

## Semester – IV

Sl. No.	Subject Code	Subject	Theory 100		Practical 100	
			Int. 30	Ext. 70	Int. 30	Ext. 70
1.	BHM- 401	Front Office Operations – III	30	70	30	70
2.	BHM- 402	Food Production Operations – III	30	70	30	70
3.	BHM- 403	Food and Beverage Service Operations – III	30	70	30	70
4.	BHM- 404	Housekeeping Operations – III	30	70	30	70
5.	BHM- 405	Ethical Legal and Regulatory Aspects of Hoteliering	30	70	-	-
6.	BHM- 406	Organizational Behaviour	30	70	-	-
<b>Total Marks</b>			<b>1000</b>			

### **Preliminary Industrial Training (Ten Weeks):**

*The Student shall have to undergo a ten weeks preliminary industrial training in a leading hotel/resort property, duly approved by the institute. Though the institute may help the incumbent students in arranging their training in suitable institutions, the sole responsibility, in this context, will rest on the student. The student will have to submit a comprehensive training report in the Department, duly certified by the competent authority of the training institute. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. The training report shall have to be submitted the report at least one month before commencement of the fifth semester examinations.*

**Log Book Evaluation:** *While on the training, the students shall have to maintain a Log Book in the format prescribed by the Institute of Tourism & Hotel Management. The Log Book, to be submitted at least one month before commencement of 5<sup>th</sup> semester examination by a panel of experts (One internal and one external).*

## **BHM- 401 Front Office Operations – III**

**Objectives:** *This module aims at exposing the students with such professional aspects of Front Office Operations like, 'Computer Applications in Front Office'; Stay and Departure Procedure', 'Front Office Communication' and 'Guest Security' perspectives.*

### **Module I- Computer Applications in Front Office Operations:**

- Use of computer in front office: Types uses and, scope; advantage and limitations of computer application
- Common software used in Front Office; basic understanding of Shaw-man, Amadeus Fidelio and IDL
- Computer Application in Front Office System - room reservation, guest history, Check-in Check-out information and telephone operations Housekeeping, Telephone Operators, Point of Sale.)
- Use of computers in Back Office system: MIS, Material management system, financial accounting system, F& B control system and, personnel management System.

### **Module II – Guest Stay Oriented Functions (During the Stay Activities) of Front Office**

- Information Services; message and mail handling; key Handling; complaint handling; guest handling; room shifting; wake-up calls; room selling; activities related to safe deposits and hospitality desk;
- Guest history Card
- Rack used in Front Office

### **Module III - Front Office Communication**

- Front Office Communication  
Guest Communication; Log Book; Information Directory; Mail and Package Handling; Telephone Services
- Inter-Departmental Communication  
Communication with housekeeping; kitchen, room service, engineering and maintenance; revenue centres and, marketing and public relations departments
- Guest Services: equipment and supplies; special procedure; guest relations; Identifying, receiving and handling complaints; follow up procedures

### **Module IV – Guest Departure Procedures**

- Check-out formalities; express check-out; self check-out and late check-out
- Account settlement; method of settlement; un-paid account balances; account collection; account aging; updating front office records; guest histories; marketing follow-up. Through

### **Module V- Security Perspectives**

- Significance and scope
- Door Locks, Key Control and Access Control
- Types of Locking System ( Standard Mechanical door Lock, Non-Electronic Locking System)
- Guest Room Security
- Emergency Procedures (Illness, accidents, theft, fire, etc.)

### **Practical**

Mail and Package Handling

Wake-up call exercise

Log Book preparation

Preparation of Guest history Card

Key Control exercises

Identifying, receiving and handling complaints

Use of computers in Back Office system

Emergency Procedures (Illness, accidents, theft, fire, etc.)

Inter-personal communication (verbal)

### **Suggested Readings**

- Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.*  
*Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.*  
*Check in Check out – Jerome Vallen*  
*Front Office Procedures – Peter Abbott & Sue Lewry*  
*Basic Hotel Front Office Procedures – Peter Renner*  
*Managing Front Office Operations – G.E.Steadman*  
*Front Office Operations and Management – Dennis L.Foster*  
*Effective Front Office Operations – Michael L.Kasavana*

## **BHM- 402 Food Production Operations – III**

**Objectives:** *This course of study aims at introducing the students with basics of 'meat and fish cookery', 'milk products', 'equipment involved in quantity food production'; and, 'menu planning and procedures for volume/Institutional/outdoor catering'.*

### **Module I- Meat and Fish Cookery**

- Introduction of meat cookery; cuts of beef / veal; cuts of lamb / mutton; cuts of pork
- Variety meats
- Introduction to fish cookery; classification of fish with example; cuts of fish
- Selection of fish and shellfish
- Cooking of fish (effects of heat)

### **Module II – Milk and Milk Products**

- Introduction to milk and milk products; types of milk – skimmed and condensed; processing of milk; pasteurization and homogenization; nutritive value
- Cream: types of cream; processing of cream
- Cheese; types and uses of cheese; processing of cheese; classification of cheese; curing of cheese
- Butter: Types of Butter; uses and processing of butter

### **Module III-Quantity Food Production Equipments:**

- Equipment required for mass / volume feeding
- Heat and cold generating equipment
- Care and maintenance of this equipment
- Modern developments in equipment manufacture

### **Module IV- Menu Planning:**

- Basic principles of menu planning – recapitulation
- Points to consider in menu planning for various volume feeding outlets as industrial, Institutional, mobile catering units.
- Planning menus for school /college students, industrial workers, hospitals, outdoor parties, theme dinners and transport sector - cruise lines, airlines and railway; nutritional aspects
- Indenting; principles of indenting for volume feeding; types of volume feeding; portion sizes of various items for different; practical difficulties in indenting for volume feeding
- Guiding principles for planning quantity food production, especially with regard to space allocation, equipment selection and staffing

### **Module V- Institutional and Industrial Catering**

- Types of institutional and industrial catering; scope and problems
- Hospital Catering; catering for patients, staff and visitors – diet menus and nutritional requirements; criteria and options

- Off premises catering – concept and growth perspective; menu planning for theme parties; constraints in off premises catering; concept of a central production unit
- Mobile Catering; divisions/branches of mobile catering; flight kitchen and sea catering)
- Quantity Purchase and Storage; purchasing system; purchase specification and purchase techniques; storage

### **Practical**

Preparation of basic gravies.

Cuts of different meat; Preparation of assorted meat dishes.

Cuts of Fish and Preparation of assorted fish dishes.

Preparation of cottage cheese, curd and Evaporated milk

Preparation of dishes based on Cream, cheese and butter.

Menu Planning exercise for Hospital Catering, Mobile Catering, Cruise, Airline and Railway catering, hostel mess catering, staff cafeteria and theme catering.

Purchase and Storage exercise, Preparation of purchase specification for different Meats.

### **Suggested Readings:**

*Arora Krishna: Theory of Cookery; Frank Bros & Co.*

*Klinton & Cesarani: Practical Cookery; Arnold Heinemann.*

*Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn*

*Modern Cookery for Teaching and the Trade Vol.I & Vol. II – Thangam E.Philip (Mumbai, Orient Longman).*

*Chef's Manual of Kitchen Management – John Fuller.*

*Le Repertoire De La Cuisine – L.Saulnier.*

## **BHM- 403 Food and Beverage Service Operations – III**

**Objectives:** *The framework of this paper has been designed with the aim to develop professional skills of the students especially required for serving the various alcoholic and non-alcoholic beverages to the guests. With the study of present module, the students will also be able to understand control methods and procedures involving F & B Service.*

### **Module I– Non Alcoholic Beverages:**

- Characteristics and classification of non-alcoholic beverages (Nourishing ,Stimulating & Refreshing); coca and malted beverage; tea (origin, types and brands); coffee (Origin, types and brands)
- Tobacco (classification, Types and brands)
- Historical and processing perspective of coffee, tea and tobacco

### **Module –II Alcoholic Beverages - Wines**

- Definition, characteristics and classification of alcoholic beverages
- Unique feature of wine; white wine and red wine
- Viticulture and, viticulture methods
- Vinification - still, sparkling, aromatised and fortified wines
- Wines of France, Italy, Spain, Portugal, South Africa, India and Americas.
- Wine Glasses and Equipments; Storage and service of wines
- . Food and Wine Harmony; vine diseases

### **Module III– Beers and other Fermented and Brewed Beverages**

- Introduction; Types and Brands (Indian and International)
- Ingredients and production/brewing

- Service of different types of Beer.
- Sake, cider and Perry

#### **Module IV– Control Methods**

- Necessity and functions of control system; control measures
- Billing methods - duplicate and triplicate system
- KOTs and BOT'; computerized KOT's
- F. & B. Control Cycle and Monitoring.

#### **Practicals:**

Service of non-alcoholic beverages - tea, coffee and others

Identification of different types of glassware and wine bottles from different regions.

Practice of social skills; dress code

Matching wines with food.

Service of white, rose and sparkling wines; Champagne Service;

Understanding wine terminology

Preparation of BOT & KOT.

understanding wine and beer labels.

Identifying wine bottle corks.

Familiarising with bar equipments tools and bar arrangement

#### **Suggested Readings:**

Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.

Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.

Essential Table Service for Restaurants – John Fuller

The Waiter – A.J.Curry

Modern Restaurant Service – John Fuller

Beverage Management – Michael Coltman

Table and Bar – Jeffrey Clarke

## **BHM- 404 Housekeeping Operations – III**

**Objectives:** *This module exposes to students to the various vital areas of house keeping, ranging from 'stain removing'; 'laundry operations; 'floral arrangements' and 'cleaning of public areas' to 'pest control'.*

#### **Module I- Stain Removal**

- Classification; classification of stains
- General rules for stain removal; classification of stain removals
- Methods of removing stains from different surfaces;
- Attention, precaution and limitations

#### **Module II- Laundry**

- Laundry operations: nature, scope, significance and guiding principles
- Duties and responsibilities of Laundry staff - laundry manager, sift in charge, dry cleaning supervisor, spotter *cum* Presser, laundry clerk, valet runner and laundry attendants
- Equipment layout and planning of laundry
- Flow Process of Industrial Laundry
- Stages in wash cycle; dry cleaning
- Role and classification of Laundry agents
- Guest Laundry services; collection and delivery,

### **Module III- Floral Arrangement**

- Purpose and types of flower arrangement
- Level of Placement with relevant examples
- Equipment and materials required
- Conditioning of Plant materials
- Style of flower arrangement w/s, j/s
- Principles of Flower Arrangement

### **Module IV- Cleaning of Public Areas**

- Cleaning of lobby, cloak room, restaurants, bar, banquet hall, administrative offices, Lifts, elevators, staircases, corridors, and, front and Back Areas; material and methods
- Cleaning Process
- Upkeep of public areas

### **Module V- Pest Control**

- Types of pest found in hotels
- Areas of infestation; consequences of infestation
- Prevention and control measure; risks and precautions
- Responsibility of housekeeping in pest control

#### **Practicals**

Exercises involving -

Stain removal – removal of ink, blood, turmeric, oil and grease

Laundry Procedures for bed sheets, pillow cover, napkins, upholsteries and towels etc

Dry Cleaning – woollens, silk and satin

Flower arrangements for guest rooms, lobbies, restaurant and banquets

Public area cleaning – poolside, lobbies, corridors, common conveniences, stairs, lifts and escalators

Pest control - rats, termite and insects/bugs

#### **Suggested Readings:**

*Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*

*Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.*

*A.C. David, Hotel and Institutional Housekeeping.*

*Wellek, Hotel Housekeeping.*

*Professional Management of Housekeeping Operations, Martin Jones, Wiley.*

*Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.*

## **BHM- 405 Ethical Legal and Regulatory Aspects of Hoteliering**

**Objectives:** *This course of study has been planned to acquaint the students with legal and regulatory framework applicable to the hospitality and tourism industry in India. The module familiarizes the upcoming professionals with the legalities and regulations governing the ‘inception, approval and operations of a hospitality establishment’; ‘employee’s and employer’s rights and responsibilities’; and, ‘the rights and responsibilities of hotel vis a vis hotel guest’.*

### **Module I– Introduction to Hotel and Tourism Laws**

- Laws Governing the Hotel Industry; areas of legal compliance for hotel business.
- Law Governing hotel associations and unions.
- Legislation concerning accommodation and catering sector
- International Hotel Regulations
- Common regulations and legislations applicable to tourism and hotel industry – brief overview

**Module II– Laws Relating to Hotel Operations:**

- Rights and responsibilities of hotels and guests with regard to, provision of accommodation, food and beverages, safety and security of guests and general code of conduct
- Types of contract and contractual relationship; warranties; booking contract; terms and conditions of advance / hotel reservation; infectious diseases; death at the hotel; price display; service charges; over-booking; damage to the property; lost and found; entry of pets; and nuisance creating guests

**Module III – Law Relating to Registration and Approval and Bar License:**

- Registration and approval of Hotel and Restaurant; types of license and procedure for applying; conditions for grant of licence
- Bar and liquor license; liquor licensing law; licensed premises; types of permits; type of premises; general permitted hours
- Food and Beverage Law; prevention of Adulteration of Food and Beverage

**Module IV – Legislations Concerning the Employees and Employer**

- Employees' Welfare Perspective: Trade Union Act 1926; The Payment of wages Act 1936; Minimum Wages Act 1948; Workman's Compensation Act 1923; The Payment of Bonus Act 1965; The Payment of Gratuity
- Other important Legislations; Industrial Dispute Act 1947; Shops and Establishment Act; The Factory Act 1948; The Indian Contract Act 1972 and, The Indian Partnership Act 1932

**Module – V Laws and Regulations Concerning on Foreign Tourists/ Hotel Guests**

- Documentary Requirements at the time of hotel check-in: Passport ; types and validity of passport; Visa; types and duration of visa; Foreigner's Registration - requirements and procedure
- Other Regulations/Formalities/Documents; Custom duty and custom clearance; Tourist baggage Re-export norms; health check/certificate (in case of specified conditions only); Currency declaration and Foreign Exchange Regulations Acts; Income Tax clearance in specified cases

**Suggested Readings:**

*Introduction to Law – Kapoor (Taraporevala, Mumbai)*  
*Commercial Law – Kapoor (Sultan Chand, Delhi)*  
*Reserve Bank of India Guidelines*  
*Satyendra Singh Malik: Ethical, Legal and Regulatory aspect of Tourism Business.*  
*Indian Tourism Act 1992, (Govt. of India).*  
*Company Laws – N.D.Kapoor*  
*Business Laws – K.R.Mulchandani*

**BHM- 406 Organizational Behaviour**

**Objectives:** *This module would help the students to understand the key dimensions, processes and influences upon human behaviour at the level of individual, as also in the context of work organization.*

**Introduction:**

- Organizational Behaviour: meaning and scope
- Historical Evolution of Organizational Behaviour
- Functions, Skills and Role of Managers.
- Systems Approaches for Understanding Organization

**Basic Human Processes I:**

- Learning: Definition, Learning Process, Theories of Learning (Classical Conditioning, Operant Conditioning, Social Learning)
- Perception: Concept of Perception Process, Factors Influencing Perception, Perceptual Errors, Self-Fulfilling Prophecy.

**Basic Human Process II:**

- Communication: Definition, functions, process of communication, gateways and barriers to communication, basic forms of communication
- Personality: Concept & Determinants of Personality, Theories of Personality (Type theories, Trait Theories, Psycho analytical Approach)

**Module IV- The Individual in the Organization:**

- Values: Definition, and Types
- Attitudes: Definition, Functions, Nature, and Changing Attitudes.
- Stress Management: Nature, Causes, Effects, and Managing Stress.
- Motivation: Definition, Concept, and Theories of Motivation (Maslow, Herzberg, Alderfer)

**Module V- Group Process and influencing others:**

- Group Dynamics: Definition And Classification of Groups, Groups Behavior, Group Development, Group Decision Making, Teams, Difference Between Group and Team.
- Interpersonal Relationship: Transactional Analysis, Johari Window
- Conflict Management: Types, Levels, & Process
- Leadership: Definition, Concept Factors, and Theories.(Trait Theory, Ohio, Michigan, Iowa, X &Y, Tannenbaum & Schimidt, Manageriaql Grid)

**Suggested Readings:**

*S.P. Robbins, 'Organisational Behavior', Phi New Delhi*  
*F.Luthans, 'Organisational Behavior', 'Mc Graw Hill, New Delhi*  
*Uma Shekharan, ' Organizational Behavior ', ' Tata Mc Graw Hill, New Delhi*  
*Jit S Chandan, ' Organizational Behavior.*

***Ten Weeks' Preliminary Industrial Training:*** *As per the course requirement, incumbent students have to go on a preliminary industrial training in a leading hotel/resorts property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institutions, the sole responsibility, in this context, will rest on the students. They will have to submit a comprehensive training report along with the logbook, on the formats prescribed by the Department, at least one month before commencement of the fifth semester examinations. The report and logbook to be evaluated in 5<sup>th</sup> Semester, shall stand for 50 marks each*