

▪ **PRICE MIX**

- Factors influencing pricing Pricing methods and strategies

▪ **PROMOTION MIX**

- Objectives of promotion Elements of promotions mix
- Advertising, sales, promotion, personal selling, publicity, public relations

▪ **PLACE MIX**

Distribution channels/channel intermediaries

▪ **PEOPLE**

- Elements of People mix
- Role of Employees and Internal Marketing Role of customers and Relationship Marketing

Module: 3 THE MARKETING ENVIRONMENT

The importance of Environmental scanning - Types of Environments

SWOT Analysis

The Future of Hospitality Marketing in India

Module: 4 MARKETING SEGMENTATION, TARGETING AND POSITIONING

Meaning, Importance and Basis of Market Segmentation

Essentials of sound market segmentation

STP Strategy- Segmentation, Targeting & Positioning strategies

Module: 5 CONSUMER BEHAVIOUR IN HOTEL INDUSTRY

Factors influencing Consumer behavior

Buying decision process

BVHH-406-COMPUTING SKILLS-II

Unit-1

Advance Word Processing Tools

Setting the layout of Table and documents, Mail merge techniques. Letter envelopes etc,

Using spell check and Thesaurus, Foot note nad Endnotes, Using Charts , shapes and pictures in word .

Unit-2

Basics of Spreadsheet

Functions of Spreadsheet, Applications , Elements of Electronic Spread sheet ,creating document saving and printing the worksheet, manipulation of cells ,Functions and charts, using formulas , Functions and charts

UNIT-3

Advance Spreadsheet Tools

Manipulations with charts and its types, Sorting, Filtering of data ,Pivot table, data validation techniques. Grouping and subtotaling of data. Text to column option . Printing of customized worksheet.

UNIT-4

Presentation Software

Using Powerpoint, Opening an powerpoint presentation, Saving a presentation , Entering and editing text, inserting and deleting slides in a presentations , preparation of slides , adding clip arts, charts etc., Providing Aesthetics , Enhancing text presentation ,working with color lines styles and movie and sound ,adding header and footer, presentation.

PRACTICAL

BVHH-456-COMPUTING SKILLS-II

- Word Processing
- Mail merge techniques
- Using Charts , shapes and pictures in word .
- Basics of Spreadsheet
- document saving and printing the worksheet
- formulas , Functions and charts
- Advance Spreadsheet Tools
- worksheet.
- Presentation Software
- Using Powerpoint working with color lines
- styles and movie and sound ,presentations.

5TH SEMESTER

BVHH-501- FOOD PRODUCTION – V

Module: 1 FRENCH CUISINE

- § Features, regional classification, ingredients, methods of cooking, courses of the menu.
- § Glossary of French Culinary Terms

Module: 2 ITALIAN CUISINE

- § Features, regional classification, ingredients, methods of cooking, courses of the menu.
- § Glossary of Italian Culinary Terms

Module: 3 SPANISH /MEXICAN CUISINE

- § Features, regional classification, ingredients, methods of cooking, courses of the menu.
- § Glossary of Spanish/Mexican Culinary Terms

Module: 4 ORIENTAL CUISINE

- § Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- § Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
- § Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

Module: 5 KITCHEN ORGANIZATION AND HUMAN RESOURCE

- § The classical kitchen brigade-the partie system
- § Job description and job specification of executive chef, chef de partie and commis
- § Recruitment and selection
- § Induction, training and development

PRACTICAL

BVHH-551-FOOD PRODUCTION-V

- § Demonstrations of basic principles of French cuisine
- § Preparation of Puff pastry, short crust pastry-sweet and savoury, choux pastry
- § Menus of French, Italian, Thai & Japanese cuisine

BVHH-502- FOOD AND BEVERAGE SERVICES – V

Module:1 OTHER SPIRITS

§ Absinthe

§ Ouzo

§ Slivovitz

§ Akvavit

§ Feni

§ Arrack

§ Schnapps

§ Pastis

Module: 2 LIQUEURS

§ Introduction, Manufacture, Brand names with base, color, flavor, countries

Module: 3 BAR

§ Types

§ Equipment and ingredient

Module: 4 Cocktail

§ Introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cups, daisies, crustas etc), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, moder

Module: 5 TOBACCO

§ Health hazards

§ Cigar – Manufacture, parts, colors, shapes, storage, brands and service

PRACTICAL

BVHH-552-FOOD AND BEVERAGE SERVICES-V

§ Service of Liqueurs

§ Service of cigars & Cigarettes

BVHH-503- HOUSEKEEPING OPERATIONS – V

Module: 1 TEXTILES AND UNIFORM DESIGNING

- § Fibre (natural, manmade, characteristics, advantage, disadvantages)
- § Weaves (plain, twill, jacquard, damask, satin)
- § Finishing processes
- § Importance of Uniforms
- § Types of Uniforms
- § Characteristics of Uniforms
- § Selection of Uniforms
- § Par stock

Module: 2 CONTRACT SERVICES – LAUNDRY, PEST CONTROL

- § Introduction
- § Contract Services – complete program, Special, periodic, pricing, types
- § Laundry – layout, types, equipment
- § Pest control – common pests, eradication, control

Module: 3 REFURBISHMENT, REDECORATION, NEW PROPERTY OPENING

- § Definition
- § Factors involved in refurbishment and redecoration
- § Procedures & Task involved
- § Snagging list
- § Takeover of a new property from projects

BVHH-504-FRONT OFFICE AND PMS – V

Module: 1 RECEPTION

- § Day & Night Reception
- § Preparation of night reports
- § Calculations
- § Room selling techniques – Upselling and Discounts

Module: 2 HOSPITALITY AND LOBBY DESK

- § Role of the GRE
- § Welcome Procedure
- § Identifying complaints
- § Complaint Handling
- § Role of the Lobby Desk
- § Job Description of the Lobby Manager

Module: 3 FRONT OFFICE ACCOUNTING, CHECK-OUT AND SETTLEMENT

- § Tracking transaction – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance
- § Internal control – Cash Bank
- § Check-out and account settlement
- § Control of cash and credit
- § Methods of settlement
- § Checkout options - Express checkout, self check out
- § Late check-out
- § Unpaid account balances
- § Account collection –account aging
- § Updating FO records
- § Late Charges

Module: 4 THE FRONT OFFICE AUDIT

- § Role and importance of Night Audit
- § Job Description of the night auditor
- § Establishing an End of day
- § Guest Credit monitoring
- § Preparation of Transcript
- § The Front Office audit process

Module: 5 COMPUTER APPLICATIONS IN FRONT OFFICE OPERATIONS

- § Role of computers
- § Various types of PMS used
- § Front Office modules and it's applications

PRACTICAL

BVHH-554- FRONT OFFICE AND PMS – V

§ FO situation Handling

- Upselling
- Complaint handling

§ PMS Activities

- Posting of charges
- Transferring folio
- Splitting folio
- Checking out guests

§ GLOSSARY

BVHH-505- FOOD & BEVERAGE CONTROLS AND MANAGEMENT

Module: 1 AN OVERVIEW OF FOOD AND BEVERAGE MANAGEMENT

§ Introduction to Food & beverage management.

§ The hospitality industry and its products

§ Service standards

§ Purchase, Inventory, Storage,

§ Role of Purchase department & purchase cycle, S.P.S, Purchase order form , Selection of Supplier, Economic Order Quantity, Concentration of Orders, Kickbacks, Other supplier considerations, Receiving of Food & beverages, Commodity receiving Reports, Store room design , Storeroom control,

§ Bar frauds and best practices

Various methods of theft & fraud, Establishing drink selling prices, Advantages of Standard recipes, Average drink price by period, Pricing individual drinks, Keeping full bottle sales separate, Inter bar transfers, Spillage allowance, Standard Cost control, Measuring devices.

Module: 2 MENU ENGINEERING

§ Definition and objective of menu engineering

§ Concept of - Sales Mix, Sales Mix Report, Contribution Margin & Gross Profit, Sales History.

§ Menu Evaluation -common questions.

§ Menu Analysis- Profitability & Popularity index, Kasavana's Menu Item Analysis

§ Analysis and action

§ Menu Engineering Worksheet and it's applications,

Module: 3 BUDGETING & PRICING

§ Budgeting

- Concepts of Catering Policy - Operating budget, Capital Budget, Master budget., Budgetary control, Who prepares the budget, Factors responsible for budgeting.

§ Forecasting

Volume forecasting & Production Sheet, Use of Left over

§ Restaurant Revenue Management

Methods of Pricing- Mark up pricing, Contribution Margin Pricing, Ratio Pricing, Other Pricing Considerations, Subjective Pricing methods

Module: 4 RECENT CONCERNS AND TRENDS

§ Future of Quick service Restaurants

§ Concept of Fast food, Well known Brands in India

§ Changing trends in modern food & beverage practices

BVHH-506-DIGITAL LITERACY

Unit 1:

Review of MS office

Advance options in MS excel

Excel

Power point

Introduction to internet learning platform

Using internet-based learning platform

Using google and you tube for learning

Using smart phone to become smart

UNIT-2

Benefits of digital learning

Using internet for personal requirement

Online payments method

Use of social media for advisement

Digital security and privacy

Various cybercrime and their safety guideline

Best practice for securing online and network transaction

Managing privacy and security and social media accounts

PRACTICAL

BVHH-556-DIGITAL LITERACY

- Uses Advance options in MS excel
- Excel
- Power point
- Using internet-based learning platform
- Using google and you tube for learning
- Using smart phone to become smart
- Using internet for personal requirement
- Online payments method
- Use of social media for advisement

6TH SEMESTER

BVHH-601- GARDE MANGER

Module: 1 GARDE MANGER (LARDER WORK)

- § Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
- § Hors d'oeuvres-Classification, examples and accompaniments
- § Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
- § Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
- § Cold sauces- dips, chaudfroids, aspics.
- § Charcuterie-Sausages, bacon and ham

Module: 2 ACCOMPANIMENTS AND GARNISHES

- § Classical vegetable accompaniments
- § Potato preparations
- § Garnishes and accompaniments for popular dishes

Module: 3 KITCHEN PLANNING

- § Sections of the kitchen with layout and functions
- § Production workflow
- § Planning of Kitchen Spaces
- § Layout of a large quantity kitchen and satellite kitchen
- § Planning of Storage Spaces

Module: 4 FOOD PRODUCTION SYSTEMS

§ Principles of large scale commercial cooking

§ Rechauffe – effective use of leftovers.

§ Catering systems

- Cook Chill Systems-definition, procedure, advantages and disadvantages
- Cook Freeze System –definition, procedure, advantages and disadvantages
- Sous Vide- definition, procedure, advantages and disadvantages

PRACTICAL

BVHH-651- GARDE MANGER

- § Demonstrations/ Preparation of some popular cold cuts
- § Cold Desserts- Mousse, Souffles, Condes & Custards.

BVHH-602-BAR MANAGEMENT

Module: 1 AN OVERVIEW OF BEVERAGE MANAGEMENT

- § Introduction to beverage management
- § The hospitality industry and its products
- § Service standards

Module: 2 BAR AND BEVERAGE MANAGEMENT

- § The legal framework in India –laws, licenses, permitted hours, age restrictions, weights and measures, alcoholic strength
- § Compiling various wine and drink lists
- § Inventory, Storage,
- § Sourcing of liquor
- § Pricing of alcoholic beverages
- § Bar stock taking and inventory, Determining stock levels
- § Standard recipe, costing and pricing of drinks
- § Bar frauds and best practices
- § Books and records in bar

Module: 3 FACILITY PLANNING AND DESIGN OF SERVICE AREAS

- § F & B Function areas
- § Food service outlets
- § Lounges and bars
- § Conference, banqueting and function rooms

Module: 4 MANAGEMENT INFORMATION SYSTEM

- § Reports generated
- § Analysis of revenue reports
- § Daily sales report
- § APC, Cover turnover ratio
- § P & L statement (food service outlets)

BVHH-603- YIELD MANAGEMENT

Module: 1 YIELD MANAGEMENT

- § Applicability to rooms division.
- § Capacity Management.
- § Discount allocation
- § Duration control.
- § Measuring yield.
- § Elements of yield management.
- § Uses of yield management.

Module: 2 SECURITY AND LODGING INDUSTRY

- § Developing the security program.
- § Management role in security.
- § Setting up the security program.
- § Security and law.

Module: 3 PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

- § Establishing Room rates
- § Basis of charging
- § Plans, competition, customer's profile, standards of service and amenities.
- § Hubbart's Formula.
- § Forecasting room availability
- § Forecasting techniques
- § Forecasting data
- § Forecast formula
- § Sample forecast formula.

Module: 4 ACCOMMODATION FACILITY PLANNING

- § Planning the Front Office Layout
- § Ergonomics
- § Lobby layout
- § Front Desk layout
- § Bell Desk layout
- § Back Office layout

BVHH-604- FACILITY PLANNING AND BUDGETING OF HOUSEKEEPING

Module: 1 ACCOMMODATION FACILITY PLANNING

- § Room dimensions (length, width, height, space management)
- § Facilities and services for disabled guest room.
- § Balconies and terraces
- § Eva floor
- § Work ergonomics
- § Bathroom layout
- § Fitting and fixtures
- § Disabled guest bathroom features

Module: 2 BUDGETING FOR HOUSEKEEPING

- § Inventory control and stock taking
- § Types of budgets (operational and capital)
- § Budget preparation
- § Cost control in specific areas, guest room, public areas, linen room, stores, cleaning material and supplies, flowers)
- § Purchasing. (Principles involved, stages, types)

Module: 3 DAILY ROUTINES AND HOUSEKEEPING PROCEDURES

- § A day in the life of an Executive Housekeeper, Accommodation Manager
- § A day in the life of an Assistant Housekeeper
- § A day in the life of a Floor Supervisor
- § A day in the life of a Public Area Supervisor
- § A day in the life of a Desk Housekeeper
- § A day in the life of a Uniform, Linen Supervisor

BVHH-605- ECOLOGY OF TOURISM

Module: 1 The Multi-disciplinary nature of environmental studies (1 lecture)

§ Definition, Scope and importance

§ Need for public awareness.

Module: 2 Natural Resources:

Renewable and non-renewable resources:

§ Natural resources and associated problems.

- Forest resources : Use and over-exploitation. Deforestation, Case studies. Timber extraction, mining, dams and their effects on forests and tribal people.
- Water resources : use and over utilization of surface and ground water Floods, drought, conflicts over water, dams-benefits and problems.
- Mineral resources: use and exploitation, environmental effects of extracting and using mineral resources. Case studies.
- Food resources: world food problems , changes caused by agriculture and over grazing effects of modern agriculture, fertilizer- pesticide problems, water logging salinity. Case studies.
- Energy resources : growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
- Land resources: land as a resource, land degradation, man induced landslides, soil erosion and desertification.

§ Role of an individual in conservation of natural resources.

§ Equitable use of resources for sustainable lifestyles.

Module: 3 Ecosystems

- § Concept of an ecosystem.
- § Structure and function of an ecosystem.
- § Producers ,consumers and decomposers.
- § Energy flow in the ecosystem.
- § Ecological succession.
- § Food chain, food web and ecological pyramids.
- § Introduction types characterized features structure and function of the following ecosystems.
- § Forest ecosystem
- § Grassland ecosystem
- § Desert ecosystem
- § Aquatic ecosystems(ponds, streams, lakes, rivers, oceans, estuaries)

Module: 4 Environmental pollution

- § Definition
- § Causes, effects and control measures of:-
- § Air pollution
- § Water pollution
- § Soil pollution
- § Marine pollution
- § Noise pollution
- § Thermal pollution
- § Nuclear hazards
- § Solid waste management causes urban and industrial wastes.
- § Roles of an individual in prevention of Pollution case studies
- § Disaster management, floods, earthquake.

BVHH-606- ENTREPRENEURSHIP

Entrepreneurship: Concept and Functions

Unit 2 An Entrepreneur

Unit 3 Entrepreneurial Journey

Unit 4 Entrepreneurship as Innovation and

Unit 5 Understanding the Market

Unit 6 Business Finance and Arithmetic

Unit 7 Resource Mobilization