



UNIVERSITY OF CALICUT

Abstract

General and Academic Branch - Faculty of Commerce and Management Studies - Scheme and Syllabus of BHA Programme under CBCSS UG Regulations 2019 w.e.f 2020 Admission on wards - Incorporating Outcome Based Education - Implemented - Subject to ratification by Academic Council - Orders Issued.

G & A - IV - E

U.O.No. 5694/2021/Admn

Dated, Calicut University.P.O, 28.05.2021

- Read:-*1. U.O. No. 54/2020/Admn dated 03.01.2020 and U.O.No. 10133/2020/Admn Dated, 02.11.2020.
2. E-mail dated 18.05.2021 from the Chairman, BoS in Commerce (UG)
3. E-mail dated 25.05.2021 from the Dean, Faculty of Commerce and Management Studies.
4. Order of Vice Chancellor in the file of even No. dated 26.05.2021.

ORDER

1. The scheme and syllabus of BHA Programme under CBCSS UG Regulations 2019 has been implemented w.e.f 2019 admission onwards, vide paper read (1) above.
2. The Chairman, BoS in Hotel Management has forwarded the revised syllabus of BHA programme by incorporating the Out Come Based Education (OBE) syllabus , under CBCSS UG Regulations 2019, without changing the content w.e.f 2020 admission onwards.
3. The Dean, Faculty of Commerce and Management Studies, vide paper read (3) above, has approved the revised Scheme & Syllabus of BHA programme forwarded by the Chairman, the Board of Studies in Hotel Management.
4. Considering the urgency in implementation of the syllabus, sanction has been accorded by the Vice Chancellor on 26-05-2021 to implement Outcome Based Education in the existing syllabus of BHA programme without changing the content, with effect from 2020 Admission onwards, subject to ratification by the Academic Council, vide paper read as (4) above.

Hence the Syllabus of BHA programme by incorporating OBE , without changing the content, with effect from 2020 Admission onwards,is therefore implemented , subject to ratification by the Academic Council.

Orders are issued accordingly. (syllabus appended)

Ajitha P.P

Joint Registrar

To

- 1.The Controller of Examinations, PB.
2. The Principals, Affiliated Colleges.

Copy to: PS to VC/PA to PVC/ PA to Registrar/PA to CE/JCE I/JCE III/EX and EG Sections/GA I F/ /IQAC/SF/DF/FC.

Forwarded / By Order

Section Officer

UNIVERSITY OF CALICUT



**REGULATIONS GOVERNING
BACHELOR OF HOTEL ADMINISTRATION DEGREE PROGRAMME UNDER
CBCSSUG₂₀₁₉**

**EFFECTIVE FROM THE ACADEMIC YEAR 2019-
20ADMISSIONS**

BHA–BACHELOR OF HOTEL ADMINISTRATION
(UNDER THE FACULTY OF COMMERCE AND MANAGEMENT, UNIVERSITY OF
CALICUT)
CHOICE BASED CREDIT SEMESTER SYSTEM (CBCSSUG-2019) RESTRUCTURED
SYLLABUS FROM 2019-20 ADMISSION ONWARDS

I. TITLE OF THE PROGRAMME

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

II. DURATION OF THE PROGRAMME

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

III. ELIGIBILITY FOR ADMISSION

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

IV. COURSE IN THE PROGRAMME

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

V. PROGRAM OUTCOMES:

Upon successful completion of Bachelor Hotel Administration (BHA), the student should be able to:

- PO1; Use knowledge and skills associated with creative and critical thinking, problem solving and decision making to function effectively in the Hotel industry, classroom, community.
- PO2; Apply the concepts and skills which are necessary to achieve Guest satisfaction.
- PO3; Depicts the interrelationship between hospitality, Tourism and Travel industries.
- PO4; Demonstrate leadership, teamwork, and interpersonal skills needed for managing diverse and global hotel operations
- PO5; Demonstrate personal and professional standards for ethical decision-making and social behavior
- PO6; Communicate effectively and confidently in the classroom, community and industry.
- PO7; Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
- PO8; Demonstrate ability to perform basic and supervisory level job functions in Hotels, Restaurants and Tourism careers.

VI. COURSES OF STUDY.

The total number of courses for the whole BHA programme is 31. It is divided into four courses namely-

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

COMMON COURSES

1.	BHA ₁ A0 ₁	English-1
2.	BHA ₁ A0 ₂	English-2
3.	FRE ₁ A07(3)	French-1
4.	BHA ₂ A03	English-3
5.	BHA ₂ A04	English-4
6.	FRE ₂ A08(3)	French-2
7.	BHA ₃ A ₁₁	Basic Numerical methods
8.	BHA ₃ A ₁₂	Professional business skills
9.	BHA ₄ A ₁₃	Entrepreneurship Development
10.	BHA ₄ A ₁₄	Banking and insurance
CORECOURSES		
1.	BHA ₁ B0 ₁	Introduction to the Hospitality Industry
2.	BHA ₂ B0 ₂	Front Office Operations--(Theory)
3.	BHA ₂ B03(P)	Front Office Operations--(Practical)
4.	BHA ₃ B04	Food Production-I(Theory)
5.	BHA ₃ B05(P)	Food Production-I(Practical)
6.	BHA ₃ B06	Food& Beverage Service-I(Theory)
7.	BHA ₃ B07(P)	Food& Beverage Service-I(Practical)
8.	BHA ₄ B08	Food Production-II (Theory)
9.	BHA ₄ B09(P)	Food Production-II (Practical)
10.	BHA ₄ B10	Food & Beverage Service-II (Theory)
11.	BHA ₄ B11(P)	Food & Beverage Service-II(Practical)
12.	BHA ₅ B12	Industrial Exposure Training And Report
13.	BHA ₅ B13	Comprehensive self-study
14.	BHA ₅ B14	Human Resource Management
15.	BHA ₆ B15	Accommodation Operation- (Theory)
16.	BHA ₆ B16(P)	Accommodation Operation(Practical)
17.	BHA ₆ B17	Food and Beverage Management
18.	BHA ₆ B18	Management Principles and Practices
19.	BHA ₆ B19	Sales and marketing
20.	BHA ₆ B20	Room division management
21.	BHA ₆ B21	Hotel Project Report (Viva voce)
COMPLEMENTARYCOURSES		
1	BHA ₁ C0 ₁	Event management
2.	BHA ₂ C0 ₂	Hospitality law
3.	BHA ₃ C03	Nutrition, Hygiene and Sanitation
4.	BHA ₄ C04	Hotel Accountancy
OPENCOURSE		
	BHA ₅ D0 ₁	Introduction to Hospitality

a. Common Courses:

There shall be 10 Common courses (Total 38 Credits) for completing the programme. These Common Courses 1-6 shall be taught by the English teachers and

7-10 by the teachers of Additional Language and general courses by the teachers of departments offering core courses concerned. The additional language offered in this programme is French. The

candidates will not get any chance to opt other languages as their additional language, other than French.

b. Core Courses:

Core courses are the courses in the major subject of the programme. These are offered by the parent department. The number of core courses are 23 including Project work.

c. Complimentary Courses:

These courses cover the subjects related to the core subject and are distributed in first four semesters.

d. Open Courses:

This Course shall be open to all students in the institution except the students in the parent department. All the Core, Complimentary and Open courses for the programme shall be taught by the Hotel Management faculties.

VII. SEMESTER WISE DISTRIBUTION OF COURSES-BHA

Semester I

<i>Sl No</i>	<i>Course Type and Code</i>	<i>Subject</i>	<i>Credit</i>	<i>Hours/Week</i>	<i>Exam Hours</i>	<i>External</i>	<i>Internal</i>	<i>Total</i>
1	Common Course A01	English-1	3	5	2	60	15	75
2	Common Course A02	English-2	3	4	2	60	15	75
3	Common Course FRE1A07(3)	French-1	4	5	2.5	80	20	100
4	Core Course BHA1B01	Introduction to the Hospitality Industry	4	6	2.5	80	20	100
5	Complementary Course BHA1C01	Event management	4	5	2.5	80	20	100
Total For Sem			18	25				

Semester II

<i>Sl No</i>	<i>Course Type and Code</i>	<i>Subject</i>	<i>Credit</i>	<i>Hours/Week</i>	<i>Exam Hours</i>	<i>External</i>	<i>Internal</i>	<i>Total</i>
1	Common Course A03	English-3	4	5	2.5	80	20	100
2	Common Course A04	English-4	4	4	2.5	80	20	100
3	Common Course FRE1A08(3)	French-2	4	5	2.5	80	20	100
4	Core Course BHA2B02	Front office Operations- (Theory)	3	4	2	60	15	75
5	Core Course BHA2B03 (P)	Front office Operations – (Practical)	1	2	2	20	5	25
7	Complementary Course BHA2C02	Hospitality law	4	5	2.5	80	20	100
Total for Sem			20	25				

Semester III

<i>Sl No</i>	<i>Course Type and Code</i>	<i>Subject</i>	<i>Credit</i>	<i>Hours/Week</i>	<i>Exam Hours</i>	<i>External</i>	<i>Internal</i>	<i>Total</i>
1	Common Course	Basic Numerical Method	4	5	2.5	80	20	100
2	Common Course	Professional Business Skills	4	5	2.5	80	20	100
3	Core Course BHA3B04	Food Production –I (Theory)	4	4	2.5	80	20	100
4	Core Course BHA3B05 (P)	Food Production-I (Practical)	2	2	2	20	5	25
5	Core Course BHA3B06	Food & Beverage Service –I (Theory)	4	3	2.5	80	20	100
6	Core Course BHA3B07 (P)	Food & Beverage Service –I (Practical)	2	2	2	20	5	25
7	Complementary Course BHA3C03	Nutrition, Hygiene and Sanitation	4	4	2.5	80	20	100
Total for Sem			24	25				

Semester IV

<i>Sl No</i>	<i>Course Type and Code</i>	<i>Subject</i>	<i>Credit</i>	<i>Hours/Week</i>	<i>Exam Hours</i>	<i>External</i>	<i>Internal</i>	<i>Total</i>
1	Common Course	Entrepreneurship Development	4	5	2.5	80	20	100
2	Common Course	Banking and Insurance	4	5	2.5	80	20	100
3	Core Course BHA4B08	Food Production – II (Theory)	4	4	2.5	80	20	100
4	Core Course BHA4B09 (P)	Food Production – II (Practical)	2	2	2	20	5	25
5	Core Course BHA4B10	Food & Beverage Service –II (Theory)	4	3	2.5	80	20	100
6	Core Course BHA4B11 (P)	Food & Beverage Service–II (Practical)	2	2	2	20	5	25
7	Complementary Course BHA4C04	Hotel Accountancy	4	4	2.5	80	20	100
Total for Sem			24	25				

Semester V

<i>Sl</i>	<i>Course Type</i>	<i>Subject</i>	<i>Credit</i>	<i>Hours/</i>	<i>Exam</i>	<i>External</i>	<i>Internal</i>	<i>Total</i>
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<i>No</i>	<i>and Code</i>			<i>Week</i>	<i>Hours</i>			
1	Core Course BHA5B12	Industrial Exposure Training and Report	4	13	Viva Voce	150	50	200
2	Core Course BHA5B13	Comprehensive self Studies	2	5	2	60	15	75
3	Core Course BHA5B14	Human Resource Management	3	5	2	60	15	75
4	Open Course BHA5D01	Introduction to Hospitality	3	2	2	60	15	75
	Total for Sem		12	25				

Semester VI

<i>Sl No</i>	<i>Course Type and Code</i>	<i>Subject</i>	<i>Credit</i>	<i>Hours/Week</i>	<i>Exam Hours</i>	<i>External</i>	<i>Internal</i>	<i>Total</i>
1	Core Course BHA6B15	Accommodation Operation- (Theory)	3	3	2	60	15	75
2	Core Course BHA6B15 (P)	Accommodation Operation- (Practical)	1	2	2	20	5	25
3	Core Course BHA6B17	Food & Beverage management	4	5	2.5	80	20	100
4	Core Course BHA6B18	Management Principles and Practices	4	4	2.5	80	20	100
5	Core Course BHA6B19	Sales and marketing	4	5	2.5	80	20	100
6	Core Course BHA6B20	Room division management	4	4	2.5	80	20	100
7	Core Course BHA6B21	Hotel Project Report (Viva-voce)	2	2	Viva Voce	60	15	75
	Total for Sem		22	25				

VIII. CREDITS.

As per the Regulations of CBCSS UG 2019.

IX. ATTENDANCES.

As per the Regulations of CBCSS UG 2019.

X. EVALUATION AND GRADING.

As per the Regulations of CBCSS UG 2019

XI. QUESTION PAPER.

As per the Regulations of CBCSS UG 2019.

XII. PRACTICALS.

As per the Regulations CBCSS UG 2019

XIII. INDUSTRIAL EXPOSURE TRAINING

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

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

After the completion of training, the students shall immediately be submitting an industrial

exposure training report within two weeks .This Report will be evaluated internally .Each student has to have a certificate of successful completion of training.

XIV. AWARD OF DEGREE

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

XV. PROJECT REPORT

During the sixth semester every student shall do a project .The student may choose any topic from the subjects he/she has studied .The candidate shall prepare and submit a project report to the department. The report shall be in manuscript / typed and bound with not less than 20-25 A4 size pages. The project report should be submitted to the Department one month before the last working day of the sixth semester.

Project work shall have the following stages

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

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

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

Structure of the report

- Title page Certificate from the organization (If the project work is done under an organisation.)
- Certificate from guide
- Acknowledgements
- Contents
 - ✓ Chapter I: Introduction (Organization profile, Research problem, objectives of the study, Research methodology etc.)
 - ✓ Chapter II Review of literature
 - ✓ Chapters III and IV: Data Analysis (2 or 3 chapters)
 - ✓ Chapter V: Summary, Findings and Recommendations.
 - ✓ Appendix (Questionnaire, specimen copies of forms, other exhibits etc.)
 - ✓ Bibliography (books, journal articles etc. used for the project work). The project evaluation shall be conducted at the end of sixth semester. 20% of marks are awarded through internal assessment.

XVI.DIVISIONOFWORKLOADOFTHEPROGRAMME

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

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

XVI .FACULTYQUALIFICATIONS

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

teach in this Programme.(If NET is not conducted by UGC, then the UGC norms in Faculty appointment and Calicut University Order3696/GA-1/F1- 2013/CU dated 26/02/2014will be applicable.)

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

XVII. COMPREHENSIVE SELF STUDIES

In the fifth semester, the candidates have to face an examination with multiple-choice questions. The credit for this course is Two. It is a two-hour examination with 100 marks and there is no internal mark for this course. Out of 120 questions, 100 questions must be answered. The questions will be selected from a question pool, prepared by the board of studies. The evaluation of answer scripts will be done externally.

XVIII. HOTEL REPORT (Viva Voce)

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

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

DETAILED SYLLABI

BHAIB01: INTRODUCTION TO HOSPITALITY INDUSTRY

Lecture Hours per week: 6,

Credits-4 Hours

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

Course outcome;

By the end of this course, the learners will be able to;

- Understand the evolution of the hospitality industry.
- Analyse hospitality industry structure.
- Understand concept and history of tourism development.
- Acquire information about national and international tourism organisations.

Course Outline

Module 1- Introduction to the Hospitality industry; The origin of hospitality. History of travel -in India and international—early times, Persian, Macedonian times, Mayurian Empire, the Mugal Empire, The Muslim Empire, English Raj, Post Independence. Hospitality –Guest relation, customer satisfaction- Types of hospitality- Hospitality ethics and standards- Traits of hospitality employees- Evolution and growth of hotel industry in India.(20Hours, 15 marks)

Module 2- History of Hotels, Resorts and Motels; Inns of early times. History of hotels in America History of motels and it's features. The advent of hotel chains. (20 Hours, 10 marks)

Module 3- Types of hotels, Hotel Organization And Job Description- mall, medium and large hotels Revenue Departments. Non-revenue departments. Minor revenue departments. Uniformed Services of the hotel Organisation chart. Job description and job specification of front-office employees.(20 Hours, 15 marks)

Module 4- Customer service and Understanding guest service- Customer service. Importance. Customer means. Creating an excellent mindset. Customer relationship management. Difference between service and physical products.(20 Hours, 20 marks)

Module 5- Areas of the Hospitality industry. Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, timeshare, condominiums, boutique hotels and supplementary accommodations- Airlines, Railway, Limousines, luxury Cruise lines, Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering. (20 Hours, 20 marks)

Reference Books:

1. Yogendra K .Sharma, Hotel Management Educational and Environmental Aspects, Kanishka.
2. A.K Bhatia , International Tourism , Sterling Publishers
3. M.Kumar, Basics of Food and Beverage Management, Axis Publications
4. Andrews, Sudhir, Food & Beverage Service: A Training Manual, Tata McGraw Hill.
5. James A Bardi, Hotel Front Office Management, John Wiley and Sons.
6. Andrews, Sudhir, Text Book of Front Office Management & Operations, Tata McGraw Hill.
7. Jerome J Vallen, Gary K Vallan, Check in & Check out: Managing Hotel Operations, Prentice Hall.
8. George, Bobby, Food & Beverage Service, Jaico.
9. G Raghubalan & Raghubalan Smritee, Hotel House Keeping : Operations & Management, Oxford University Press, USA.
10. Singh Malini, George Jaya B. (2008), House Keeping Operations, Design and Management, Jaico.
11. Muhammed Zulfikar, Inroduction to Tourism and Hotel Industry, VikasCore

BHAIC01: EVENT MANAGEMENT– (Complementary Course)

Lecture Hours per week: 5.

Credits-4

Aim of the Course: The purpose of this course is to acquire in-depth knowledge about the specialized field of "event management" and to become familiar with management techniques and strategies required for the successful planning, promotion, implementation and evaluation of special events within a spot context

Course outcome;

By the end of this course, the learners will be able to;

- Acquire knowledge about facility planning & event management
- Understand the students with Flow patterns, Equipment, Facilities.

MODULE 1:- Events-Event management – definition – Broad classification of Events (types). Event planning, Five C's of event management -Conceptualization, Costing, Canvassing, Customization, Carrying out- Role of events in promotion of tourism. .(16 Hours, 16 marks)

MODULE 2:- MICE – Meeting – Incentives – Conference – Convention – Exhibition –Trade shows and fairs, Leisure Events, Sports Events – organizers – sponsorship – event management as a profession-.(16 Hours, 16 marks)

MODULE 3:- Event Planning and organizing – Problem Solving and Crisis Management – Leadership and Participants Management – Managing People and Time – Site and Infrastructure Management. .(16 Hours, 16 marks)

MODULE 4:- Event Marketing – Customer care – Marketing equipment and tools – Promotion, Media Relations and Publicity - Event Co-ordination - Visual and Electronic Communication– Event Presentation – Event Evaluation – Case Studies of events. .(16 Hours, 16 marks)

MODULE 5:- Travel Industry Fairs – Benefits of Fairs - ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII-Events, PATA Travel Mart- India Convention Promotion Bureau (ICPB). .(16 Hours, 16 marks)

Reference Books:

1. Event marketing and management – Sanjaya Singh Gaur,
2. Event management and event tourism – Gelz,
3. Hospitality marketing and management – j.m.mathews
4. Event and entertainment marketing, Avrichbarry (1994), Vikas,Delhi.
5. Event management, Bhatia a.k. (2001), Sterling Publishers, New Delhi.
6. Event management in leisure and tourism, David c. Watt (1998), Pearson, UK.
7. Event planning 2nd edn.By Allen, Judy, 1952- the ultimate guide to successful meetings, corporate events, fund-raising galas, conferences, conventions, incentives and other special events / Judy Allen.ISBN 978-0-470-15574-5

BHA2B02 :FRONT OFFICE OPERATIONS -(THEORY)

Lecture Hours per week: 4,

Credits-3

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

Course outcome;

By the end of this course, the learners will be able to;

- Explain the importance and functions of front office department in the hotel and its various sections.
- Understand the organization of staff in the front office department
- Describe the procedures of front office department while handling a guest, like reservation, registration, during the stay and leaving the hotel.
- Demonstrate professional lodging specific technical skills, supervisory techniques and

management skills.

- Explain the need of communication in the department and its method.

Course Outline

Module 1- Introduction to the Hospitality industry; Introduction – Hospitality meaning- Classifications of hotels - Hotel organisation-Hospitality ethics and standards. Hospitality Ethics in practice. Traits of Hospitality employees. (13 Hours, 10 marks)

Module 2- Front Office Organisation Functional areas, sections and Layout of front office Organization of the front office staff- Duties and Responsibilities of some front office personnel Qualities of front office personnel. Importance of Organization. (13 Hours, 12 marks)

Module 3- Room Tariff- Introduction of Room tariff- Room rate designation- Meal plans, Room tariff card, Room tariff fixation- Guest cycle- Reservations, Types of reservation, Modes of Reservation sources of reservation, reservation reports and importance of reservation- Registration, pre- registration, form C, passport, visa, registration records, Check-in procedures for Individual, Group and crew arrivals ,very important persons in a hotel. (13 Hours, 14 marks)

Module 4- Guest Services; Handling Guest mail, Message handling- Custody and control of keys, Guest paging, safe deposit locker. Guest room change, left luggage handling, wake up call. Guest complaints, Types of Guest complaint, Handling Guest complaint- Check out and settlement, departure procedure. Mode of the settlement of bills, foreign exchange, cash settlement, credit settlement, potential check out problems and solutions, late check out, improper posting of charges in guest folio, control of cash and credit, Credit limit for customers. (13 Hours, 14 marks)

Module 5- Front office Accounting- Introduction of front office accounting- Types of Accounts- Vouchers- Folios and ledger- Front office accounting cycle and Night audit process.(13 Hours, 10 marks)

Reference Books:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum

BHA2BO3(P):FRONT OFFICE OPERATIONS-(PRACTICAL)

Lecture Hours per week:2.

Credits-1

Course outcome;

By the end of this course, the learners will be able to;

- Describe the various steps involved in the hotel guest registration.
- Explain the correct procedure of handling guest complaints
- Evaluate and can compare the performance and operations of various front office department
- Analyses the operations of front office department and tourist centers
- Handle the telephonic conversation in the front office department

Sl.No	Topic	Method
1	Reservation	Demo in PMS Lab
2	Registration	Demo in PMS Lab
3	Guest history	Demo in PMS Lab.(8 Hours, 5 marks)
4	Telephones	Demo & Practical Session

5	Housekeeping	Demo in PMS Lab.(8 Hours, 5 marks)
6	Daily transactions	Demo in PMS Lab
7	Front office accounting procedures	Demo/Practice
8	(a)Manual accounting	Demo/Practice.(8 Hours, 5 marks)
	(b)Machine accounting	Demo /Practice
	(c)Payable, Accounts receivable, Guest history	Demo
9	Role play	Demo/Practice
10	Situation handling	Demo/Practice.(8 Hours, 5 marks)

Reference Books:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum

BHA₂C02: HOSPITALITY LAW

Lecture Hours per week: 5,

Credits-4

Aim of the course: Knowledge of service industry laws. It is necessary for students Those who have to work in environments that deals with many legal aspects.

Course outcome;

By the end of this course, the learners will be able to;

- Define contracts and identify the legislation that affects the hospitality facilities.
- Describe the key areas of hotel legislation.
- List the licenses required for operating catering establishments and its procedure of procurement and renewal.
- Discuss and select appropriate courses of action when faced with legal problems
- Explain the legal issues involved in discrimination in the hotel industry.

Module I: Indian Contract Act:Definition of Contract, Proposal, Agreement, Consideration, etc- Essentials of Valid contract- Competent Parties- Types of Contracts – valid, void and voidable- Performance of Contract- Discharge of Contract- Remedies for Breach of Contract- Indemnity and Guarantee. (16 Hours, 16 marks)

Module II: Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions, Payment of Wages Act - Definition of Wages, Authorized deductions from the wages Workmen's Compensation Act – Definition of Dependent, Disablement, Occupational disease, the liability of the employer to pay compensation and amount of compensation.(16 Hours, 16 marks)

Module III: Food Adulteration Act: Principles of food laws regarding prevention of food adulteration, definition, Authorities under the act.– Procedure for procurement. Tourism-related laws – VISA, Passport. (16 Hours, 16 marks)

Module IV: Hotel laws in India- Laws related to Hotel Operations- Hotel licenses and regulations- Registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions. Licenses and permits for hotels and catering establishments- Hotel Insurances- Food Legislations – Liquor Licensing- (16 Hours, 16 marks) **Module V:** Laws related to public health and safety- Food

Safety and Standard Authority of India (FSSAI)-Introduction- Functions. Hazard Analysis Critical Control Point. (HACCP)- need- Functions. (16 Hours, 16 marks)

Reference Books:

1. Negi, Jagmohan, 2001. Hotel and Tourism Laws. Frank Brothers & Co., New Delhi
2. The Prevention of Food Adulteration Act, 1954 with Prevention of Food Adulteration Rules, 1955.
3. Catering Establishment Act, 1958
4. The Hotel Receipt Tax Act, 1980
5. The Sarai Act, 1861
6. The reports and Periodicals of FHRAI and HOI

BHA3B04:FOOD PRODUCTION –I (THEORY)

Lecture Hours per week: 4,

Credits-4

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

Course outcome;

By the end of this course, the learners will be able to;

- Understand the characteristics, aim and methods of cooking.
- Understand on personnel in the kitchen, equipments and fuels used in the kitchen
- Make use and characteristics of raw materials like Vegetables, fats and oils, Milk and milk products, meat, fish and eggs.
- Usage and preparation of stocks and soups
- Acquire knowledge the beverages

Course Outline

Module 1- Introduction to Cookery; Levels of skills and Experience- Attitudes and Behavior in the Kitchen- Personal Hygiene- Safety Procedure in Handling Equipment-Aims and objectives of cooking food-Variety textures-Basic Culinary terms. HIERARCHY AND DEPARTMENT STAFFING; Classical Brigade- Modern staffing in various category hotels-Role of Executive Chef-Duties & Responsibilities of various chef-Co-operation with other Departments. KITCHEN ORGANIZATION & LAYOUT; General layout of the kitchen in various organization-Layout of Receiving Areas- Layout of storage Area- Layout of service and wash up- Various Fuels used- Advantages & Disadvantages.
(13 Hours, 16 marks)

Module 2- Basic principles of Food Production; Introduction, Classification of vegetables- Effects of heat on vegetables- Cuts of vegetables- Classification of fruits- Uses of Fruit in Cookery- Salads & Salad dressing stocks- Definition of Stock- Types of Stocks- Preparation of stock- Storage of Stocks -Uses of Stocks –Soups - Classification of soups with examples- Basic recipes- Consommés- Garnishes and accompaniment for Soups - Classification of Sauces- Recipes for mother Sauces- Derivatives.
(13 Hours, 16 marks)

Module 3- Meat, Rice and Pulses; Meat; Introduction- Cuts of Beef/Veal- Cuts of Lamb/Mutton-Cuts of Pork - Variety meats (Offal). Fish; Classification of fish with examples. - Cuts of fish - Selection fish and & shellfish- Cooking of fish. Egg; Introduction of Egg Cookery- Structure of an egg- Selection of egg- Uses of egg in Cookery. Rice; Introduction - Classification and Identification - Cooking of rice, cereals & pulses - Varieties of rice & other cereals.
(13 Hours, 16 marks)

Module 4- Methods of cooking Foods; Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling. BASIC COMMODITIES; Flour; Types of wheat- Types of flour - Uses of flour in food production- Shortening- Role of shortening- Varieties of shortenings- Advantages & Disadvantages of using different shortenings- Fats & Oil - Types, varieties -Raising agents - Classification of raising agent- Role of raising agents. Sugar; Importance of sugar- Types of sugar- Cooking of sugar- (various stages)- Uses of sugar.
(13 Hours, 16 marks)

Module 5- Beverages, Milk and Milk Products- Tea; Types of tea available- Preparing tea for consumption- Popular brand. Coffee; Types of coffee- Preparing coffee- Varieties of coffee- blends Chocolate- Manufacture of chocolates- Types of chocolates - Tempering of chocolates. Milk; Pasteurization, Homogenization, Types of milk. e.g. skimmed condensed.- Nutritive value. Cream; Processing of cream - Types of cream- Butter - Processing of butter- Types of butter. Cheese; Processing of cheese- Types of cheese- Classification of cheese- Cooking of cheese- Uses of cheese.
(13 Hours, 16 marks)

Reference Books:

1. Bakery & Confectionery - S.C Dubey, publisher: society of Indian Bakers.
2. Management of food and beverage operation (3rd edition) - Jack D. Ninemeier
3. Management and cost control - (Jagmohan Negi)
4. Modern cookery (Vol-I) - Philip E. Thangam, publisher- orient longman
5. Art of Indian cookery- Rocky Mohan, & Roli Prasad.
6. The complete guide to the Art of Modern Cookery - Escoffier
7. The professional baking by Wayne Gisslen
8. Kitchen planning and management - John Fuller & David Kirk
9. Theory of cookery - Krishna Arora
10. Food (facts & principles), n. Shakuntala Manay & M Shadaksharaswamy, New age International Publisher.

BHA3BO5 (P):FOOD PRODUCTION – I (PRACTICAL)

Lecture Hours per week: 2.

Credits-2

Course outcome;

By the end of this course, the learners will be able to;

- Practice cuts of vegetables
- Prepare stocks, sauces and soups
- Understand the characteristics and usage of major ingredients used in kitchen.
- Prepare some Indian dishes
- Identification and cuts of vegetables

Practical Module

- Preparation of stocks – White, Brown and Fish
- Preparation of Sauces(8 Hours, 5 marks)
- Soups: Cream – vegetable, spinach, tomato green peas Consomme – Royale, Celestine c National – Vichyssoise, cabbage chowder.
- Eggs – boiled, fried, poached, scrambled, omelets.
- Fish – Fisho'rly a la nglaise, Colbert, poached, saumon grille, Florantine, mornay, pomfretmeuniere, fish fingers.
- Poultry – jointing chicken, poulet roti a l anglaise, poulet sauté chasseur, poulet Maryland, roast chicken, chicken a la king(8 Hours, 5 marks)
- Meat - Fillet steak, tournedos, escalope, lamb stew, hot pots, grilled steak.(8 Hours, 5 marks)
- Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, Parisienne)
- Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised.
- Salads and sandwiches – coleslaw, Russian salad, potato salad, carrot, salad nicoise, fruit salad, Waldorf salad, sandwiches varieties(8 Hours, 5 marks)
- Sweets – honeycomb mold, trifle, chocolate mousse, lemon soufflé, bread and butter pudding, caramel custard, albert pudding, Christmas pudding.
- Indian Dishes- Snacks – dhokla, uppama, idly, Wadas, samosa, paltice, cutlets.
- Breads – chappaties, poories, parathas, bhaturas, missie roti, roomali roti, baki roti.
- Rice – jeerapulao, veg. pulao, lime rice, alukithahari, yakhinipulao, prawn pulao, peas pulao, chicken biryani, muootn biryani, prawns biryani, veg. biryani, hyderabadi biryani, kashmiri pulao.
- Gravies (veg/ non veg) – khorma (chicken, mutton veg.) shajahani, jalfraize, rogini chicken, rogan josh, chicken / mutton do pyaz, chicken Chettinad, paneermalaikofta, palakpaneer, butter chicken, aloo gobi, fish moilee, goan fish curry, macherjhol, dal makhani, dal thadka, mixed veg curry, pepper chicken, kadai chicken, mutton vindaloo., Dry (veg./non-veg.).
- Salads, raitas, foogath, bhaaji, bhujia, kuchumber, fried bhindi, avail, brinjalbhurta, masala fried fish, karimeenpollichudhu.
- Sweets – Gajjarhulwa, sheera, gulabjamun, boondhiladoo, semiyapayasam, pal payasam, badam/carrot kheer, jangri, shahitikra, Mysore pak, kesari, rasagullas, pumpkin hulwa.
- Tandoor – Naan, kulcha, roti, chicken tikka , fish tikka, sheek kebab, tandoori chicken, hariyali

chicken/ fish tikka, tangdi kebab. (8 Hours, 5 marks)

Reference Books:

- Management of food and beverage operation (3rd edition) - Jack D. Ninemeier
- Modern cookery (Vol-I) - Philip E. Thangam, publisher- orient longman
- Art of Indian cookery- Rocky Mohan, & Roli Prasad.
- The complete guide to the Art of Modern Cookery - Escoffier
- The professional baking by Wayne Gisslen
- Kitchen planning and management - John Fuller & David Kirk
- Catering management (an integrated approach, second edition) - Mohini Sethi and Surjeet Malhan
- Theory of cookery - Krishna Arora
- Food (facts & principles), n. Shakuntala Manay & M Shadaksharaswamy, New age International Publisher.

BHA3BO6: FOOD AND BEVERAGE SERVICE-I (THEORY)

Lecture Hours per week: 3

Credits-4

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

Course outcome;

By the end of this course, the learners will be able to;

Familiarize with the service department of a hotel and its functions.

Make ready the F & B outlet for service

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

Course Outline

Module 1- Introduction to Catering; Introduction to the Hotel Industry and growth of the Hotel Industry in India. Catering establishments: Definition and structure. Role of catering establishment in the travel/tourism industry. Classification of the catering industry (10 Hours, 16 marks)

Module 2- Department organization and staffing; Organization of Food and Beverage department of the hotel Principal staff of various types of F&B operations, duties and responsibilities. French terms related to F&B staff. Inter-departmental relationships (Within F&B and other departments). Attributes of a waiter- Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency. Types of restaurants: overview and key characteristics - coffee shop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bars.

(10 Hours, 16 marks)

Module 3- Organising Equipments; Classification of crockery, cutlery, glassware, hollowware, flatware and special equipment. Restaurant linen and furniture. Dummy waiter- arrangement and uses during services. Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate. (10 Hours, 16 marks)

Module 4- Menu; Origin of menu, Objectives of Menu Planning, Types of menu- table d'hôte menu, a la carte menu (Cover and layout) French classical menu with examples Food and their usual accompaniments Breakfast: Types, menu for each type, terms used in the service of continental breakfast Cover laying for continental and English breakfast. Order taking procedures: In-person, telephone and door hangers.

(10 Hours, 16 marks)

Module 5- Types of Service; Different styles of service, advantages and disadvantages. Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table, Do's and don'ts in a restaurant Sequence of service. Floor / Room service: Meaning, Full & Partial room service, Breakfast service in room, tray & trolley set-up for room service. Lounge service: Meaning, organization of lounge service. Tea service: Afternoon tea and high tea, the order of service. Banquets and buffets – Types and layout.

(13 Hours, 16 marks) .

Reference Books:

Food and Beverage Service	Dennis Lillicrap and Hodder and Stoughton Educational
Food and Beverage Service	John Cousins, Hodder and Stoughton Educational

Food and Beverage Service	Sudhir Andrews Tata Mc Graw Hill Education
Food and Beverage Service	Jagmohan Negi, Frank Brothers and Co Ltd Delhi
Food and Beverage Service	Boby George and Sandheep, Jaico Publishing House Delhi.

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

Lecture Hours per week: 2.

Credits-2

Course outcome;

By the end of this course, the learners will be able to;

- Practice the basic arrange of a restaurant and other F & B outlet for service
- Practice the setting of table for various types of menu service
- Practice menu compilation.
- Practice guest receiving and menu presentation

Course Outline

Module 1- Food and Beverage Service Areas; Induction and familiarization of F & B service areas Ancillary F & B service areas –Induction and profile Familiarization of F& B Service equipment- cutlery, crockery, glassware, flatware, hollowware, linen and miscellaneous equipment Care & Maintenance of F&B Service equipment. Cleaning/polishing/wiping /storing of F & B service equipments-cutlery, crockery and glassware. (7 Hours, 4 marks)

Module 2-Basic Technical Skill; Waiter’s tool kit Arrangement of sideboard. Handling/ storing cutlery, crockery, glassware, flatware, hollowware. Manipulating service spoon and fork for serving various courses Laying and relaying of table cloth Serviette folds. (7 Hours, 4 marks)

Module 3- Menu; The practice of simple menu compilation. Types of menu -Table lay up for different menu - A La Carte, Table d’hôte, French classical Menu. Points to be remembered while laying a table for a menu. (7 Hours, 4 marks)

Module 4- Food and Beverage Service; Restaurant service -Organizing Mise-en-scene, Organizing Mise-en-Place. Opening, Operating & Closing duties Restaurant vocabulary – English and French Different forms of service in a restaurant- Russian, American, French, Silver and English. Service of water Carrying a Tray /Salver Carrying glasses. Service of various forms of meal courses: Hors d' oeuvres, Potege, Poisson, Entrée, Releve (main), Sorbet, Roti, Legumen, Entrement, Savoury, Desserts and Cafe. Clearing soiled plates/Clearing of a meal (course by course)Sequence of service -Receiving and seating of guests, presenting the menu, taking orders, serving courses, bill presentation and seeing off the guest. (7 Hours, 4 marks)

Module 5- Breakfast Service; Breakfast –Types of Breakfast Menu (English, American Continental, Indian, buffet) Breakfast table setting - Continental breakfast cover and tray set up. English breakfast cover and tray set up. Buffet Service of non – alcoholic drinks, tea and coffee. (7 Hours, 4 marks)

Reference Books:

Food and Beverage Service	Dennis Lillicrap and Hodder and Stoughton Educational
Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
Food and Beverage Service	Sudhir Andrews Tata Mc Graw Hill Education
Food and Beverage Service	Jagmohan Negi, Frank Brothers and Co Ltd Delhi
Food and Beverage Service	Boby George and Sandheep, Jaico Publishing House Delhi.

BHA3C03: NUTRITION HYGIENE AND SANITATION (COMPLIMENTARY)

Lecture Hours per week: 4

Credits-4

Aim of the course: This course helps to understand the biological, chemical and physical structures of foods. It also helps the students to acquire the knowledge of food at a micro-level like its nutritive value, causes of food contamination etc.

Course outcome;

By the end of this course, the learners will be able to;

- Explain the role of nutrition in providing good health and the ill effects of excess

/inadequate intake of these nutrients on human health.

- List down the beneficial and harmful effects of micro organisms in food.
- Apply this knowledge in preserving food against contamination, food intoxication and spoilage and thus emphasize

Course Outline

Module – 1

Definition of the terms Health, Nutrition and Nutrients Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. Classification of nutrients. Definition and Classification (major and minor) Food Sources, functions and significance, Calcium, Iron, Sodium, Iodine & Fluorine
(13 Hours, 15 marks)

Module – 02

Planning of nutritionally balanced meals based upon the three food group system. Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals. (13 Hours, 15 marks)

Module -03

Food Spoilage & Food: Types & Causes of spoilage. Sources of contamination. Basic principles of food preservation. Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation) .(13 Hours, 15 marks)

Module-04

Hygiene And Sanitation In Food Sector: General Principles of Food Hygiene. GHP for commodities, equipment, work area and personnel. Cleaning and disinfection (Methods and agents commonly used in the hospitality industry). HACCP (Basic Principle and implementation) .(13 Hours, 15marks)

Module-05

Micro- Organisms In Food: General characteristics of Micro- Organisms based on their occurrence and structure. Factors affecting their growth in food (intrinsic and extrinsic). Common foodborne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites. **Carbohydrates:** Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases). **Lipids:** Definition, Classification: Saturated and unsaturated fats Dietary Sources. Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health, Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol. **Proteins** Definition. Classification based upon the amino acid composition, Dietary sources, Functions Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins). **Vitamins;** Definition and Classification (water and fat-soluble vitamins), Food Sources, function and significance of: Fat-soluble vitamins (Vitamin A, D, E, K). Water-soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid. **Minerals:** Definition and Classification (major and minor). Food Sources, functions and significance of :Calcium, Iron, Sodium, Iodine & Fluorine.
(13 Hours, 20 marks)

Reference Books :

Robinson, C.H.Lawlar, M.R.Chenoweth W.L. and Garwick A.E.(1986): Normal and Therapeutic Nutrition, Macmillan Publishing Co.

Swaminathan, M.S. (1985): Essentials of Food and Nutrition VI: Fundamental Aspects VII Applied Aspects.

Hughes, O, Bennion, M (1970): Introductory foods, Macmillan Company.

Williams, S.R.(1989): Nutrition and Diet Therapy, C.V.Mosby Co.

Guthrie, A.H.(1986): Introductory Nutrition, C.V.Mosby Co.

Joshi, S.A. (1998), Nutrition and Dietetics, Tata Mc Graw Hill Publishing Co. Ltd.,

Manay N.S., Shadaksharaswamy, M (2001) foods: Facts and Principles, New Delhi

International Publishers.

B. Srilakshmi (2002), Dietetics new age International Publishers. New delhi

Lecture Hours per week: 4

Credits-4

Aim of the course: This course is more advanced than basic food production which is taught in the second semester. This course aims to provide region -based specialty foods and their production

Course outcome;

By the end of this course, the learners will be able to;

- a) Obtain the knowledge of different countries cooking methods and styles.
- b) To acquire some technical knowledge of preserving foods.
- c) Prepare some specialty dishes like Charcuterie, Larder, etc

Course Outline

Module 1- Indian Cookery; Introduction to Indian foods. **CONDIMENTS AND SPICES;** Spices used in Indian Cookery - Role of spices in Indian cookery - the Indian equivalent of spices (names). **BASIC MASALAS;** Blending of spices and concept of 'masala'- Different masalas used in Indian Cookery - Wet masalas - Dry masalas - Composition of different masalas - Varieties of masalas available in regional areas - Special masala blends. **THICKENING AGENTS;** Role of thickening agents in Indian cuisine - Types of thickening agents (13 Hours, 16 marks)

Module 2- Quantity Food Production; **EQUIPMENT-** Quality of equipment used - Specification of equipment - Care & maintenance of equipment - Heat and cold generating equipment - Modern developments in equipment manufacturing. (13 Hours, 16 marks)

Module 3- Menu Planning; Basic menu planning – recapitulation, Special emphasis on quantity food production, planning of menus for various categories, such as; School/college students, industrial Workers Hospitals, canteens, outdoor, party's theme dinners, Transport/mobile catering, Parameters for quantity food menu planning. **INDENTING:** Principles of indenting - Quantities/portions for bulk production- Translation of recipes for indenting - Practical difficulties involved in indenting.

(13 Hours, 16 marks)

Module 4- International Cuisine; British, Middle East, Spanish, French, Italian, Oriental And Mexican. **SANDWICHES:** Parts, Filling, Spreads And Garnishes, Types, Making And Storing. (13 Hours, 16 marks) **CHARCUTIERE;** - Sausages- Forcemeats - Marinades, Cures, Brines- Bacon, Ham, Gammon- Galantines - Pates And Terrines - Mousses And Mousselines - ChaudFroid - Aspic Jelly - Non-Edible Displays. **APPETIZERS AND GARNISHES;** - Classification- Examples, Different Garnishes. (13 Hours, 16 marks)

Module 5- Bakery; Short Crust – Laminated – Choux- Hot Water/Rough Puff - recipes and methods of preparation - Care to be taken while preparing pastry - Role of each ingredient - Temperature of baking pastry. **BREADS;** Principles of bread making- Simple yeast breads - Role of each ingredient in bread making - Baking temperature and its importance. **PASTRY CREAM;** Basic pastry creams. Uses in confectionery. **ICING AND TOPPINGS; FROZEN DESSERTS.** (13 Hours, 16 marks)

Reference Books:

- Auguste Escoffier (1979), The Complete Guide to the Art of Modern Cookery, Heinemann.
- Peter Barham (2001), The Science of Cooking, Springer.
- Julia Child, Louisette Bertholle, Simone Beck (2001), Mastering the Art of French Cooking, Knopf Publishing Group.
- Philip E. Thangam (1981), Modern Cookery for Teaching and the Trade, Vol I, Orient Longman.
- Tony Groves, et al (1996), Food Preparation and Cooking, Nelson Thornes.
- Arora K (1982), Theory of Cookery, K.N. Gupta & Co.
- Peterson James (1998), Sauces, John Wiley & Sons.
- K.T. Farrell (1998), Spices, Condiments and Seasonings, Springer.
- K.V. Peter (2004), Handbook of Herbs and Spices, Woodhead Publishing

Lecture Hours per week: 2.

Credits-2

Course outcome;

By the end of this course, the learners will be able to;

- Practice various types French, Italian and Continental dishes

FRENCH MENUS	
MENU 1	MENU 6
Consommé Carmen Poulet Saute Chasseur Pommes Lorette Haricots Verts Salade de Betterave Brioche Baba au Rhum	Barquettes Assort is Stroganoff De Boeuf Pommes Persilles Salade De Chou-Cru Garlic Rolls Crepe Suzette.(13 Hours, 16 marks)
MENU 2	MENU 7
Bisque D'ecrevisse Escalope De Vea Viennoise Pommes Bataille Courge Provencale Epinards au Gratin. Gateau De Peche	Duchesse Nantua Poulet Maryland Croquette Potatoes Salade Nicoise Brown Bread Pate Des Pommes.7 Hours, 4 marks)
MENU 3	MENU 8
Crème Dubarry Darde De Saumon Grille Sauce Poloise Pommes Fondant PetitsPois A La Flammande French Bread Tarte au fruit	Kromeskies Filet De Sole Walweska Pommes Lyonnaise Funghi Marirati Bread Sticks Soufflé Milanaise.(7 Hours, 4 marks)
MENU 4	MENU 9
Veloute Dame Blanche Cote De Pore Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre Salade Verte Harlequin Bread Chocolate Cream Puffs	Vol-Au-Vent De Volaille et Jambon Homard Thermidor Salade Waldorf Vienna Rolls Mousse Au Chocolate.(7 Hours, 4 marks)
MENU 5	MENU 10
Cabbage Chowder Poulet A La Rex Pommes Marquise Ratatouille Salade De Carottes et Celeri Clover Leaf Bread Savarin Des Fruits	Crabe En Coquille Quiche Lorraine Salade de Viande Pommes Parisienne Focaccia Crème Brulee.(7 Hours, 4 marks)

Reference Books :

- Auguste Escoffier (1979), The Complete Guide to the Art of Modern Cookery, Heinemann.
- Peter Barham (2001), The Science of Cooking, Springer.
- Julia Child, Louise Bertholle, Simone Beck (2001), Mastering the Art of French Cooking, Knopf Publishing Group.
- Philip E. Thangam (1981), Modern Cookery for Teaching and the Trade, Vol I, Orient

Longman.

- Tony Groves, et al (1996), Food Preparation and Cooking, Nelson Thornes.
- Arora K (1982), Theory of Cookery, K.N. Gupta & Co.
- Peterson James (1998), Sauces, John Wiley & Sons.
- K.T. Farrell (1998), Spices, Condiments and Seasonings, Springer.
- K.V. Peter (2004), Handbook of Herbs and Spices, Wood head Publishing

BHA4B10:FOOD AND BEVERAGE SERVICE-II (THEORY)

Lecture Hours per week: 3, Credits-4 Internal – 20, External – 80, Examination 2.5 Hours

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

Course outcome;

By the end of this course, the learners will be able to;

- Understand the various types beverages
- Identify the alcoholic beverages and its service methods and styles of liqueurs, wines and spirits
- Acquire the skills the producing and servicing of liqueurs, wines and spirits

Course Outline

Module 1- Beverages; Classification of beverages: Types of beverages, preparation of common non-alcoholic Beverages. Examples of tea, coffee, milk-based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar. Alcoholic beverage: Meaning, classification of alcoholic beverages. (10 Hours, 16 marks)

Module 2- Dispense Bar; Introduction and definition Bar layout – physical layout of the bar- Bar stock – alcohol & nonalcoholic beverages Bar equipment (10 Hours, 16 marks)

Module 3- Wine; Common grape varieties used in making wines, factors affecting the quality of wines, Manufacturing process of table wines (red, white and rose), brand names, Wine producing regions of France, Grape varieties, popular red and white wines. **Champagne:** Manufacturing process of champagne, styles, brand names and bottle sizes. Wine producing regions of Germany and Italy, grape varieties and brands. **Fortified wines:** Sherry, Port and Madeira – Production methods, and styles, Cider & Perry: Meaning. **Aperitifs** - Introduction and Definition, Types of Aperitifs, Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names) (10 Hours, 16 marks)

Module 4- Liqueur- Meaning, color, flavor & country of origin of absinthe, Advocaat, Abricotine, Anisette, Aurum, Benedictine, Cointreau Crème de Menthe, crème, demokka, all, curacaos, Dram buie, Glavya, Gold wasser, grand marnier, Kahlua, Sambuca, Tia Maria, etc **Beer:** Manufacturing process, types of beer and popular brands. **Cocktail-** Meaning, types of Cocktails, Methods of making cocktails, points observed while making cocktails, Recipes of Whisky, Rum, Gin, Brandy, Vodka, Tequila, Champagne based cocktails. (Given in reference text only) Mock tails-Meaning and recipes of famous mocktails. Specialty coffee – meaning and examples.(10 Hours, 16 marks)

Module 5- Spirit; Spirit production methods - pot still and patent still Manufacturing process of Spirits (Whisky, Rum, Gin, Brandy, Vodka and Tequila), styles and brand names Checking, control & Billing: Introduction & checking systems, Types of checks, copies, triplicate system and duplicate system, checking for wines & other drinks. The Bill - method of making a bill & settlement of accounts Tobacco - Important tobacco-producing countries of the world, quality of cigars & cigarettes strength & size of cigars, service method. Menu Engineering: Meaning Menu Merchandising: Methods of pricing menus, Shape and design of the menu, Size of menu, Type & colour of paper or card, Layout, printing & reprinting. (13 Hours, 16 marks)

Reference Books:

Food and Beverage Service	Dennis Lillicrap and Hodder and Stoughton Educational
Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
Food and Beverage Service	Sudhir Andrews Tata Mc Graw Hill Education

Food and Beverage Service	Jagmohan Negi, Frank Brothers and Co Ltd Delhi
Food and Beverage Service	Boby George and Sandheep, Jaico Publishing House Delhi.

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

Lecture Hours per week: 2.

Credits-2

Course outcome;

By the end of this course, the learners will be able to;

- Understand the various types beverages
- Identify the alcoholic beverages and its service methods and styles of liqueurs, wines and spirits
- Acquire the skills the producing and servicing of liqueurs, wines and spirits

Module	Topic	Content
1	Dispense Bar– Organizing Mise-en- place	Wine service equipment Beer service equipment Cocktail bar equipment Liqueur / Wine Trolley Bar stock - alcoholic & non-alcoholic beverages Bar accompaniments & garnishes Bar accessories & disposables .(7 Hours, 4 marks)
2	Planning and Operating Food & Beverage Outlets	Classroom Exercise Developing a Hypothetical Business Model of Food & Beverage Outlets Case study of Food & Beverage outlets - Hotels & Restaurants Function Catering – Banquets Planning & organizing Formal & Informal Banquets Planning & organizing Outdoor caterings Function Catering – Buffets Planning & organizing various types of Buffet .(7 Hours, 4 marks)
3	Cocktails and Mixed drinks	Definition and History Classification Recipe, Preparation and Service of Popular Cocktails: - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White
		Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm’s Cup – no. 1,2,3,4,5- Flips - Noggs- Champagne Cocktail - Between the Sheets - Daiquiri - Bloody Mary - Screw Driver - Tequilla Sunrise - Gin-Sling - Planters Punch - Singapore Sling - Pinacolada - Rusty Nail - B&B - Black Russian- Margarita - Gimlet – Dry & Sweet - Cuba Libre- Whisky Sour- Blue Lagoon- Harvey Wall Banger - Bombay Cocktail .(7 Hours, 4 marks)
		Service of Wines -Service of Red Wine, White/Rose Wine, Sparkling Wines, Fortified Wines, Aromatized Wines,

4	Alcoholic Beverages	Cider, Perry & Sake, Aperitifs, Bitters, Vermouths, Beer, Service of Spirits - Service styles – neat/on- the-rocks/with appropriate mixers - Whisky, Vodka, Rum, Gin, Brandy, Tequila Service of Liqueurs - Service styles – neat/on- the-rocks/with cream/en frappe .(7 Hours, 4 marks)
5	Matching Wines with Food	Menu Planning with accompanying Wines - Continental Cuisine and Indian Regional Cuisine Table laying & Service of menu with accompanying Wines - Continental Cuisine and Indian Regional Cuisine.(7 Hours, 4 marks)

Reference Books:

Food and Beverage Service	Dennis Lillicrap and Hodder and Stoughton Educational
Food and Beverage Service	John Cousins, Hodder and Stoughton Educational
Food and Beverage Service	Sudhir Andrews Tata Mc Graw Hill Education
Food and Beverage Service	Jagmohan Negi, Frank Brothers and Co Ltd Delhi
Food and Beverage Service	Boby George and Sandheep, Jaico Publishing House Delhi.

BHA4C04:HOTEL ACCOUNTANCY

Lecture Hours per week: 4.

Credits-4

Aim of the course: The enormous changes during the past ten years in ‘Hospitality Industry’ and the technology of information accessing have dramatically affected the environment accounting. Hotel Management, to service in this volatile business environment, needs reliable, timely, complete and understandable accounting formation. This course equips the students with accounting techniques, Methods and tools for preparation, understanding, analysis and interpretation of financial statements of hotel companies.

Course outcome;

By the end of this course, the learners will be able to;

- Understanding of the principles and concepts of financial accounting and hotel Accounts
- Familiarize the students with Accounting Concepts related to Hotel industry
- Equip the students to prepare the accounts of the Hotel Industry.

Module 01;

Introduction To Accounting; Definition of Accountancy. Need for accounting. Types and classification of accounts. Rule of accounts. GAAP- Accounting Concepts and Conventions concepts- Book keeping objectives of bookkeeping. Double-entry system meaning advantages. (13 Hours, 16 marks)

Module 02

Books of Accounts; Journal meaning advantages problems , ledger meaning problems, Subsidiary books- Cash book-Types of cash book. Trial balance Methods –problems. Final Accounts (Trading profit and loss A/C and balance sheet) with adjustments closing stock, prepaid expenses, outstanding expenses and depreciation. .(13 Hours, 16 marks)

Module 03

Internal control & Audit: Meaning of internal control –Objectives of internal control- Advantages –Implementation and review of internal Control. Meaning of Audit -Auditing - internal and external audit various types of audit statutory audit night audit (13 Hours, 16 marks)

Module 04

Uniform System of Accounts for Hotel; Uniform system of accounting Concept and Necessities Advantages and Disadvantages of a uniform system. Various kinds of schedules Preparation of horizontal and vertical balance sheet.(13 Hours, 16 marks)

Module 05

Hotel Department Accounting; Departmental accounting Meaning and definition of departmental accounting objectives of departmental accounting Main methods of preparing departmental accounting. Allocation and apportionment of expenses.(13 Hours, 16 marks)

Reference Books:

1. Introduction to Accounting Dr Shukla Sahitya Bhawan Publication
2. Advanced Accounting R.S.N Pillai Bagavathi Konark Publishers Pvt ltd
3. Hotel Accounting & Financial Control OziD' Cunha The Dicky's Enterprise Mumbai
4. Hospitality Management Accounting, Michael M Coltman
5. Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
6. Hotel Accounting Earnest B. Horwath & Luis Toth
7. Accounting for Management, S K Bhattacharya, Vikas Publishing House
8. Hospitality Financial Accounting By Jerry JWeygandt, Publisher Wiley & sons
Accounting in
9. Hotel & Catering Industry – Richard Kotas- International Textbook Company
Comprehensive Accountancy, SA Siddiqui
10. A complete Course in Accounting Volume – I, N.D. Kappor
11. Double – Entry Book- Keeping, Rc. Chawla & C. Juneja
12. Introduction to Accountancy, T.S. Grewal

BHA5B12:INDUSTRIAL EXPOSURE TRAINING AND REPORT

Lecture Hours per week: 13

Credits-4

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

Course outcome;

By the end of this course, the learners will be able to;

- To improve the Students' employability skills and ensure smooth on boarding to their careers.
- It helps them to translate the knowledge gained from the institute to be put to practice
- Helps them gain work related skills and expertise related to their future careers
- Real work situations enable them to establish their career goals.

Course Outline

For the award of 200 marks of IET would be based on feedback from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.

Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.

Once the student has been selected/deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

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

RESPONSIBILITIES OF THE TRAINEE

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

RESPONSIBILITIES OF THE INSTITUTE

1. Should give a proper briefing to students before the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of the training schedule to all the students.
4. Should coordinate (emergencies) with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about appraisals, attendance, marks, logbook and training report.
9. Should ensure trainees procure training completion certificates from the hotel before

Joining the institute.

RESPONSIBILITIES OF THE HOTEL

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

Hotels:

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

BHA5B13:COMPREHENSIVE SELF STUDIES

Lecture Hours per week: 5.

Credits-2.

Course outcome;

By the end of this course, the learners will be able to;

- Check the student's capacity of theoretical knowledge in which they studied in all the previous semesters.
- Analyze the student capacity to solve the questions within the stipulated time.
- Improve the observing and listening capacity of students in the classrooms and the other learning areas, including training.

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

The main objectives of this course are,

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

BHA5B14:HUMAN RESOURCES MANAGEMENT (core course)

Lecture Hours per week: 5.

Credits-3

Aim of the course: The primary objective of HRM is to ensure the availability of a competent and willing workforce to an organization. Beyond this, there are other objectives, too. Specifically, HRM objectives are four folds- societal, organizational, functional, and personal.

Course outcome;

By the end of this course, the learners will be able to;

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

Module 1 : An introduction to Human Resource Management: Introduction- Meaning and significance Objectives of HRM. Functions of HRM. Evolution and development of HRM.(16 Hours, 12 marks)

Module 2 : Job Design and Job Analysis; Job Design. Job Analysis. Job Description. Job Specification. Uses of Job Analysis.(16 Hours, 12 marks)

Module 3: Human Resource Planning: Introduction; Human Resource Planning; Process of HR Planning HRP at Different levels.(16 Hours, 12 marks)

Module 4 : Recruitment; Introduction – Definitions and Objectives. Process of Recruitment. Sources of Recruitment. Techniques of Recruitment. Modern sources and techniques of recruitment.(16 Hours, 12 marks)

Module 5 : Selection, Placement and Induction; Introduction. Selection Procedure. Interview. Placement Induction.(16 Hours, 12 marks)

Reference Books :

- 1.Human Resource Management: A Contemporary Perspective – I Beardwell & L Holden (Pitman)
2. Human Resource Management in the Hospitality Industry (7th edition) – M J Boella
3. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S Malegaonkar
4. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello
5. Human Resource Management & Human Relations – V P Michael
6. Arthur M, Career Theory Handbook, Prentice Hall Inc. Englewood Cliff.

7. Bernardin. John H, Human Resource Management. Tata McGraw Hill. New Delhi.
8. Human Resource Management in the Hospitality Industry (7th edition) – M J Boella
9. Personnel Management & Industrial Relations – Dr P C Shejwalkar & Mr S Malegaonkar
10. Human Resource Management in the Hospitality Industry -Frank M /Mary L Monochello

OPEN COURSE

BHA5D01:INTRODUCTION TO HOSPITALITY

Lecture Hours per week: 2,

Credits-3

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

Course outcome;

By the end of this course, the learners will be able to;

- Understand the evolution of hospitality industry.
- Understand the hospitality industry structure.
- Acquire the concept and history of tourism development.
- Acquire the information about national and international tourism organisations.

Course Outline:

Module 1

Introduction to the Hospitality industry; The origin of hospitality. History of travel -in India and international–early times, Persian, Macedonian times, Mayurian Empire, the Mugal Empire, The Muslim Empire, English Raj, Post Independence Hospitality –Guest relation, customer satisfaction Types of hospitality. Hospitality ethics and standards. Traits of hospitality employees. Evolution and growth of hotel industry in India.(7 Hours, 12 marks)

Module 2

History of Hotels, Resorts and Motels; Inns of early times. History of hotels in America. History of motels and it's features. The advent of hotel chains. .(7 Hours, 12 marks)

Module 3

Types of hotels, Hotel Organization And Job Description; Small, medium and large hotels Revenue Departments. Non-revenue departments. Minor revenue departments. Uniformed Services of the hotel Organisation chart Job description and job specification of front-office employees.(7 Hours, 12 marks)

Module 4

Customer service and Understanding guest service; Customer service- Importance. Customer- Creating an excellent mindset- Customer relationship management- Difference between service and physical products.(7 Hours, 12 marks)

Module 5

Areas of the Hospitality industry; Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, timeshare, condominiums, boutique hotels and supplementary accommodations. Airlines, Railway, Limousines, luxury Cruise lines, Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor, catering. .(7 Hours, 12 marks)

Reference Books:

- Front Office Training manual – Sudhir Andrews. Publisher: TatA Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kasavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasavana & Brooks
- Principles of Hotel Front Office Operations, Sue Baker & JermyHuyton, Continuum

BHA6B15:ACCOMMODATION OPERATION -(THEORY)

Lecture Hours per week: 3, Credits-3 Internal – 15, External – 60, Examination 2 Hours

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

Course outcome;

By the end of this course, the learners will be able to;

- Realize the role of the housekeeping department in hotels and its responsibilities.
- Develop personal skills and in accommodation operation and services
- Draw the organizational structure and the functional layout of housekeeping departments in various sized hotels.
- Co-ordinate with other departments in the hotel.
- Suggest the types of cleaning agents for different level of cleaning.
- Practice and create safe work environment.

Module; 1

Introduction – Housekeeping Definition- Classifications of hotels. Importance of housekeeping in the hospitality industry. Responsibilities of the housekeeping Department. Personal attributes of housekeeping staff. (10 Hours, 12 marks)

Module; 2

The organizational structure of the housekeeping department. (small, medium, large) Job description, job specification, job list, job breakdown and job procedures. Duties and responsibilities of housekeeping personnel. (EHK, Deputy Housekeeper, Desk control supervisor, Room and public area supervisor, guest room and public area attendants). Types of rooms and room status. Coordination with other departments. (10 Hours, 12 marks)

Module; 3

Principles of cleaning, cleaning agents, cleaning equipment. Frequency of cleaning. Spring cleaning. The sequence of guest room cleaning- entering the guest room, removal of soiled linen, making the bed, cleaning the bathroom, replenish the supplies, servicing VIPs room. Second service, turndown service, guest floor practices, Room report. (10 Hours, 12 marks)

Module; 4

The daily routine system in housekeeping. Housekeeping control desk, forms formats and registers maintained in control desk. Types of Keys and key handling. Lost and found procedures. First Aid & Fire safety procedures. (10 Hours, 12 marks)

Module; 5

Entrance, lobbies, front desk, Elevators, stair case, guest corridors, Public rest rooms, Banquet halls, restaurants Leisure areas. (10 Hours, 12 marks)

Reference Books:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

- Professional Management of Housekeeping Operations by Thomas J. A. Jones publisher- John Wiley & Sons inc.

BHA6B16(P):ACCOMMODATION OPERATION -(PRACTICAL)

Lecture Hours per week: 2.

Credits-1

Course outcome;

By the end of this course, the learners will be able to;

- Understand the cleaning Agents, Standard Supplies and Practice the cleaning at various levels.
- Develop cleaning skill at special areas.
- Develop a skill of Stain Removal and Flower Arrangement.
- Practice cleaning of Ceramic, Brass and Plastic
- Understand the various records maintained in the department.

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

Reference Books:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Hodder & Stoughten Ltd.
- Hotel House Keeping A Training Manual by Sudhir Andrews, Tata McGraw Hill publishing company limited New Delhi.
- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- House Keeping Management by Matt A. Casado; Wiley Publications
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Punlisher.

- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- Safety and Security for Woman Who Travel By Sheila Swan & Peter Laufer Publisher: Traveler's Tales
- Security Operations By Robert Mc Crie, Publisher: Butterworth- Heinemann
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications
- Professional Management of Housekeeping Operations by Thomas J. A. Jones publisher- John Wiley & Sons inc.

BHA6B17:FOOD AND BEVERAGE MANAGEMENT

Lecture Hours per week: 5

Credits-4

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

Course outcome;

By the end of this course, the learners will be able to;

- Control the Food and Beverage cost in the industry.
- Price the Food and Beverages, controlling costs, budgetary control, and variance analysis.
- Understand the functions of the Food and Beverage department for controlling food production.

Course Outline

Module1

Cost & Cost Accounting - Elements of Cost - Classification of Cost - Sales Concept - Uses of Sales Concept.(16 Hours, 16 marks)

Module2

Inventory Control- Importance, Objectives, Methods, Levels and Techniques. Perpetual Inventory - Monthly Inventory. Pricing of Commodities - Comparison of Physical and Perpetual Inventory.(16 Hours, 16 marks)

Module 3

Food Controlling and Budgetary Control; Receiving- Storing- Issuing- Sales Control Production Control- Standard Recipe - Standard Portion Size - Bar Frauds - Books maintained- Beverage Control - Sales Control - Procedure of Cash Control- Machine System- ECR- NCR- POS – Reports - Budgetary Control-Budget, Budgetary Control, Objectives, Frame Work, Key Factors, Types of Budget .(16 Hours, 16 marks)

Module 4

Standard Costing and Variance Analysis; Standard Cost- Standard Costing. Cost Variances- Material Variances- Overhead Variances - Labour Variance - Fixed Overhead Variance- Breakeven Analysis- Breakeven Chart - P V Ratio – Contribution- Marginal Cost .(16 Hours, 16 marks)

Module 5

Menu Merchandising; Menu Control- Menu Structure – Planning. Pricing of Menu - Types of Menu. Menu as a Marketing tool – Layout - Constraints of Menu Planning.(16 Hours, 16 marks)

Reference Books :

1. Food and Beverage Management: BERNAD DAVIS, ANDREW LOCKWOOD, SALLY ST
2. Cost Accounting: S.P.JAIN, K.L.NARANG
3. Food and Beverage Management: BERNAD DAVIS, ANDREW LOCKWOOD, SALLY ST
4. Lilicrap, D. and Cousins, J.; Food and Beverage Service; Eighth Edition, Hodder Education, London, 2010

5. Davis, B., Lockwood, A. and Stone, S.; Food and Beverage Management; Third Edition, Elsevier, New Delhi, 2008.
6. Bhatnagar, S., K.; Managing Food & Beverage Operations, First Edition, Frank Brothers & Co., New Delhi, 2009.
7. Bagchi, S., N. and Sharma, A.; Text Book of Food & Beverage Service, Third Edition, Aman Publications, New Delhi, 2012.
8. Cost Accounting: S.P.JAIN, K.L.NARANG

BHA6B18:MANAGEMENT PRINCIPLES AND PRACTICES.

Lecture Hours per week: 4,

Credits-4

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

Course outcome;

By the end of this course, the learners will be able to;

- Demonstrate effective management principles as outlined in selected text learning objectives.
- Apply effective management strategies, principles and techniques.
- Identify some of the key skills required for the training of staff.
- Demonstrate the ability to communicate effectively.

Module I: Nature and Scope of Management: Evolution of Management - Schools of management thought - F.W.Taylor and Henry Fayol - Principles of Management - Management as a science and an art - Management process. (13 Hours, 16 marks)

Module II: Functions of Management: Planning: Types of plan - Planning process – Organizing: Span of control - Line and staff functions - Centralization and decentralization –Delegation - Staffing: Manpower planning: Recruitment - Selection and placement .Directing. Principles of direction – Co-ordinating and controlling. (13 Hours, 16 marks)

Module III - Manager Vs Leader: Leadership and motivation: leadership styles - Theories of motivation- MBO - Management of performance - Team Management Characteristics of a workgroup - Workgroup behavior and productivity - Team creation and management. (13 Hours, 16 marks)

Module IV - Communication in Management- Importance, SMMR model, Communication & Information, Communication Process, barriers to Communication, Types of Communication, verbal & Non verbal communication. Conflict resolution. (13 Hours, 16 marks)

Module V - Ethics & Management: Relevance of values in management – Holistic approach for managers in decision making - Ethical Management: Role of organizational culture in ethics -the structure of ethics management - Ethics Committee. (13 Hours, 16 marks)

Reference Books:

- Essential of Management – Harold Koontz & Heinz Weirich
- Management – H. Koontz & Cyrill O'Donnell.
- Management Theory – Jungle, H. Koontz.
- Principles of Management – Peter F. Drucker.
- Management Concepts – V.S.P. Rao, Konark Publishers
- Principles & Practice of Management – L.M. Prasad, S. Chand.
- Organization & Management – R. D. Agarwal, Tata McGraw Hill.
- Modern Business Administration – R.C., Pitman.
- Human Resource Management – Railey M., Butterworth Heinemann
- Stanton W.J. et al Michael & Walker, Fundamentals of Management.
- Armstrong & Kotler, Marketing : An Introduction, Pearson.
- P N Reddy & Appanniah, Essentials of Marketing Management.
- R.S. Davar, Marketing Management, Progressive Corporation.
- Joel R. Evans and Barry Berman, Marketing, Biztantra publications.
- Ramaswamy and Namakumari, Marketing Management.

- Neelamegham, Marketing in India.

BHA6B19:SALES AND MARKETING

Lecture Hours per week: 5

Credits-4

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

Course outcome;

By the end of this course, the learners will be able to;

- Acquire basic knowledge about the concepts, principles, tools and techniques of sales and marketing.
- Understand the latest trends in sales and marketing.
- Get an idea about Service Marketing

Module I: Marketing – basic concepts – needs, wants, demand, exchange, transaction, value and satisfaction in the hospitality industry – marketing process – marketing philosophies – Products and Services, Application of different marketing concepts in hotel/ service industry. (16 Hours, 16 marks)

Module II: Marketing information system – concepts and components – internal record system result area) – marketing intelligence system – scope in the hospitality business– processes and characteristics – managerial use – MIS with special reference to rooms, restaurants – banquets and facilities. (16 Hours, 16 marks)

Module III: Product – defining the hospitality products – difference between good and services product – levels of product – generic, expected, augmented, potential tangible and intangible products – Product life Cycle - product mix in the hospitality business. (16 Hours, 16 marks)

Module IV: Marketing environment – a basis for needs and trend analysis and marketing effectiveness – SWOT analysis for the hospitality industry of Micro and Macro environment. Pricing and Pricing Strategies - Advertisement and Promotion. (16 Hours, 16 marks)

Module V: Branding – basic concepts – brand equity – branding of hotels. Pricing of hospitality – concepts and methodology. Organizational customer- Types. Methods & Steps. Principles and practice of hospitality selling – Selling process – AIDA model. Latest trends in Hospitality Marketing.(16 Hours, 16 marks)

Reference Books:

1. Philip Kotler, Kevin Lane Keller, “Marketing Management” (15e), Pearson India Education Services Pvt Ltd
2. V S Ramaswamy & S Namakumari, “Marketing Management” (Latest Edition)- McGraw Hill Education (India) Private Limited, New Delhi
3. S.A. Sherlekar, “Marketing Management-Concepts and Cases”, Himalaya Publishing House Pvt Ltd
4. William J Stanton, “Fundamentals of Marketing”, McGraw Hill Publishing Co, New York
5. Lamb. Hair, McDaniel, —Marketing”, Cengage Learning Inc USA.
6. Rayport, Jeffrey F and Jaworksi. Bernard J, “Introduction to E-Commerce”, Tata Mc Graw Hill, New Delhi

BHA6B20:ROOM DIVISION MANAGEMENT

Lecture Hours per week: 4

Credits-4

Aim of the course- The subject aims to give you an insight into the everyday tasks performed by a Front Office Manager and the Executive Housekeeper. It also aims to assess your ability to think as a manager in Rooms Division, with regard to financial and service related matters

Course outcome;

By the end of this course, the learners will be able to;

- Acquire basic knowledge about the application of computers in property management.

- Understand the importance of Yield Management in hospitality organizations.
- Evaluate the performance of hotel properties.
- Acquire the soft skills needed for revenue management
- Practice Total Quality Management in hospitality organizations.

Course Content;

Module 1

Computer applications in the front office; Property Management system. Different types of Modules in PMS
 Different property management system. Interface. Self-service terminal and information kiosk.
 (13 Hours, 16 marks)

Module 2

Yield Management; Yield Management and forecasting. Measuring yield in the industry. Yield management in the hotel industry. Elements of yield management. Benefits of yield management, yield management strategies, challenges or problems in yield management, Measuring yield, forecasting, benefits of forecasting, Data required for forecasting, record required for forecasting room availability, yield management prospects.
 (13 Hours, 16 marks)

Module 3

Evaluating Hotel performance; Methods of measuring hotel performance- Occupancy ratio- Average daily rate and average room rate per guest. Revenue per available room. Market share index and evaluation of hotels by guest (13 Hours, 16 marks)

Module 4

Overview of soft skills for hospitality; Introduction; Job opportunities and their skill requirement. Definition of Hard and soft skills. Role of National skill development corporation. Soft skill requirements for the service industry and teaching soft skills.(13 Hours, 16 marks)

Module 5

Total Quality Management; Guests perception of quality. Introduction to Total Quality Management Practices in total quality management. Japanese 5 s practice. Business process Re-engineering, Quality control circles, kaizen, Benchmarking, Benefits of total quality management.(13 Hours, 16 marks)

Reference Books:

1. Managing Front Office Operations - Michael L Kasavana & Richard M Brooks
– Eighth Edition
2. Hotel Organization & The Front Office Management – A.P. Rastogi – First Edition
3. Front Office Operations & Management – Ahmed Ismail – First Edition
4. Front Office Management – S.K. Bhatnagar – Second Edition
5. Hotel Front Office Management – James Bardi – Fourth Edition
6. Sustainability in the Hospitality Industry - Philip Sloan, Willy Legrand, Joseph S. Chen ,
Butterworth Heinemann
7. Professional Housekeeper by Madeline Schneider & Georgina Tucker
8. Commercial Housekeeper and maintenance by Iris Jones & and Cynthia Philips
9. Hotel, Hostel and Hospital housekeeping by Joan C Bransoin and Margaret Lennox
10. Human resource management by Dr. Aswathappa
11. Managing Housekeeping operations by Margaret M. Kappa
12. Hotel Housekeeping Operations & Management by G.Raghubalan

COMMON COURSES
BHA3A11: BASIC NUMERICAL
METHODS

Lecture Hours per week: 5

Credits-4

Course outcome;

By the end of this course, the learners will be able to;

- Acquire knowledge of numerical equations, matrices progressions, financial mathematics and descriptive statistics
- Understand, numerical equations, matrix, progression, financial mathematics, descriptive statistics and their applications.

Module I

Numerical expressions and Equations: Simultaneous linear equations (up to three variables), Quadratic equations in one variable-factorization and quadratic formula (10 Hours, 10 marks)

Module II:

Matrices: introduction - types of matrices – trace and transpose and determinants - matrix operations – adjoint and inverse –rank- solving equations by matrices: Cramer's Rule (not more than three variables). (15 Hours, 15 marks)

Module III:

Sequence, Series and Progression: Concepts and differences - Arithmetic progression- n^{th} term and the sum of n terms of an AP - Insertion of Arithmetic mean in AP - Geometric progression- n^{th} term and the sum of n terms of a GP - Insertion of Geometric Mean in GP - Harmonic progression (20 Hours, 15 marks)

Module IV:

Interest and Time value: Concept of interest-Types of interest: Simple interest and compound interest – nominal, real and effective rate of interest - Future Value and Present Value; Annuity and Perpetuity - Computing future and present values of annuity (regular and immediate) - multi and growing period perpetuity - Compound annual growth rate - computation of Equated Monthly Instalments (EMI). (15 Hours, 15 marks)

Module V:

Descriptive Statistics: Measures of Central Tendency – Mean: Arithmetic mean, Geometric mean and Harmonic Mean- Median, Mode and other position values - Measures of Dispersion: mean deviation, quartile deviation, standard deviation and coefficient of variation - Measures of Skewness and Kurtosis. (20 Hours, 25 marks)

Reference Books:

1. Business Mathematics and Statistics- N G Das & J K Das (Tata McGrawHill)
2. Basic Mathematics and its Application in Economics – S. Baruah (Macmillan)
3. Mathematics for Economics and Business – R. S. Bhardwaj (ExcelBooks)
4. Business Statistics – G. C. Beri (Tata McGrawHill)
5. Fundamentals of Statistics – S.C.Gupta (Himalaya PublishingHouse) 6.SP Gupta, Statistical Methods, SultanChand
6. Dinesh Khattar-The Pearson guide to quantitative aptitude for competitive examinations.
7. Dr. Agarwal.R.S – Quantitative Aptitude for Competitive Examinations, S.Chand and Company Limited.
8. Abhijit Guha, Quantitative Aptitude for Competitive Examinations, Tata McGrawHill,
9. (Theory and problems may be in the ratio of 20% and 80% respectively. An overview of the topics is expected and only simple problems shall be given)

BHA3A12:PROFESSIONAL BUSINESS SKILLS

Lecture Hours per week: 5

Credits-4

By the end of this course, the learners will be able to;

- Understand the need of professionalism in an organisation and how to according to a professional.
- Equip the students to effectively utilize the digital knowledge resources for their profession.
- Acquire the knowledge of Data Analysis and its role in the professionally managed organization.
- Practice the Digital marketing in the organization

Module I:

Professionalism: Meaning -Definition –Characteristics- Traits and Qualities of a good professional - Professionalism in business - Professional Skills: important soft skills for business success- Professionalism in Communication: Verbal Communication: Professional Presentation - Different Presentation Postures- Written Communication: Email - Significance of Email in business – Email etiquette: format - rules – dos and don'ts - Technical Documentation: Standards–Types(15 Hours, 15marks)

Module II:

E-Learning :Introduction of electronic learning - benefits and drawbacks of e- Learning - Online education - Digital age learners - Knowledge resources on internet - E-books, Audio, Video and other means for e-learning- Introduction to e-content development and tools - Online libraries – MOOCs - The e-Learning as a service Industry - major technologies used in e-earning- different approaches for e-Learning delivery - E-learning in India(12 Hours, 12 marks)

Module III:

Business Data Analysis: Features of New Generation Computers – Concept of data analysis– Business Data Analysis – Data Analyst – Types of analysts - organisation and source of data, importance of data quality, dealing with missing or incomplete data- Social Networking Analysis – Big Data Analysis - Role of Data Scientist in Business & Society - Role of Artificial Intelligence and Intelligent Agents in e- business - Ethical and Legal considerations in Business Analytics (18 Hours, 18marks)

Module IV:

Socio - Cyber Informatics: IT and society - Digital Divide – Digital natives-Cyber space- New opportunities and threats - Cyberethics - Cyber-crimes -Types - Cyber Laws – Organisations related with cyber laws-Cyber addictions - Information overload - Health issues - e-waste and Green Computing –Recent E-governance initiatives in India (15 Hours, 15marks)

ModuleV:

Digital Marketing : Introduction to Digital marketing Environment –meaning & Concept – Need for digital marketing – Advantages and disadvantages of digital marketing -Trends in digital marketing- Types of digital marketing – Business models in digital marketing Business to Business (B2B), Business to Customer (B2C), Customer to Customer (C2C), Business to Employees (B2E), Business to Government (B2G) - Online advertising - types of online advertising - Top e-commerce websites around the world and its scenario in India. PPC (Pay per Click) advertising – Search engine Analytics – search engine ads – social media channels and ads(20 Hours, 20marks)

References Books:

1. Professional Business Skills – Lee Pelitz 2ndEdition
2. Peter Norton, Introduction to Computers, Tata McGraw Hill Private Limited, New Delhi, 2009.
3. Alan Evans, IITL ESL, Leslie Lamport, Dolores Etter, DarrenGeorge,
4. Kenneth C Laoudon, Gary Rogers, Rainer Handel, INFORMATICS - Technology in Action, Pearson Education, Delhi, 2009.
5. V.Rajaraman, Introduction To Information Technology, PHI Learning Private Limited, New Delhi,2009.
6. Daniel Minoli&EmmaMinoli, Web Commerce Technology Hand Book, Tata McGraw

- Hill, New Delhi, 2009
7. Godfrey Parkin, Digital Marketing: Strategies for online success, New Holland Publishers Ltd, 2009
 8. Damian Ryan, Understanding Digital Marketing: Marketing Strategies for Engaging the Digital Generation, Kogan page, 3rd Edition, 2014
 9. Jonah Berger, Contagious Why things catch on, Simon & Schuster, 2013
 10. Turban E, Armstrong, JE, Liang, TP & Sharda, Decision Support and Business Intelligence Systems, 8th Edition, John Wiley & Sons, 2007
 11. Frank J. Ohlhorst, Big Data Analytics, 1st Edition, Wiley, 2012.
 12. Efraim Turban, Ramesh Sharda, Jay Aronson, David King, Decision Support and Business Intelligence Systems, 9th Edition, Pearson Education, 2009
 13. Microsoft Office 2007 Business Intelligence - Reporting, Analysis, and Measurement from the Desktop, Doug Harts, TATA McGraw-Hill Edition, 2008
 14. Data Mining for Business Intelligence: Concepts, Techniques, and Applications in Microsoft Office Excel with XLMiner, Galit Shmueli, Nitin R. Patel, Peter C. Bruce, Wiley Publication, 2010
 15. Data Mining: Concepts and Techniques, Morgan Kaufmann Publication, 3rd Edition, 2011 Data Science for Business – What you need to know about data mining and data-analytic thinking, Foster Provost, Tom Fawcett, O'Reilly Media Publication, 2013

BHA4A13: ENTREPRENEURSHIP DEVELOPMENT

Lecture Hours per week: 5

Credits-4

Course outcome;

By the end of this course, the learners will be able to;

- Familiarize the students with the concept of entrepreneurship.
- Identify and develop the entrepreneurial talents of the students.
- Generate innovative business ideas in the emerging industrial scenario.

Module I:

Concepts of an entrepreneur: Entrepreneur- Definitions - Characteristics of entrepreneur- Classification of entrepreneur- Entrepreneurial traits - Entrepreneurial functions - role of entrepreneurs in the economic development - Factor effecting entrepreneurial growth – Entrepreneurship – Meaning – definition - Entrepreneur vs Intrapreneur - Women Entrepreneurs - Recent development – Problems - Entrepreneurial Development Programmes
- Objectives of EDP - Methods of training – Phases of EDP (15 Hours, 15 marks)

Module II:

Institutional support and incentives to entrepreneurs- Functions of Department of Industries and Commerce (DIC) - Activities of Small Industrial Development Corporation (SIDCO)- Functions of National Small Industries Corporation (NSIC)- Functions of Small Industries Development Bank of India (SIDBI) - Khadi Village Industry Commission (KVIC)- Small Industries Service Institute (SISI)- Functions and services of Kerala Industrial Technical Consultancy Organisation (KITCO)- Activities of Science and Technology Entrepreneurship Development Project (STEDP)- Strategies of National entrepreneurship Development Board (NEDB) - Objectives of National Institute for entrepreneurship and small business development (NIESBUD) - Techno park- Functions of techno park Incentives- Importance- Classification of incentives – Subsidy – Types of Subsidy (17 Hours, 15 marks)

Module III:

Micro Small and Medium Enterprises- Features- Objectives- Importance- Role of SME in the economic development- MSME Act 2006- Salient features- Credit Guarantee Fund Trust Scheme for MSMEs - Industrial estates- Classification- Benefits- Green channel- Bridge capital- Seed capital assistance- Margin money schemes – Single Window System- Sickness- Causes – Remedies- Registration of SSI (15 Hours, 15 marks)

Module IV:

Setting up of Industrial unit- (Only Basic study) Environment for Entrepreneurship

– Criteria for selecting particular project- Generating project ideas-Market and demand analysis- Feasibility study- Scope of technical feasibility- Financial feasibility- Social cost-benefit analysis- Government regulations for project clearance- Import of capital goods- approval of foreign collaboration-Pollution control clearances- Setting up of micro small and medium enterprises- Location decision- Significance.(18 Hours, 20marks)

Module V:

Project Report - Meaning-Definition - Purpose of project reports-Requirements of good report - Methods of reporting - General principles of a good reporting system - Performa of a project report - Sample project report. (The preparation of sample project report shall be treated as an assignment of this course).(15 Hours, 15marks) **Reference Books:**

1. Shukla M.B. Entrepreneurship and Small Business Management, KitabMahalAllahabad.
2. SangramKeshariMohanty, Fundamentals of entrepreneurship, PHI, NewDelhi.
3. Nandan H. Fundamentals of Entrepreneurship, PHI,NewDelhi.
4. Small-Scale Industries and Entrepreneurship, Himalaya Publishing, Delhi
5. C.N.Sontakki, Project Management, Kalyani Publishers,Ludhiana.
6. SangamKeshariMohanty. Fundamentals of Entrepreneurship, PHI,NewDelhi
7. Peter F. Drucker- Innovation andEntrepreneurship.
8. Vasanth Desai, Small Business Entrepreneurship, HimalayaPublications.
9. MSME Actof 2006.

BHA4A14:BANKING AND INSURANCE

Lecture Hours per week: 5

Credits-4

Course outcome;

By the end of this course, the learners will be able to;

- Acquire knowledge about the basics of Banking and Insurance.
- Familiarize the students with the modern trends in banking.

Module I:

Introduction to Banking: Meaning and definition - Origin and development of banking – Customer of a bank - Structure of banking in India - Banks and economic development - Functions of commercial banks (conventional and innovative functions) - Central bank –RBI Functions - Emerging trends inbanking.Activity: List out the name of banks as per their different category, Assignment: Procedure for creating an account in a bank (15 Hours, 15 marks)

Module II:

Negotiable Instruments : Definition - Characteristics - Types - Parties to negotiable instruments - Cheques - Types of cheques - Crossing of cheques - Drafts - Cheque vs. Draft - Endorsement - Significance - Regularity of endorsement - Liability of endorser -Electronic payments. Activity / Assignment: Writing of cheque, writing of challan for Demand Draft Procedures for a Bank Loan.(15 Hours, 15 marks)

Module III:

E-Banking-centralized online real-time electronic banking (CORE)-Electronic Clearingservice (ECS) - Electronic Fund Transfer - Real Time Gross Settlement (RTGS)—National Electronic Fund Transfer(NEFT)-society for worldwide interbank financial telecommunication(SWIFT) - E-cheque - Any Time Money - ATM.s- Credit card - Debit card-smart card - Internet banking - mobile banking - Tele-banking - financial inclusion - recent initiatives in financial inclusion.

Activity / Assignment:

- Chelan filling for RTGS, EFT andNEFT
- Different types of Cards, the Procedure for application of different cards and the Procedure for blockingcards
- Procedure for application or activation of net banking, m-banking andtelebanking.

(20 Hours, 20 marks)

Module IV:

Introduction to insurance: Concept - need of insurance-insurance as a social security tool - insurance and economic development-principles of insurance - various kinds of insurance - life and general insurance (fire, marine, medical, personal accident, property and motor vehicle insurance) - features-life insurance Vs. general insurance.

Activity / Assignment: List out different names of insurance companies (15 Hours, 15 marks)

Module V:

Life insurance-law relating to life insurance-general principles of the life insurance contract, proposal and policy—Assignment and nomination - title and claims - general insurance - law relating to general Insurance - IRDA - powers and functions - insurance business in India.

Case Study: Preparation of a proposal for life insurance and how to claim insurance in case of an accident, death or damage.(15 Hours, 15marks)

Reference Books:

1. Sheldon H.P: Practice and Law of Banking.
2. Bedi. H.L: Theory and Practice of Banking.
3. Maheshwari. S.N.: Banking Law and Practice.
4. Shekar. K.C: Banking Theory Law and Practice.
5. Pannandikar&Mithami': Banking in India.
6. Radhaswamy&Vasudevan: Text Book of Banking.
7. Indian Institute of Bankers (Pub) Commercial Banking Vol-I/Vol-II (part I& II)Vol-III.
8. Varshaney: Banking Law and Practice.
9. Dr. P. Periasamy: Principles and Practice of Insurance Himalaya Publishing House, Delhi.
10. Inderjit Singh, Rakesh Katyal & Sanjay Arora: Insurance Principles and Practices, Kalyani Publishers, Chennai.
11. M.N. Mishra: Insurance Principles and Practice, S. Chand & Company Ltd, Delhi.
12. G. Krishnaswamy : Principles & Practice of Life Insurance
13. Kothari & Bahl: Principles and Practices of Insurance
14. B.S. Khubchandani, "Practice and Law of Banking", Mac Millan India Ltd
15. K.C. Nanda, " Credit Banking", Response Book, Sage Publication, 1999