



**UNIVERSITY OF CALICUT**

**Abstract**

Bachelor of Hotel Administration (BHA) under Choice Based Credit Semester System (CCSS UG)- syllabus approved-implemented-orders issued.

**UNIVERSITY OF CALICUT (G & A - IV - E)**

U.O.No. 1638/2013/UCU

Dated, Calicut University.P.O, 15.05.2013

- Read:-*1. Item No.1 of the minutes of the meeting of the Board of Studies in Hotel Management held on 11.04.2013.  
2. Letter No. Dean/2013 dated 12.05.2013 from the Dean, Faculty of Commerce and Management Studies.  
3. Orders of the Vice Chancellor in file of even No. on 14.05.2013.

**ORDER**

As per paper read as first above, the Board of Studies in Hotel Management held on 11.04.2013 approved the Syllabus of Bachelor of Hotel Administration (BHA) under Choice Based Credit Semester System (CCSS UG).

Vide paper read as second above, the Dean, Faculty of Commerce and Management Studies recommended the approval of item No.1 of the minutes of the meeting of Board of Studies in Hotel Management held on 11.04.2013 by the Vice Chancellor subject to ratification by the Academic Council without placing the same before the Faculty.

The Vice Chancellor in exercising the powers of the Academic Council has approved item No.1 of the minutes of the meeting of the Board of Studies in Hotel Management to implement the syllabus of Bachelor of Hotel Administration (BHA) under Choice Based Credit Semester System (CCSS UG) considering the exigency, subject to ratification by the Academic Council.

Sanction is therefore accorded to implement the syllabus of Bachelor of Hotel Administration (BHA) under Choice Based Credit Semester System (CCSS UG) with effect from 2013-14 admission onwards.

Orders are issued accordingly.

Shiraseez T.P  
Assistant Registrar

To

The Controller of Examinations

Copy to: PS to VC/PA to PVC/PA to Registrar/Chairman BOS, Hotel Management/ Director CDC/CR CDC/EX Section/EC1 Section/DR/AR Tabulation Section/GAI/F Section

Forwarded By Order

  
Section Officer

# **A – BACHELOR OF HOTEL ADMINISTRATION**

**(UNDER THE FACULTY OF COMMERCE, UNIVERSITY OF CALICUT)**

## **CHOICE BASED CREDIT SEMESTER SYSTEM (UG)**

### **I. DURATION OF THE PROGRAMME**

The programme is for six semesters spread over three years. There shall be 90 working days in each semester and shall comprise of 450 teaching hours including the days for the conduct of each semester examination.

### **II. COURSE IN THE PROGRAMME**

The total number of course in Bachelor of Hotel Administration programme could be 32, which may be spread through 120 credits. The main courses shall be divided into 4 categories as follows.

### **III. COMMON COURSES**

01. A01           Communication skills in English.
02. A 02         Critical Reasoning, Writing and Presentation
03. FL (F) 1A 07 (2)   Communication skill in languages other than English (French)
04. A 03         Reading Literature in English
05. A 04         Readings on Indian Constitution, Secularism and Sustainable Environment
06. FL (F) 2A 08 (2)   Translation and Communication in French
07. A10           Culture and Civilization (With a compulsory component on Kerala Culture)
08. BC 3A 12         General informatics
09. BC 4A 14         Entrepreneurship Development
10. BC 3A 11         Basics of Business Management

### **IV. CORE COURSES**

01. BHA1B01 Front Office (Theory)
02. BHA1B02 Front Office (Practical)
03. BHA2B03 Accommodation Operation (Theory)
04. BHA2B04 Accommodation Operation (Practical)
05. BHA3B05 Food & Beverage Production (Theory)
06. BHA3B06 Food & Beverage Production (Practical)
07. BHA3B07 Management Principles and Practices
08. BHA4B08 Food & Beverage Service (Theory)
09. BHA4B09 Food & Beverage Service (Practical)
10. BHA4B10 Hotel Accounting
11. BHA5B11 Hotel IET Report (Viva Voce)
12. BHA5B12 Human Resource Management
13. BHA5B13 Facility Planning & Event Management

14. BHA5B14 Strategic Management
15. BHA6B15 Rooms Division Management
16. BHA6B16 Financial Management
17. BHA6B17 Hotel Sales & Marketing
18. BHA6B18 Service Regulatory Framework
19. BHA6B19 Hotel Project Report(Viva Voce)

**V. COMPLEMENTARY COURSES**

01. BHA1C01 Travel and Tourism
02. BHA2C02 Hotel Engineering/ Maintenance
03. BHA3C03 Nutrition, Hygiene and Sanitation
04. BHA4C04 Food and Beverage Control

**VI. OPEN COURSE**

01. BHA5D01 Food and Beverage Management

**VII. SEMESTER WISE DISTRIBUTION OF COURSE**

**SEM - I**

SL.NO	COURSE TYPE/ CODE	SUBJECT	CREDIT	HRS/ WEEK	EXAM HRS
1	Common Course/ A01	Communication Skills in English	3	4	3
2	Common Course/ A 02	Critical Reasoning, Writing & Presentation	3	5	3
3	Common Course/ FL (F) 1A 07 (2)	Communication Skills in French	4	5	3
4	Core Course/ BHA1B01	Front Office (Theory)	4	4	3
5	Core Course/ BHA1B02	Front Office (Practical)	2	3	3
6	Complimentary Course/ BHA1C01	Travel and Tourism	4	4	3

**SEM - II**

SL.NO	COURSE TYPE/ CODE	SUBJECT	CREDIT	HRS/ WEEK	EXAM HRS
7	Common Course/ A 03	Reading Literature in English	4	4	3
8	Common Course/ A 04	Reading on Indian Constitution, Secularism & Sustainable Environment	4	5	3
9	Common Course/ FL (F) 2A 08 (2)	Translation and communication in French	4	5	3
10	Core Course/ BHA2B03	Accommodations Operations (Theory)	3	4	3
11	Core Course/ BHA2B04	Accommodation Operation (Practicals)	2	3	3
12	Complimentary Course/ BHA2C02	Hotel Engineering/ Maintenance	3	4	3

**SEM - III**

SL.NO	COURSE CODE	TYPE/	SUBJECT	CREDIT	HRS/ WEEK	EXAM HRS
13	Common Course/ A10		Culture and civilization (With a compulsory component on Kerala Culture)	4	5	3
14	Common Course/ BC 3A 12		General Informatics	4	5	3
15	Core Course/ BHA3B05		Food & Beverage Production (Theory)	4	5	3
16	Core Course/ BHA3B06		Food & Beverage Production (Practical)	2	3	3
17	Core Course/ BHA3B07		Management Principles and Practices	3	4	3
18	Complimentary Course/ BHA3C03		Nutrition, Hygiene and Sanitation	3	3	3

#### SEM - IV

SL.NO	COURSE CODE	TYPE/	SUBJECT	CREDIT	HRS/ WEEK	EXAM HRS
19	Common Course/ BC 4A 14		Entrepreneurship Development	4	5	3
20	Common Course/ BC 3A 11		Basics of Business Management	4	5	3
21	Core Course/ BHA4B08		Food & Beverage Service (Theory)	4	4	3
22	Core Course/ BHA4B09		Food & Beverage Service (Practical)	2	3	3
23	Core Course/ BHA4B10		Hotel Accounting	3	4	3
24	Complimentary Course/ BHA4C04		Food and Beverage Control	3	4	3

#### SEM - V

SL.NO	COURSE CODE	TYPE/	SUBJECT	CREDIT	HRS/ WEEK	EXAM HRS
25	Core Course/ BHA5B11		Hotel IET Report (Viva Voce)	5	5	3
26	Core Course/ BHA5B12		Human Resource Management	4	6	3
27	Core Course/ BHA5B13		Facility Planning/ Event Management	3	4	3
28	Core Course/ BHA5B14		Strategic Management	4	5	3
29	Open Course/ BHA5D01		Food and Beverage management	4	5	3

#### SEM - VI

SL.NO	COURSE CODE	TYPE/	SUBJECT	CREDIT	HRS/ WEEK	EXAM HRS
30	Core Course/ BHA6B15		Rooms Division Management	4	5	3
31	Core Course/ BHA6B16		Financial Management	4	5	3
32	Core Course/ BHA6B17		Hotel Sales & Marketing	4	5	3
33	Core Course/ BHA6B18		Service Regulatory Framework	4	5	3
34	Core Course/ BHA6B19		Project Report(Viva Voce)	4	5	3

## A. COMMON COURSES

Detailed syllabi and objectives are to be provided by the University separately.

## B. CORE COURSES

### 01. BHA1B01 FRONT OFFICE (THEORY)

#### Objective:

- To classify a hotel in terms of its size, target markets, levels of service & ownership/ affiliation
- To summarize front office operations during the four stages of guest cycle
- To help a student to understand, organize, perform and evaluate front office functions that are critical to a hotel's success

#### Module I

- The lodging industry – classifying hotels – based on size, target markets, levels of service and ownership & affiliation –classifying guests
- Organizational mission- hotel organization – organization charts – classifying functional areas – front office operations – job descriptions – job specifications – qualities of a FO personnel - F.O. Staff's responsibility during emergency situations

#### Module II

- The guest cycle – pre arrival, arrival, occupancy, departure – front office systems – non-automated, semi-automated, automated – front office documents, functional organization of front desk – PMS
- Front office communication – interdepartmental communication – guest services – guest relations – complaints handling

#### Module III

- Reservations – types - guaranteed, non-guaranteed – distribution channels – group reservations - reservation systems – reservation records
- Telephone skills - Telephone Manners - Do's, don'ts and qualities of a telephone operator - Telephone Handling - reservation through telephones - Handling queries through telephones

#### **Module IV**

- Registration process – self registration – selling guestroom – denying accommodation
- Check-out & account settlement – departure procedures – methods of settlement – late check-out – express check-out – self check-out – unpaid account balances – account aging

#### **Module V**

- Front office accounting – accounting fundamentals – ledgers – folios – vouchers – charge privileges – credit monitoring – tracking transactions – internal control – cash banks – audit controls
- Front office audit – functions of audit – process of audit – Purpose & operating modes - system update - advantages of night audit

#### **Reference:**

- ✓ Managing Front Office Operations - Michael L Kasavana & Richard M Brooks – Eighth Edition
- ✓ Hotel Organization & The Front Office Management – A.P. Rastogi – First Edition
- ✓ Front Office Operations & Management – Ahmed Ismail – First Edition
- ✓ Front Office Management – S.K. Bhatnagar – Second Edition
- ✓ Hotel Front Office Management – James Bardi – Fourth Edition

## **02. BHA1B02FRONT OFFICE (PRACTICAL)**

#### **Module I**

- Making FIT reservation
- Sending confirmation letters
- Amending reservation
- Cancelling reservations - with deposit and without deposit
- Making group reservation

#### **Module II**

- Pre-registering a guest
- Taking messages for guests
- Checking in a reserved guest
- Checking in day use
- Checking in a walk-in guest

#### **Module III**

- Issuing the key

- Making a room change
- Exchanging foreign currency
- Closing the cash bank at the end of the shift

#### **Module IV**

- Processing a guest check-out
- Processing a group check-out
- Creating guest history

#### **Module V**

- Situation handling – handling guests & internal situations requiring management tactics/strategies

### **3. BHA2B03 ACCOMMODATION OPERATION (THEORY)**

#### **Objectives:**

- To enable the students to acquire knowledge of housekeeping principles and practices
- To familiarize the students with the techniques for the maintenance and upkeep of hotel
- To equip the students with skills for administering and managing the Accommodations division

#### **Module I**

Introduction - Role of Rooms Division in the Hotel Industry - Definition, importance & functions of housekeeping - Types of rooms & the significance - Personal attributes of housekeeping staff - Organizational Framework of the department - Organizational chart in small, medium and large hotel - Job description and job specification of Executive Housekeeper - Duties and responsibilities of housekeeping staff - Co ordination with other departments

#### **Module II**

Introduction to the Science of cleaning - Principles and reasons for cleaning - Methods of cleaning - Different types of cleaning agents, selection and purchase - Cleaning equipments, selection, care and storage - Cleaning of different areas - guest rooms( regular, weekly and spring cleaning ), making the bed, cleaning the bath room, turn down service /second service, spring cleaning procedure, weekly cleaning of rooms - Environmental hygiene of guest room and public area - Guest supplies

#### **Module III**

Introduction to Housekeeping procedures - Housekeeping control desk – Role , importance and coordination - Preparing a room report - Types of keys and key handling - Paging system and methods - Duty allotment - Checking VIP rooms - Briefing and de briefing - Lost and found procedures - Handling guest complaints - Maids cart/trolley - Linen management - Layout of linen room - Types of linen - Linen sizes - Responsibilities in linen room - Equipments used in linen room - Par stock, inventory, discard - Linen control - Functions of uniform room/tailoring room

## Module IV

The laundry - Types of laundries - Handling guest laundries - Laundry equipments - Wallet service - Characteristics of launderable linen - Dry cleaning - Cleaning agents used in laundry - Laundry operations flow chart - Stain removal - Layout of laundry - Care and cleaning of different surfaces - Floor and floor coverings - Wall surface and wall coverings - Metals - Glass - Plastics - Leather and rexin - Soft furnishing

## Module V

Safety and first aid - Concept and importance of safety - Insurance and liability concern - Potentially hazardous conditions - Safety awareness - Accidents and their prevention - Steps to be taken in the event of an accident - Safety rules - First Aid - First aid remedies - Fire safety - Flower arrangement /interior designing - Objectives of interior design - Basic types of design - Elements of design - Principles of design - Types of flowers and containers used - Types of flower arrangements - Flower arrangement at various locations

### Reference:

- ✓ Hotel Housekeeping Operations & Management – G. Raghubalan, Smritee Raghubalan.
- ✓ Accommodation Operations Management – S. K. Kaushal, S. N. Gautam
- ✓ Managing Hk Operations – Margaret M Kappa, Aleta Nitschke & Patricia B Schappert.
- ✓ Hotel Housekeeping Training Manual – Sudhir Andrews

## 4. BHA2B04 ACCOMMODATION OPERATION (PRACTICAL)

TOPIC	METHOD
• Cleaning equipments	Demo
• Cleaning agents	Demo
• Cleaning of different surfaces	Demo
• Bed making	Practical session/Demo
• Daily cleaning of guest room	Practical session/Demo
• Guest room inspection	Demo
• Flower arrangement	Demo
• Polishing--Brass	Demo
• Maids cart, turn down service	Demo

## 5. BHA3B05 FOOD & BEVERAGE PRODUCTION – I (THEORY)

### Objectives:

- Students gain solid experience which gives them a base to be competitive in future
- To build career skills by advance Food Production classes
- To Gain real experience and knowledge

## Module I - Introduction to the profession

- a. Historical Perspective



- b. Science & technology
- c. Classical kitchen brigade
- d. Carrier option in food service industry
- e. Safety, hygiene, protective clothing
- f. Aims, objective & methods of food Cooking.

## **Module II - Essential knowledge for understanding culinary preparations**

- a. The raw ingredients
  - Vegetables fruits
  - Meat identification (poultry, fish, lamb, veal, pork& beef )
- b. Dairy, cheese and egg identification
  - Milk, cheese, butter, cream
  - Composition of egg, purchase, storage & availability.
- c. Identification of spices, herbs& condiments.
  - Role of spices & herbs in cooking
  - Types of masalas & spices
  - Composition of different masalas & spices.
- d. Identification of soups, stocks & sauces.
  - Definition, types, classification
  - International varieties & thickening agents

## **Module III - The menu as a marketing tool**

- a. Basic principles of menu planning & menu development.
- b. Volume feeding(institutional, industrial, off premises, hospitals & mobile catering)
- c. Quantity purchase & storage
  - Introduction to purchasing
  - Standard purchase specification
  - Storage
  - Purchasing technique
- d. Food costing
  - Food cost control
  - Problems related to food costing

## **Module IV - Larder**

- a. Layout & introduction to larder dept.
- b. Equipment found in larder
- c. Function of larder dept.
  - Garde manger
  - Pantry Buffet
  - Liason with other dept
- d. Cold foods
  - Sausage
  - Pate
  - Terrine
  - Force meat
  - Galantine
  - Ballotine
  - Ham/Bacon/gammon
  - Monsseline
  - Aspic & gelee

## Module V - International cuisine

- a. Introduction
- b. Geographic location
- c. Staple food with regional influence
- d. Recipe & specialty
  - o French, Italian, Spanish, Portugal, German, Oriental, Mexican, Arabic, Indian and Chinese.

## Module VI - Bakery & Patisserie

- a. Prime ingredient for baking
- b. Principles of bread making
- c. Strengtheners, shorteners, sweeteners, leaveners & flavorings.
- d. Time & temperature of baking pastry
- e. Frozen desserts, icing, cakes & toppings
- f. Chocolates.

### Reference:

- ✓ Cooking Essentials Vol-1 by Mary Donovan
- ✓ The art and science of culinary preparation Vol-1 by J.W. Chesser
- ✓ Theory of Cookery Vol-1 by Krishna Arora
- ✓ Larder chef Vol-04 by Lalo.M.J &Bode .W
- ✓ Cooking ingredients Vol-2 by Christine Ingram

## 6. BHA3B06 FOOD & BEVERAGE PRODUCTION – I (PRACTICAL)

### PART A – COOKERY

- Meat – identification of various cuts, carcass demonstration  
Preparation of basic cuts – lamb and pork chops, tornado, fillets, steaks & escalope
- Fish – identification & classification
- Cuts and folds of fish
- Identification, selection and processing of meat, fish and poultry
- Slaughtering and dressing

## Preparation of menu

### Salads & soups-

- Waldorf salad, fruit salad, Russian salad, salade nicoise
- Cream (spinach, vegetable, tomato)
- Puree (lentil, peas carrot)
- International soups and shorbas

### Chicken, mutton and fish preparations-

- Poisson only, a la anglaise, Colbert, menuiere, poached, baked
- Entrée- lamb stew, hot [pot, shepherd's pie, grilled steaks & lamb/pork chops, roast chicken, grilled chicken, leg of lamb & beef.

### Simple potato preparations-

- Basic potato dishes

### Vegetable preparation-

- Basic vegetable dishes

### Indian cookery-

- Rice dishes, breads, main course, basic vegetables, paneer preparation

## **PART B – BAKERY & PATISSERIE**

### PASTRY:

Demonstration and preparation of dishes using varieties of pastry

- Short crust- jam tart, turnovers
- Laminated – palmiers, khara biscuits, Danish pastry, cream horns.
- Choux paste- Éclairs, profiteroles

### **COLD SWEETS**

- Honeycomb mould
- Butterscotch sponge
- Coffee mousse
- Lemon sponge
- Trifle
- Blancmange
- Chocolate mousse
- Lemon Soufflé

## **HOT SWEETS:**

- Bread& butter pudding
- Caramel custard
- Albert pudding
- Christmas pudding

## **INDIAN SWEETS:**

- Halwas
- Kheer
- Burfi
- Ladoos

## **7. BHA3B07 MANAGEMENT PRINCIPLES AND PRACTICES**

### **Objectives:**

- To understand the basic Management concepts
- To understand the functions of Management
- To get an awareness of Organizing, directing and leading

### **Module I**

- Management: Concept, Nature, Process and Significance of Management.
- Management as an art and science
- Management as a profession, skills and roles of managers in an organization
- Evaluation of management theory, schools of management thoughts

### **Module II**

- Functions of Management: An overview of functions of management
- Concepts of POSDCORB Planning: Nature, purpose, types and process
- Management By Objectives (MBO)
- Decision Making process, tools and techniques
- Decision making components of effective decision making

### **Module III**

- Organising: Concept of organising and organisation.
- Line and Staff authority and responsibility, span of control
- Delegation of authority, centralization versus decentralization
- Organisation Structure and design
- Staffing and Selection Process

### **Module IV**

- Directing: Communication - Process and Types
- Barriers and principle of effective communication (Horizontal and Vertical communication)
- Motivation theories and practices
- Leading: Leadership - Concept, Theories of Leadership, styles, Successful versus effective leadership styles in travel trade and hospitality Organizations

- Concept of Controlling

#### **Module V**

- Production Management: Concepts of production management;
- Objective inventory management; production methods and techniques
- Layout, material handling, reports and controlling methods

#### **Reference:**

- ✓ Essential of Management – Harold Koontz & Heinsz 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

### **8. BHA4B08 FOOD & BEVERAGE SERVICE – I (THEORY)**

#### **Objective:**

- To teach the operations and intricacies of Food and beverage service to hospitality students.
- To familiarize with Food and beverage service techniques and its relevance in hotel operations.
- To imbibe operational knowledge of the Food and beverage operations for effective application and implementation.
- 

#### **Module I Introduction to F&B department**

- Types of F&B operations - Commercial, residential, non-residential, welfare-Industrial, and institutional and transport.
- Departmental organization and staffing- organization of F&B department of a hotel, duties and responsibilities of F&B staff and attributes of F&B staff, Inter-departmental relationships.
- Room service department- types of room service and house rules for room service staff.
- Ancillary departments

#### **Module II Meal and menu planning**

- Origin of the menu, menu planning objectives, basic types of menu, general menu planning, considerations and constraints,
- Sequence of courses and planning menus, French Classical menu.
- Dining service method and procedure Mise-en-scene; Mise-en-place and arrangement of sideboards.

#### **Module III Non-alcoholic and alcoholic beverages**

- Stimulating , refreshing and nourishing drinks
- Introduction, definition and manufacturing of alcoholic beverages(Beer, whiskey, rum, gin, brandy, vodka, tequila and other spirits)
- Wines-Introduction, definition, classification. Wine producing countries of the world, including India. Food and wine combination, storage and service

#### **Module IV Bar operations**

- Types of bar, areas of bar, opening and closing duties. Bar /beverage control
- Cocktails and methods of making cocktails. Types of cocktails; Mocktails –meaning and types
- Inventory control& management

#### **Module V            Function catering**

- Organization of banquet department, duties and responsibilities ; booking procedure; banquet menus, banquet protocol
- Informal banquet- reception, cocktail parties, convention, seminar, trade fair, outdoor catering.
- Buffet –Planning and organization, factors to plan buffets. Area requirement, sequence of food, types of buffet and checklist.

#### **References:**

- ✓ The steward – Peter Dias – Orient Longman -1<sup>st</sup> edition
- ✓ Master dictionary of Food & wine- Joyee Rubash -VNR -3<sup>rd</sup> edition
- ✓ Food and beverage service – Dennis Lilicrappe & Cousins- 5<sup>th</sup> edition

### **9. BHA4B09 FOOD & BEVERAGE SERVICE – I (PRACTICAL)**

#### **Module I**

- Classification and familiarization of equipment
- Care and maintenance of equipment

#### **Module II**

- A'la carte and table d hote cover- types of meals
- Indian, English, American and continental breakfast setting
- Laying tables for different meals and menus including laying, re-laying, table cloths and folding serviette
- Restaurant reservation system, receiving the guest, methods of service- French/family, English/silver/buffet, banquet, gueridon
- Special service(classical Hor's douevre-Cheese and fruit)
- Tray and trolley set-ups, Mise-en-place and service of various room service items

#### **Module III**

- Service of tea/coffee, aerated and refreshing beverages
- Service of wines, spirits and beer.
- Service of cigars and cigarettes

#### **Module IV**

- Preparation and service of cocktails/ Mocktails
- Service of specialty coffees

#### **Module V**

- Banquet layouts and set-ups
- Various buffet set-ups

### **10. BHA4B10            HOTEL ACCOUNTING**

#### **Objectives**

- Graduating accounting students will be able to use financial statements to make decisions.

- Graduating accounting students will be able to help managers make decisions using internal and external information.
- Graduating accounting students will be able to evaluate accounting systems.
- Graduating accounting students will be able to record and understand accounting methods..
- Graduating accounting students will be able to communicate verbally and in writing the results of the business to stake holders

#### **Module I INTRODUCTION TO ACCOUNTING**

Meaning and Definition --Types and Classification --Principles of accounting --Systems of accounting --Generally Accepted Accounting Principles (GAAP)

#### **Module II PRIMARY BOOKS (JOURNAL) -- SECONDARY BOOK (LEDGER)**

Meaning and Definition --Format of Journal --Rules of Debit and Credit --Opening entry, Simple and Compound entries --.Practical Problems --Meaning and Uses --Formats – Posting—Practical Problems

#### **Module III SUBSIDIARY BOOKS**

Need and Use --Classification --Purchase Book --Sales Book --Purchase Returns --Sales Returns --Journal Proper --Practical Problems

#### **Module IV CASH BOOK**

Meaning --Advantages --Simple, Double and Three Column -Petty Cash Book with Imprest System (simple and tabular forms) –Practical Problems

#### **Module V FINAL ACCOUNTS**

Meaning -Procedure for preparation of Final Accounts -Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet -.Adjustments (Only four) •Closing Stock •Pre-paid Expenses •Outstanding Expenses •Depreciation

#### **References**

- ✓ R.L. Gupta and M. Radhaswamy – Advanced Accountancy Sultan Chand & Sons., NewDelhi-.2011
- ✓ S.N.Maheswari Introduction to Accounting, Vikas Publishing House, New Delhi.2010
- ✓ M.C.Shukla, T.S.Grewal and S.C. Gupta – Advanced Accounts, S.Chand and Company Ltd., New Delhi. Jain and Narang – Company Account-2009
- ✓ R.L.Gupta – Corporate Accounts-2007
- ✓ Chakraborti – Advanced Account-2008
- ✓ Mukherji and Hanif – Modern Account-2010

### **11. HOTEL 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.

01. F & B Production - 4 Weeks
02. F & B Service - 4 Weeks
03. Front Office - 4 Weeks
04. Housekeeping - 3 Weeks

-----  
15 Weeks

On the completion of training, the students have to submit an industrial exposure training report within two weeks time. This Report shall carry 4 credits.

The credits shall be awarded by the External Examiner & the concerned training coordinator of the college, based on the viva and the report submitted by the student. Each student has to have a certificate of successful completion of training from the hotel, where he underwent training.

### **IET Evaluation Parameters**

- I. IET Report - 2 Credits
- II. Appraisal Form - 1 Credit
- III. Log Book - 1 Credit
- IV. Viva - 1 Credit
- V. Total - 5 Credits

## **12. BHA5B12 HUMAN RESOURCE MANAGEMENT**

### **Objectives:**

To enable students to identify:

- Concept of human resources planning
- Theoretical basis and conceptual issues associated with alternative approaches to human resource planning.
- Type of forecast for manpower demand and supply forecasting at the macro and micro level.
- Understand the concept of human resource audit as distinct from financial and statutory audits.

### **Module I**

**Human Resource Planning** - Micro Human Resource Planning – Macro Human Resource Planning Human Resource Development system –applications in Hotel Industry— Relevance of HRD in hotel industry

### **Module II**

**Personnel Office** - Functions of personnel office—Operations of personnel office—Hotel Environment and culture—Human Resource Development system

### **Module III**

**Job Evaluation**—Concepts—Scope- Limitations—Job Analysis and job description—Job Evaluation methods—Task analysis—Demand and supply forecasting—Human Resource information system—Human Resource Audit—Human Resource Accounting Practices

### **Module IV**



**Recruitment and Selection**—Induction and placement—Staff Training and Development—Motivation and productivity —Motivation and job enrichment—career Planning—Employee Counseling—Performance Monitoring and Appraisal—Transfer, promotion and Reward Policy

#### **Module V**

**Training and Employee Benefits**—Training methods and Evaluation—Various Training methods—Disciplinary Issues—Employee's Grievance Handling—Compensation and salary Administration—Employee Benefits and Welfare schemes—Labour Laws and Regulations related to Hotel industry—Gender Sensitives—Emerging Trends and Perspectives—Impacts of Mergers and Acquisitions on Human Resource practices

#### **References:**

- ✓ Personnel and Human Resource Management-Text & Cases-P.Subba Rao—Himalaya Publishing House—2<sup>nd</sup> Edition
- ✓ Human Resource Management- K Ashwadhapa- Tata Mc Graw Hills Publishing
- ✓ Human Resource Issues In Hotel Industry- Malhotra- Anmol Publications
- ✓ Human Resource Development And Management- Biswanath Ghosh- Vikas Pullishing House

### **13. BHA5B13 FACILITY PLANNING & EVENT MANAGEMENT**

#### **Objective:**

- To educate hospitality students with the nuances of setting up hotel facilities and successfully conduct operations and managing events.
- To develop and inculcate competencies and skills of a facilities manager in the planning and developing of Hotel projects.
- To explain the process and criteria for planning and setting up of hotel facilities with improved efficacy.

#### **Module I** Hotel Design

- Hotel design and design considerations , Evaluation of accommodation needs
- Architectural considerations, Carpet and plinth area
- Flow process and flow diagrams

#### **Module II** Star Classification process

- Star classification and categories of classification
- Criteria for classification
- Various licenses for running hotel/catering establishments.
- Room tariff fixation –methods and factors for computing room tariff.

#### **Module III** Planning of areas/outlets

- Planning of Kitchen, service area, rooms, ancillary areas and supporting areas
- Planning of management areas-GM, Executives, EDR and offices
- Planning of staff facilities-Time office, cloak room, staff cafeteria, uniform exchange area, laundry and recreation/rest area.

#### **Module IV** Event Planning &management

- Introduction to events, various types of events, concept development, Event planning process, scheduling of events, Planning various types of events , case studies and projects.

#### **Module V** Laws for Events

- Permission from various authorities
- The Indian contract act, The Bombay shops and establishments act
- Applicability of various laws, The Income tax act, Service tax act
- Case studies and problems

#### **References**

- ✓ Hotels & resorts-Planning, design and refurbishment by Fred Lawson(Architectural press)
- ✓ Systematic layout planning- Richard Muther Cahners
- ✓ Food service planning- layout & equipment-Lendall H Kotschevar, Margaret E Tarell- 3<sup>rd</sup> edition
- ✓ Event management-Lynn Van Der Wagen ( Pearson)- 2<sup>nd</sup> edition
- ✓ Facility Manager operations/Maintenance- Lewis- 2<sup>nd</sup> edition

### **14. BHA5B14 STRATEGIC MANAGEMENT**

#### **Objectives:**

- ✓ To give a conceptual idea about Strategic Management
- ✓ To enable a student to make strategic choices and implement decisions
- ✓ To understand the problems and concept of corporate restructuring

#### **Module I**

Introduction: Concept and role of corporate strategy- levels of strategy- Basic model of strategic management- Approaches to strategic decision making strategic role of Board of Directors and top management- Strategic implications - Social and ethical issues.

#### **Module II**

Strategic Analysis: Analysis of broad environment- environmental Profile- Constructing scenarios- Analysis of strategic advantage- Resource audit, Value chain analysis, Core competences, Core creation of value SWOT analysis of stake holder expectations – Corporate mission, vision, objectives and goals.

#### **Module III**

Strategic choice: Generating strategic alternatives- strategic options of corporate Level stability, growth and defensive strategies- External growth Strategies- mergers, acquisition, joint venture and strategic alliance Evaluation of Strategic alternatives- product portfolio models, selection of a suitable corporate Strategy- concept of strategic fit- strategic options at SBU level- Michael porter's Competitive strategies - operational competitive strategies

#### **Module IV**

Strategic Implementation: Strategic implementation issues, planning

And allocating resources- organization structure and design- functional Strategies- production, HR, Finance, Marketing, and R&D- Managing strategic Change- Strategic control

### **Module V**

Strategic Review: Evaluating strategic performance- criteria and Problems & concepts in corporate restructuring

#### **Reference:**

- ✓ Pearce, Rovinson & Richard: Strategic Management, (Tata McGraw Hill, 2005)
- ✓ Wheelen & David Hunger: Strategic Management & Business Policy (Prentice Hall, New Delhi, 2005)
- ✓ Ghemawat, Pankaj: Strategy & the business landscape (Pearson, New Delhi, 2000)
- ✓ Gupta, Golakota & Srinivasan Business Policy and strategic management (Prentice Hall, New Delhi, 2005)
- ✓ Srinivasan Strategic Management: The Indian Context (Prentice Hall, New Delhi, 2007)
- ✓ Strategic management and Policy, Kazmi Azher, TMH.7
- ✓ Strategic Management, Pearce,Robinson, Mc Grow Hills.
- ✓

## **15. BHA6B15ROOMS DIVISION MANAGEMENT**

### **Objectives:**

- To identify the functions of front office audit
- To describe the management process in terms of the functions Rooms Division managers perform to achieve organizational goals and maximize revenue
- To enable managers to perform the different duties as required in a Pre-opening property

### **Module I**

Planning / Evaluating Operations and Revenue Management in Front Office

- Management Functions – Establishing Room Rates – Forecasting Room Availability – Budgeting For Operations – Evaluating Front Office Operations

### **Module II**

Revenue/ Yield management

- The Concept Of Revenue Management – Measuring Yield – Elements Of Revenue Management – Implementing Revenue Strategies – Potential High-demand & Low-demand Strategies – Revenue Management Software

### **Module III**

Planning / Organizing Operations and Yield Management in Housekeeping

- Area Inventory List – Frequency Schedules – Performance & Productivity Standards – Time & Motion Studies – Standard Operating Manuals – Job Allocation & Work Schedules – Calculating Staff Strengths & Planning Duty

Rosters – Training In HK – Inventory Level For Non-Cycled Items – Budget & Budgetary Control – The Budget Process – Planning Capital Budget – Operating Budget – Purchasing Systems – Stock Records

- Yield Management – strategies & techniques – occupancy ratios – productivity activity – market share index – yield management

#### **Module IV**

Contract Services and Energy conservation

- Security & the lodging industry – door locks & key control – emergency procedures security & law
- Contract Services – Types – Guidelines – Advantages & Disadvantages Of Contract Services
- Energy & Water Conservation In Housekeeping Operations

#### **Module V**

Interior Designing & Pre-opening Countdown

- Interior Decoration – Elements Of Design – Colour & Its Role In Décor – Colour Schemes – Windows & Window Treatments – Lighting & Lighting Fixtures – Floor Finishes – Carpets – Furniture & Fittings – Accessories
- New Property Countdown – Pre-Opening Property

#### **Reference:**

- ✓ Managing Front Office Operations - Michael L Kasavana & Richard M Brooks – 8<sup>th</sup> edition
- ✓ Front Office Management – S.K. Bhatnagar – 2<sup>nd</sup> Edition
- ✓ Hotel Front Office Management – James Bardi – 4<sup>th</sup> Edition
- ✓ Hotel Housekeeping Operations & Management – G. Raghubalan, Smritee Raghubalan.
- ✓ Managing HK Operations – Margaret M Kappa, Aleta Nitschke & Patricia B Schappert.

### **16. BHA6B16FINANCIAL MANAGEMENT**

#### **Objectives**

- To enable the students to acquire the knowledge of financial management
- To equip the students with skills for recording various financial statements
- To familiarise the students with preparing various financial statements

#### **Module I**

- FINANCIAL MANAGEMENT - MEANING & SCOPE  
Meaning of business finance, Meaning of financial management, Objectives of financial management. Functions of Financial management, Sources of Finance

#### **Module II**

- FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION  
Meaning and types of financial statements, Techniques of financial analysis
- RATIO ANALYSIS

Meaning of ratio, Classification of ratios, Profitability ratios, Turnover ratios, Financial ratios, Practical Problems

- FUNDS FLOW ANALYSIS

Meaning of funds flow statement, Uses of funds flow statement, Preparation of funds flow statement, Practical Problems

### Module III

- WORKING CAPITAL MANAGEMENT

Concept of working capital, Classification of working capital, Factors determining working capital needs, Over trading and under trading, management of Working capital

### Module IV

- BASICS OF CAPITAL BUDGETING

Importance of Capital Budgeting, Capital Budgeting appraising methods, Payback period, Average rate of return, Net Present Value, Profitability index, Internal rate of return, Practical Problems.

### Module V

- BREAKEVEN ANALYSIS

Marginal Costing, Marginal Cost equation, CVP Analysis, Breakeven point and breakeven analysis, Margin of Safety, management approach to Breakeven Analysis, Practical Problems.

### References

- ✓ Financial management - I M Pandey – 8<sup>th</sup> Edition
- ✓ Management accounting – Sharma & Gupta – 7<sup>th</sup> Edition
- ✓ Financial management - Khan & Jain – 9<sup>th</sup> Edition
- ✓ Managerial finance – Maheshwari.- 6<sup>th</sup> Edition

## 17. BHA6B17HOTEL SALES & MARKETING

### Objectives

- To familiarize the students with the concept of Sales & Marketing
- To identify and develop the concept of sales & marketing within the students
- To Generate innovative ideas in product selling within the students

### Module I

Introduction to hospitality industry – profile – size – uniqueness

Complementary role of hospitality industry with other industry – major

Participants in organized sector – key factors for success – contribution to Indian

Economy – growth potential

### Module II

Marketing – basic concepts – needs, wants, demand, exchange, transaction, value

And satisfaction in hospitality industry – marketing process – marketing philosophies&

related application of concept in hotel service industry

### Module III

Marketing information system – concepts and components – internal record

System result area – marketing intelligence system – scope in hospitality business

Processes and characteristics – managerial use – MIS with special reference to

Rooms, restaurants – banquets and facilities- Marketing environment – a basis for needs

and trend analysis and marketing Effectiveness – SWOT analysis for hospitality industry of

Micro and Microenvironment

### Module IV

Product – defining the hospitality products – difference between good and

Services product – levels of product – generic, expected, augmented, potential tangible and intangible products– product mix in hospitality business Branding – basic concepts – brand equity – branding of hotels.

### **Module V**

Pricing of hospitality – concepts and methodology

Integrated marketing communication – SMMR model – steps in developing

Effective communication plan – communication mix – direct marketing

Telemarketing – advertising – sales promotion and publicity

Principles and practice of hospitality selling – Selling process – AIDA model ORAM – guest as sales force.

#### **References:**

- ✓ Marketing Management -, Philip Kotler – 10<sup>th</sup> Edition
- ✓ Elements Of Marketing Management – Mesheswari – 4<sup>th</sup> Edition
- ✓ Marketing Behavior -D.D.Sharma – 5<sup>th</sup> Edition
- ✓ Consumer Behavior –Batra & Mayars – 6<sup>th</sup> Edition

## **18. BHA6B18 SERVICE REGULATORY FRAMEWORK**

### **Objectives:**

- This course enables the students to know the regulations of government, to setup a hotel and tourism industry.
- This course helps to create awareness among students about service industry related laws like contract act, industrial legislation, food adulteration act and tourism related laws.

### **Module I**

- Indian Contract Act – definition, proposal, agreement, consideration, essentials of a valid contract, competent parties, types of contractors – valid, void and voidable.
- Performance of contract – discharge of contract – remedies of breach of contract, indemnity and guarantee.

### **Module II**

- Consumer Protection Act – definition, consumer, complaint, defect in goods, deficiency in service, unfair trade practice, restricted trade practice, procedure for redressal of grievances before district forum, State commission and National commission
- Sale of Good Act – essentials of valid sales, condition and warranties, unpaid seller and his rights.
- Rights and duties of sellers and buyers
- Industrial legislations – Factories Act – definition of factory, worker, health, safety and welfare provisions

- Industrial dispute act – definition of industry, manufacturing process, industrial dispute, provision relating to strike, lockout, retrenchment, lay off and authorities of settlement of industrial disputes.

### **Module III**

- Payment of Wages Act – definition of wages, authorized deduction, workmen's compensation act, definition of dependent, disablement , occupational diseases, liability of employer to pay compensation and amount of compensation.
- Minimum Wages Act
- Environmental Protection Act – water act (prevention and control of pollution), the Air Act (prevention and control of pollution)

### **Module IV**

- Food Adulteration Act – principles of food laws regulating prevention of food adulteration, definition, authorities under the Act
- Essential commodities and AGMARK
- Licenses and permits for hotel and catering establishments, procedure for procurement, bye laws of hotels and restaurant under municipal corporation – renewal, suspension and termination of licenses

### **Module V**

- Tourism related laws – VISA, Passport, Foreign registrations, Customs, Citizenship and FERA Act.
- Reserve Bank of India – guidelines, government procedures
- Sustainable and preservation act – wild life protection act – Labor's law
- Tourism regulations of Government

### **Reference:**

- ✓ Mercantile law: M.C Kunhal,
- ✓ Mercantile law: Gary and Chawla,
- ✓ Business Law : Tulsian
- ✓ Business Law: Gary and Chawla.

### **19. BHA6B19HOTEL PROJECT REPORT (VIVA VOCE)**

Each student has to make a project report on a topic related to the hospitality industry. This report shall also carry 4 credits.

The credit shall be awarded by the external examiner & the Project coordinator of the college, based on the viva and the report submitted by the student.

## **MODULE I**

Fundamentals of Research

## **MODULE II**

Types and Methods of Research

## **MODULE III**

Stages in Research

## **MODULE IV**

Data Collection / Methods and Tools

## **MODULE V**

Research Design

### **C. COMPLEMENTARY COURSES**

#### **20. BHA1C01**

#### **TRAVEL AND TOURISM**

### **Objectives**

- Familiarize students with varied aspects of tourism
- Create awareness about tourism
- Discuss about emerging trends in tourism industry

### **Module I**

- Tourism: Concept & Perspectives-Definition, Tourist, excursionist, incoming and outgoing
- Tourism Product-Characteristics, Elements  
Traditional and modern form – Culture (monuments, music, dance painting, handicrafts), Pilgrimage, Conventions and Conferences, Adventure, health, Social, Medical etc.
- Tourism and economy: Tourism as an industry  
the motive of tourism as an industry, economic impact, leakages.

### **Module II**

- Tourism Constituents/ Tourism Linkages - Transportation , Accommodation, Food & Beverage, Entertainment, Intermediaries, Government Organizations- travel organizations national and international- UNWTO, UFTAA, IATO,ITDC and state TDCs ,TAAI, ,IATA,
- Travel Management-Air, road rail, water transportation system
- Travel Agency and Tour Operator, - accommodation and basics of ticketing, packaging a tour
- Passport, Visa and other travel formalities .Guides & Escorts

### **Module III**

- Tourism Management – Process of tourism management-Measurements of tourism, organizational structure & system in tourism
- Tourism Marketing- Principles of marketing, how Tourism marketing is different form marketing of other products, how to market the tourism product, Advertising and Public Relations. Role of media.  
Tourism and changing communication Technology

### **Module IV**



- Tourism in India : Policy and Performance-Emergence of modern tourism in India, planning and tourism National Action Plan on tourism - Role of Government , Local bodies & private sector in planning.
- Tourism in India-Reason of slow growth rate in tourism in India- threats and obstacles  
Tourism trends (Incoming and Outgoing)

#### **Module V**

- Emerging Dimensions: India Specific  
Nature Tourism, Sustainable tourism, cultural tourism, adventure tourism, health tourism, beach tourism  
Emerging Tourism Scenario  
Social Cultural, Ecological & Economic impact of Tourism  
Eco-friendly tourism

#### **Reference:**

- ✓ Tourism Development- A.K.Bhatia
- ✓ International Travel and Tourism – Jagmohan Negi
- ✓ Tourism Planning- Clare .A.Gunn

### **21. BHA2C02 HOTEL ENGINEERING/ MAINTENANCE**

#### **Objectives:**

- To introduce the role & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel
- 
- To train the students in the techniques required for the maintenance and upkeep of a hotel
- To equip a student with basic understanding of the fuels used in the hotel industry and other sources of energy

#### **MODULE I MAINTENANCE**

- Preventive & breakdown maintenance---comparisons
- Role & importance of maintenance department in the hotel industry with emphasis on its relation with other departments of the hotel
- Organization chart of maintenance department, duties and responsibilities of maintenance department

#### **MODULE II FUELS USED IN CATERING INDUSTRY**

- Type of fuel used in catering industry; calorific value; comparative study of different fuels
- Calculation of amount of fuel required and cost

#### **MODULE III FIRE PREVENTION AND FIRE-FIGHTING SYSTEMS**

- Classes of fire, methods of extinguishing fires
- Fire extinguishers—portable and stationary
- Fire detectors and alarms.
- Automatic fire detectors cum extinguishing devices

## MODULE IV

## GAS

- Heat terms and units; methods of transfer
- LPG and its properties; principles of Bunsen burner
- Gas bank, location, different types of manifolds

## MODULE V

## WATER SYSTEMS

- Water distribution system in a hotel
- Hardness of water, base exchange method
- Hot water supply systems in hotels
- Flushing system, water taps, traps and closets

Reference:

Text book of Hotel maintenance – Dr. N. c. Goyal, Dr. K. C. Arora – 2<sup>nd</sup> edition

Effective Maintenance Management – Y. P. Singh – 1<sup>st</sup> edition

Maintenance Engineering Handbook – Lindley R Higgins, R. Keith Mobley – 6<sup>th</sup> edition

## 22. BHA3C03 NUTRITION, HYGIENE AND SANITATION

### Objectives:

- The students 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.
- The students will be able to list down the beneficial and harmful effects of micro organisms in food.
- The students will be able to apply this knowledge in preserving food against contamination, food intoxication and spoilage and thus emphasize the need for creating the right attitude towards hygienic practices to be followed in food service establishments.

### Module I

- Nutrition- Introduction-definition of nutrition, nutrients, importance of food, functions of nutrients.

### Module II

- Carbohydrates- dietary sources, daily requirements, effects of excess and deficiency.
- Lipids- functions, classification- saturated and unsaturated fats, plants and animal fats, rancidity, hydrogenation
- Proteins-classification based on nutritional quality, mutual supplementation to improve protein quality, dietary sources, effects of excess and deficiency
- Vitamins-fat soluble vitamins-A, D, E, K- their functions, sources, deficiency

- Water soluble vitamins-Thiamine, riboflavin, niacin, B 12, folic acid and vitamin C- their functions, sources, deficiency
- Minerals-calcium, iron, iodine - their functions, sources, deficiency

### Module III

- Balanced diet- definition, menu planning, factors effecting menu planning

### Module IV

- Classification of microbes into bacteria, yeast and moulds-requirements for their growth, harmful effects of bacteria –food poisoning, food infection, food borne illness, role of micro organisms in the manufacture of fermented foods

### Module V

- Prevention of food borne illnesses-hygiene systems to be followed-personal hygiene, work area hygiene, equipment hygiene, and commodity hygiene
- Methods of food preservation- cold temperature (refrigeration, freezing), heat (pasteurization, canning), dehydration, chemical preservatives.

### References:

- ✓ Food Hygiene and Sanitation , Sunetra Roday, Tata Mc Graw Hill Education Private Limited, 2<sup>nd</sup> edition, 2011.
- ✓ Text Book OF Food Nutrition And Dietetics, Raheena Beegum, Sterling Publication , 3<sup>rd</sup> edition, 2008
- ✓ Food Science And Nutrition, Sunetra Roday, Oxford University Press, 2<sup>nd</sup> edition , 2007

## 22. BHA4C04 FOOD AND BEVERAGE CONTROLS

### Objectives:

- To acquaint with Food & Beverage Control procedures
- To familiarize with the procedures required for purchasing, receiving, and issuing Food and Beverage materials
- To gain awareness about Food and Beverage Production Control methods
- To understand about Food and Beverage Sales Control Procedures

### Module I FOOD COST CONTROL

Introduction to Cost Control- Define Cost Control - The Objectives and Advantages of Cost Control- Basic costing - Food costing

### Module II PURCHASING CONTROL

Aims of Purchasing Policy-Job Description of Purchase Manager/Personnel-Types of Food Purchase-Quality Purchasing- Food Quality Factors for different commodities- Definition of Yield-Tests to arrive at standard yield -Definition of Standard Purchase Specification-Advantages of Standard Yield and Standard Purchase Specification-Purchasing Procedure- Different Methods of Food

Purchasing- Sources of Supply- Purchase Order Forms- Ordering Cost- Carrying Cost

### **Module III RECEIVING CONTROL**

Aims of Receiving -Job Description of Receiving Clerk/Personnel- Equipment required for receiving- Documents by the Supplier (including format)-Delivery Notes -Bills/Invoices-Credit Notes- Statements-Records maintained in the Receiving Department-Goods Received Book Daily Receiving Report-Meat Tags- Receiving Procedure- Blind Receiving- Assessing the performance and efficiency of receiving department- Frauds in the Receiving Department- Hygiene and cleanliness of area.

### **Module IV STORING & ISSUING CONTROL**

Storing Control- Aims of Store Control-Job Description of Food Store Room Clerk/ personnel- Conditions of facilities and equipment- Arrangements of Food- Location of Storage Facilities- Stock Control- Two types of foods received – direct stores (Perishables/non-perishables)- Stock Records Maintained Bin Cards (Stock Record Cards/Books)- Issuing Control- Requisitions-Transfer Notes- Pricing of Commodities- Stock taking and comparison of actual physical inventory and Book value- Stock levels-Hygiene & Cleanliness of area

### **Module V PRODUCTION AND SALES CONTROL**

Aims and Objectives- Forecasting-Fixing of Standards- Definition of standards (Quality & Quantity)-Standard Recipe (Definition, Objectives and various tests)- Standard Portion Size (Definition, Objectives and equipment used)-Standard Portion Cost (Objectives & Cost Cards)- Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price- Matching costs with sales- Billing procedure – cash and credit sales- Cashier's Sales summary sheet

#### **References**

- ✓ Food Service Organizations -5edition-Prentice Hall Inc
- ✓ Managing Food and Beverage Operations -1ed-Frank Bros &co
- ✓ Food and Beverage Management -Butterworth Heinemann

## **D. OPEN COURSE**

### **23. FOOD AND BEVERAGE MANAGEMENT**

#### **Objective:**

- To impart relevant Food and beverage management techniques to students in order to sustain quality and profitability in F&B operations.
- To provide competencies that are required to develop operational and managerial skills in aspiring Food and service personnel.
- To inculcate and familiarize with necessary skills and resources that are required for a complete Food and beverage service staff

#### **Module I Quality Management**

- Quality management in Food and beverage operations

- Forecasting, Menu analysis, profitability and menu improvement
- Marketing, merchandising, advertising and promotion
- Managing restaurants, kitchens, stores and bars

#### **Module II** Planning and designing of F&B outlets

- Feasibility study, location and market- Definition and relationship
- Advantages of feasibility study-types ,stages and reasons
- The planning process, planning team and functions of design
- Relationship between design and productivity, relation between Production & Service
- Constraints in planning and design

#### **Module III** F&B Management

- Planning and budgeting in F&B operations, Food cost and portion controls
- Inventory control and management- its advantages
- Food and beverage cost and calculation
- Management information systems(MIS)
- Functions of MIS in cost control

#### **Module IV** Standard Recipe

- Plate presentation
- Modern trends in plate presentation
- International entrees
- International recipes

#### **Module V** Facility planning

- Space allocation
- Planning a kitchen
- Planning a dining room

#### **References**

- ✓ Cooking Essentials Vol-1 by Mary Donovan
- ✓ The art and science of culinary preparation Vol-1 by J.W. Chesser
- ✓ Theory of Cookery Vol-1by Krishna Arora
- ✓ Larder chef Vol-04 by Lalo.M.J &Bode .W
- ✓ Cooking ingredients Vol-2 by Christine Ingram
- ✓ F & B Management - Davis and Stones– 3<sup>rd</sup> Edition
- ✓ F & B Management - Cousins, Foskett &Short- Orient Longman- 2<sup>nd</sup> edition
- ✓ Professional Food & Beverage service Management - Brian Varghese- Macmillan India-1<sup>st</sup> edition

