



Vijayanagara Sri Krishnadevaraya University

Department of Management

SYLLABUS

BBA IN HOTEL MANAGEMENT

Under Choice Based Credit System (CBCS)

(I to VI Semester)

WITH EFFECT FROM 2016-17

Course Structure of BHM
(From the Academic Year 2016-17)
I semester

Papers	Duration of exam	Theory Marks	Min. pass	Practical Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
Communicative English – I (1.1)	3	70	32	--	--	30	0	100	40
French – I (1.2)	3	70	32	--	--	30	0	100	40
Indian Constitution (1.3)	3	70	32			30		100	40
F & B Prod. I (1.4)	3	70	32	--	--	30	0	100	40
F & B Serv. I (1.5)	3	70	32	--	--	30	0	100	40
Front Office – I (1.6)	3	70	32	--	--	30	0	100	40
Housekeeping – I (1.7)	3	70	32	--	--	30	0	100	40
Hotel Financial Accounting (1.8)	3	70	32	--	--	30	0	100	40
Front Office Practical. – I (1.6.1)	3 / batch of 15 students	--	--	50	20	--	--	50	20
Housekeeping Practical – I (1.7.1)	3 / batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR I SEMESTER								900	

II semester

Papers	Duration of exam	Theory Marks	Min. pass	Practical. Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
English Communication – II (2.1)	3	70	32	--	--	30	0	100	40
French – II (2.2)	3	70	32	--	--	30	0	100	40
Environmental Studies (2.3)	3	70	32	--	--	30	0	100	40
F & B Prod. II (2.4)	3	70	32	--	--	30	0	100	40
F & B Serv. II (2.5)	3	70	32	--	--	30	0	100	40
Hygiene & Food Safety (2.6)	3	70	32	--	--	30	0	100	40
Management Principles & Practices (2.7)	3	70	32	--	--	30	0	100	40
Computer Fundamentals In Hotels (2.8)	3	70	32	--	--	30	0	100	40
Food & Beverage Production Practical – II (2.4.1)	4 / batch of 15 students	--	--	50	20	--	--	50	20
Food & Beverage Service Practical – II (2.5.1)	4 / batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR II SEMESTER								900	

III SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
F & B Prod. III (3.1)	3	70	32	--	--	30	0	100	40
F & B Serv. III (3.2)	3	70	32	--	--	30	0	100	40
Front Office –II (3.3)	3	70	32	--	--	30	0	100	40
Housekeeping–II (3.4)	3	70	32	--	--	30	0	100	40
Organizational Behavior (3.5)	3	70	32	--	--	30	0	100	40
Hotel Economics & Statistics (3.6)	3	70	32	--	--	30	0	100	40
Entrepreneurship Development (3.7)	3	70	32	--	--	30	0	100	40
Computers in Hospitality Services (3.8)	3	70	32	--	--	30	0	100	40
Front office Practical – II (3.3.2)	3/ batch of 15 students	--	--	50	20	--	--	50	20
Housekeeping Practical – II (3.4.2)	3/ batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR III SEMESTER								900	

IV SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical. Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
F & B Prod. IV(4.1)	3	70	32	--	--	30	0	100	40
F & B Serv. IV (4.2)	3	70	32	--	--	30	0	100	40
Front Office – III (4.3)	3	70	32	--	--	30	0	100	40
Housekeeping –III (4.4)	3	70	32	--	--	30	0	100	40
Marketing of Hospitality Services (4.5)	3	70	32	--	--	30	0	100	40
Business Law (4.6)	3	70	32	--	--	30	0	100	40
Hotel Costing – I (2.7)	3	70	32	--	--	30	0	100	40
Food & Beverage Production Practical – II (4.1.2)	4 / batch of 15 students	--	--	50	20	--	--	50	20
Food & Beverage Service Practical – II (4.2.2)	4 / batch of 15 students	--	--	50	20	--	--	50	20
Front office Practical – II (4.3.3)	3 / batch of 15 students	--	--	50	20	--	--	50	20
Housekeeping Practical – II (4.4.4)	3 / batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR IV SEMESTER								900	

V SEMESTER

Papers	Duration of exam	Project Report	Min. pass	Viva	Min. pass	Logbook	Min. pass	Total per subject	Min for pass
Industrial Practicum (5)	3 / 12 students	200	80	20	20	50	20	300	120
TOTAL MARKS FOR V SEMESTER								300	

VI SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical . Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
F & B Prod. V(6.1)	3	70	32	--	--	30	0	100	40
Accommodation Management (6.2)	3	70	32	--	--	30	0	100	40
Financial Management in Hotels (6.3)	3	70	32	--	--	30	0	100	40
Elective (6.4)	Student can choose any one of the elective to specialize in any of the 4 core subjects								
	Duration of exam		Practical Marks		Minimum Pass				
F &B Production (6.4.1)	5 / batch of 15 students		150		60				
F & B Service (6.4.2)	5 / batch of 15 students		150		60				
Front Office (6.4.3)	5 / batch of 15 students		150		60				
Housekeeping (6.4.4)	5 / batch of 15 students		150		60				
TOTAL MARKS FOR VI SEMESTER								900	

I SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
Communicative English – I (1.1)	3	70	32	--	--	30	0	100	40
French – I (1.2)	3	70	32	--	--	30	0	100	40
Indian Constitution (1.3)	3	70	32			30		100	40
F & B Prod. I (1.4)	3	70	32	--	--	30	0	100	40
F & B Serv. I (1.5)	3	70	32	--	--	30	0	100	40
Front Office – I (1.6)	3	70	32	--	--	30	0	100	40
Housekeeping – I (1.7)	3	70	32	--	--	30	0	100	40
Hotel Financial Accounting (1.8)	3	70	32	--	--	30	0	100	40
Front Office Practical. – I (1.6.1)	3 / batch of 15 students	--	--	50	20	--	--	50	20
Housekeeping Practical – I (1.7.1)	3 / batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR I SEMESTER								900	

BBA IN HOTEL MANAGEMENT

COMMUNICATIVE ENGLISH

Code :I(1.1)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY

40 hrs

TOPIC – I COMMUNICATION

6 hrs

- Definition
- Process of Communication
- Components of Communication
- Forms of Communication
 - Formal & Informal
 - Verbal Communication
 - 1. Oral & Written
 - 2. Advantages & Disadvantages
 - 3. Barriers of Oral Communication
 - 4. Overcoming Barriers of Oral Communication
 - Non-Verbal Communication
 - 1. Ambience
 - 2. Voice
 - 3. Body Language
 - 4. Symbols
 - 5. Proxemics
 - 6. Grooming
 - 7. Power Dressing

TOPIC – II INTRODUCTION & BASICS OF HOSPITALITY COMMUNICATION

6 hrs

- Importance of Communication in Hospitality
- Effects of Communication in Hospitality
- Forms of Communication in Hospitality
 - 1. Formal & Informal
 - 2. Verbal & Non – Verbal

TOPIC – III BASICS OF WRITTEN COMMUNICATION

6 hrs

- Written Communication – Factors Involved.
- Drafting Messages
- Letter Writing
 - 1. Formal Letters

2. Leave Letters

3. Request for Permission

4. Request for Issue of Documents / Commodities etc.
Email & Formal Net Communication

TOPIC – IV PARALANGUAGE SKILLS

4 hrs

Telephone Etiquettes
Listening Skills & Taking Telephonic Messages
Introduction – Self & Others
Instructions – Asking & Giving

3

TOPIC – V ENGLISH GRAMMAR

8 hrs

Accuracy & Usage, Common Errors & their Correction in English Usage With
Emphasis on Prepositions, Verbs, Tenses, Articles
Active & Passive Voice
Direct & Indirect Speech
Making Queries, Instructions & Directions.

PRACTICALS

10 hrs

1. Listening Skills – Recorded & Unrecorded
2. Speaking Skills – Extempore, Jam, Presentation
3. Role Play – Telephonic & Conversation
4. Group Discussions

BBA IN HOTEL MANAGEMENT

FRENCH

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

33 HRS

THEORY

TOPIC 1 INTRODUCTION TO FRENCH

TOPIC 2 GRAMMAIRE - LES ARTICLES – Indéfini & Défini

TOPIC 3 LEÇON – 1 (A VOTRE SERVICE - Vol. I)

TOPIC 4 LEÇON – 2 (A VOTRE SERVICE - Vol. I)

TOPIC 5 LEÇON – 3 (A VOTRE SERVICE - Vol. I)

TOPIC 6 LEÇON – 4 (A VOTRE SERVICE - Vol. I)

TOPIC 7 LEÇON – 5 (A VOTRE SERVICE- Vol. I)

TOPIC 8 LEÇON – 6 (A VOTRE SERVICE - Vol. I)

TOPIC 9 LEÇON – 7 (A VOTRE SERVICE - Vol. I)

TOPIC 10 LEÇON – 8 (A VOTRE SERVICE- Vol. I)

TOPIC 11 LEÇON – 9 (A VOTRE SERVICE- Vol. I)

PRACTICALS

Présente Vous

Les noms des fruits et des legumes

Les couleurs

BBA IN HOTEL MANAGEMENT

FOOD & BEVERAGE PRODUCTION

Code :I(1.4)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

THEORY 40 hrs

TOPIC – I INTRODUCTION TO COOKERY 4 hrs

Introduction to Cookery
Aims & Objectives of Cookery

TOPIC – II KITCHEN, KITCHEN EQUIPMENTS & COOKING FUELS 8 hrs

Layout & Sections of the Department
Kitchen Brigade & Role of Key Kitchen Personnel with Their Job Description & Job Specification
Professional Standards & Ethics for Food Handlers
Classification of Equipments, Uses, Care & Upkeep
Types of Fuels & Its Uses
Safety

TOPIC – III FOOD COMMODITIES 16 hrs

Classification & Characteristics of
Ingredients Uses of Ingredients
Cleaning & Pre-preparation of Food Commodities
Selection & Cuts of Fruits, Vegetables, Meat, Poultry, Game & Fish
Effects of Heat on Cooking

TOPIC – IV METHODS OF COOKING 6 hrs

Classification, Principles, Equipments Required, Commodities That Can Be Used for a Particular Method With Examples.

TOPIC – V STOCKS 6 hrs

Types of Stocks, Principles of Making a Good Stock, Mirepoix, Bouquet Garni & their Uses

PRACTICALS:

Identification of Equipments
Cuts of Vegetables
Cuts of Meat & Fish
Methods of Preparation
(Demonstration) Preparation of various Roux, Stocks
Preparation of Mother Sauces I (Béchamel, Velouté, Espagnole, Mayonnaise) Preparation of Soups I (Puree, Cream, Consommé)

BBA IN HOTEL MANAGEMENT

FOOD & BEVERAGE SERVICE

Code :I (1.5)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY	40 hrs
TOPIC – I INTRODUCTION TO FOOD & BEVERAGE SERVICE INDUSTRY	6 hrs
Introduction to Food & Beverage Service Types of Catering Operations	
TOPIC – II F & B SERVICE ORGANIZATION, SECTIONS & ATTRIBUTES OF SERVICE STAFF	22 hrs
Organizational Hierarchy Role of Key Service Personnel with Their Job Description & Job Specification Attributes of Service Personnel Sections of the Department with their hierarchy	
TOPIC – III FOOD & BEVERAGE SERVICE EQUIPMENTS	12 hrs
Furniture Linen Chinaware Silverware (Flatware, Hollowware) Glassware Disposables Special Equipments (Trolleys , Electrical) Waiter’s Kit (Personal Equipments)	
PRACTICALS	
Grooming, Etiquettes, Briefing, De-briefing. Mise-en-place & Mise-en-scene Identification of Equipments Laying & Relaying a Table Rules of Laying a Cover Napkin Folding Service of Water	

BBA IN HOTEL MANAGEMENT

FRONT OFFICE

Code :I(1.6)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

THEORY 40 hrs

TOPIC – I INTRODUCTION TO HOTEL INDUSTRY 3 hrs

Definition of Hotel

Origin, Growth & Development of Hotel Industry

Classification & Categorization of Hotels

TOPIC – II HOTEL ORGANIZATION 10 hrs

Introduction to Front Office

Basic Activities of Front Office

F. O. Layout & Equipments

Various Sections of the Department

Organization Structure of the Front Office Department of a 5 & 3 Star Hotel and that of a large & Small Hotel

Role of Key Front Office Personnel with Their Job Description & Job Specification

Attributes of a Front Office Personnel

Co-ordination with Various Departments

TOPIC – III FRONT OFFICE PRODUCT 4 hrs

Types of Rooms

Types of Room Rate

Types of Plan

Room Status

TOPIC – IV GUEST CYCLE 4 hrs

Pre-arrival

Arrival

Occupancy

Departure

TOPIC – V LOBBY AND BELL DESK OPERATIONS

8 hrs

ayout of the Lobby
Concept of Uniform Services & It's Functions
Layout and Equipment of Desk
Luggage handling Procedure on guest arrival – FIT, VIP, and Group
Luggage handling Procedure on guest Departure – FIT, VIP, and Group
Left Luggage procedure
Scanty Baggage procedure

Topic VI RESERVATION CONCEPT

10 hrs

Sources and modes
Types – Guaranteed & non-
guaranteed Reservation Record
Method of receiving a

reservation Handling special

requests

Confirmation of reservation Modification of reservation

Cancellation of reservation Reservation Charts

Records and forms used
Job description and specification – Reservation Assistant

BBA IN HOTEL MANAGEMENT
Front Office PRACTICAL EXAMINATION

Code :I(1.6.1)
Contact Hours :40
Credit Points :4

Univ Code :
Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

SUB DIVISIONS A, B, C and D will be marked by the external examiner for 35 marks,

SUB DIVISIONS E and F will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

- A. Reservations - 10 marks Taking
the reservation
Modifying the reservation
- B. Telephone Etiquette -10 marks
- C. Written test on countries, capitals, currencies and their official airlines - 5 marks
- D. Viva (Pertaining to the 1st semester syllabus)-10 marks

INTERNAL EXAMINER

- E. Grooming and Journal – 5 marks
- F. Assignment – 10 marks
Countries, capitals, currencies and official airlines of the world
Types of rooms
Guest Cycle etc

BBA IN HOTEL MANAGEMENT

HOUSEKEEPING

Code :I(1.7)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY 40 hrs

TOPIC – I INTRODUCTION TO HOUSEKEEPING 2 hrs

Meaning & Definition
Importance of Housekeeping
Responsibilities of the Housekeeping Department
Co-ordination
A Career in Housekeeping

TOPIC – II THE HOUSEKEEPING DEPARTMENT 6 hrs

Organizational Frame Work / Hierarchy of the Department (Small, Medium, Large) Layout (in brief) & Sections of the Housekeeping Department
Role of Key Housekeeping Personnel with Their Job Description & Job Specification
Qualities of Housekeeping Staff
Skills of a Good Housekeeper (Managerial, Technical, Conceptual)
Inter- departmental Co-ordination

TOPIC – III HOTEL GUEST ROOMS 14 hrs

Type of Guest Rooms
Layout of Guest Rooms & Floor Pantry
Furniture, Fixture, Guest Supplies, Amenities in a Guest Room (in brief)
Accessories
Housekeeping Parlance & Codes
Bed Making (Traditional & Turndown Service)
Daily Cleaning of Occupied, Departure, Vacant, VIP Rooms
Scheduled Cleaning, Spring Cleaning
Evening Service
Systems & Procedure Involved
Cleaning Process
Cleaning & Upkeep of Public Areas (front & back of the house)

TOPIC – IV CLEANING EQUIPMENTS 6 hrs

Classification of Equipments
Characteristics of a Good Equipment
Operating Principles of a Good Equipment
Storage, Upkeep & Maintenance of Equipments

TOPIC – V HOUSEKEEPING CONTROL DESK 6 hrs

Importance, Role & Co-ordination Forms,
Formality & Register Used Lost & Found
Role of Computers
Key Control
Gate Pass
Indenting from Stores

TOPIC – VI LINEN, UNIFORM, TAILOR ROOM 6 hrs

Layout

10

Types of Linen, Sizes, Linen Exchange

Procedure Storage Facilities & Conditions

Par stock

Discard Procedure. Re-use of

Discards Inventory System

Functions of Uniform & Linen Room

PRACTICALS

20 hrs

Grooming Personnel Hygiene,
Etiquettes Telephone Handling
Bed Making

Identification of

Equipments Area Cleaning

Glass Cleaning Task and brassoing

Forms & Formats

Books of Reference:

1. Hotel, Hospitals and Hostel Management
2. Hotel Housekeeping Management by Sudhir Andrews
3. Hotel house Keeping By Raghubalan & Smritee Raghubalan

BBA IN HOTEL MANAGEMENT
House Keeping PRACTICAL EXAMINATION

Code :I(1.7.1)
Contact Hours :40
Credit Points :4

Univ Code :
Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

SUB DIVISIONS A, B, C and D will be marked by the external examiner for 35 marks,

SUB DIVISIONS E, F and G will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

A. Bed Making – 10 marks

Students are required to make a traditional single bed without the bedcover within 5 minutes. Evaluation is done on correct usage of linen, neatness and time taken.

B. Brass polishing – 5 marks

Students are required to present a polished medium sized brass article. Care to be taken to provide one unpolished brass item to each student. Time limit – 30 min.

C. Area Cleaning- 10 marks

D. Viva – 10 marks

The viva will be conducted by the external examiner and will pertain to the glossaries that have been given for the examination

INTERNAL EXAMINER

E. Assignment - 5 marks

Student is required to prepare a topic and present it on a PowerPoint.
Students will be quizzed on the same.

Time allotted for presentation and Q , A session – 5+ 1 min. each

F. Journal – 5 marks

The student is required to present a neat and covered certified journal containing the entire practical done during the year.

G. Forms and formats – 5 marks

Students are required to draw a form or format as required by the examiner. Time allotted – 30 min

BBA IN HOTEL MANAGEMENT

HOTEL FINANCIAL ACCOUNTING

Code :1.8

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

TOPIC 1 DOUBLE ENTRY BOOK KEEPING 3 HRS

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

TOPIC 2 JOURNAL AND LEDGER 10HRS

- 2.1. Meaning, Advantages and Limitations
- 2.2. Classification of Accounts – personal, real and nominal, rules for debiting and crediting
- 2.3. Journalizing – simple and compound entries,
- 2.4. Posting from journal to ledger, balancing of accounts

TOPIC 3 SUBSIDIARY BOOKS 8 HRS

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

TOPIC 4 TRIAL BALANCE 02 HRS

- 4.1. Meaning, objectives, advantages and limitations
- 4.2. Preparation of Trial Balance
- 4.3. Types of Errors (only theory)

TOPIC 5 FINAL ACCOUNTS 12 HRS

- 5.1. Meaning, Objectives, Advantages and limitations
- 5.2. Trading and Profit and Loss Account, Balance Sheet
- 5.3. Types of assets and liabilities
- 5.4. Adjustments – closing stock, outstanding income and expense, prepaid expense, income received in advance and depreciation.

TOPIC 6 UNIFORM SYSTEM OF HOTEL ACCOUNTING 05 HRS

- 6.1. Meaning and importance
- 6.2. Income Statement and Balance Sheet and Schedules (Simple problems with adjustments)

Text Books:

1. Accounting Vol -1 -B.S.Raman
2. Accounting Vol - II - B.S.Raman
3. Elements of Hotel and Catering Industry - Kotas Richard.
4. Accounting in the Hotel and Catering Industry - Harries
5. Hotel and catering costing and budgets - Boandaman
6. Cost Analysis & Cost Control - Ghosh & Gupta
7. Cost Accounting & Budgeting - David C. Asch

II SEMESTER

II SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical. Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
English Communication – II (2.1)	3	70	32	--	--	30	0	100	40
French – II (2.2)	3	70	32	--	--	30	0	100	40
Environmental Studies (2.3)	3	70	32	--	--	30	0	100	40
F & B Prod. II (2.4)	3	70	32	--	--	30	0	100	40
F & B Serv. II (2.5)	3	70	32	--	--	30	0	100	40
Hygiene & Food Safety (2.6)	3	70	32	--	--	30	0	100	40
Management Principles & Practices (2.7)	3	70	32	--	--	30	0	100	40
Computer Fundamentals In Hotels (2.8)	3	70	32	--	--	30	0	100	40
Food & Beverage Production Practical – II (2.4.1)	4 / batch of 15 students	--	--	50	20	--	--	50	20
Food & Beverage Service Practical – II (2.5.1)	4 / batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR II SEMESTER								900	

**BBA IN HOTEL MANAGEMENT
ENGLISH COMMUNICATION**

Code :II(2.1)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY 40 hrs

TOPIC 1 BUSINESS CORRESPONDENCE 10 hrs

Note Taking only Linear Pattern and Note Making Building a Paragraph using given hints

Business Communication - Norms and Requirements

Different Forms of Written Communication : Memos, Agenda , Minutes of a meeting , etc

Formal Letters – Invitations, Request, Complaints , Orders and Thanks

Questionnaires / Comment Cards / Feedback forms

TOPIC 2 JOB SKILLS 6 hrs

Resume

Application for Jobs / Covering Letters

Group Discussions – factors

Interviews Types and Preparation for Interviews

Body Language and Interview Etiquette

TOPIC 3 LANGUAGE FOR MEDIA AND PUBLICITY 6 hrs

Forms of Media

Role of media in Communication

Advertising – its role in the industry, Copywriting - factors and related issues

In-House publicity materials- Use and Factors Involved

Designing / Making of posters, banners, brochures, pamphlets etc

TOPIC 4 GRAPHICAL COMMUNICATION 6 hrs

Graphical communication- Types Tables, Graphs, Information Flow Charts

Interpretation from Written to Graphical Form

Interpretation from Graphical Form to Written Form

Using Visual Aids – types and norms for effective usage

TOPIC 5 ADVANCED WRITING AND ORAL PRESENTATION SKILLS 6 hrs

Editing for making effective presentations.

Reports – types and structure

Writing Press Notes and Press Releases

Writing Reports on Events

Project making

TOPIC 6 STUDY SKILLS

6 hrs

Article One

Article Two

INTERNAL ASSESSMENT / PRACTICAL SESSIONS

Linkers and Cohesive Devices –specifically for narratives, negotiations , debates and discussions

Presentation Skills: Presenting a concept / product, with or without use of audio-visual media

Framing of In-house Publicity materials for hotels –like announcing an event related to entertainment , a new customer facility etc

Writing Business letters – Hospitality related

Making a Report

Project making

Group Discussions – participation and factors to be noted

Mock Interviews

Text Books:

1. Essentials of English Grammar – Raymond Murphy
2. Comprehend and Compose – Dr. Geeta Nagaraj
3. Be my guest – Francis O'hara
4. Pronunciation Dictionary – Daniel Jones
5. Language in Use – Intermediate Series – Cambridge Publication

**BBA IN HOTEL MANAGEMENT
FRENCH**

Code :II(2.2)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY

33 HRS

TOPIC 1 LEÇON – 10 (A VOTRE SERVICE - Vol. I)

TOPIC 2 LEÇON – 11 (A VOTRE SERVICE - Vol. I)

TOPIC 3 LEÇON – 12 (A VOTRE SERVICE - Vol. I)

TOPIC 4 LEÇON – 1 (A VOTRE SERVICE - Vol. II)

TOPIC 5 LEÇON – 2 (A VOTRE SERVICE- Vol. II)

TOPIC 6 LEÇON – 3 (A VOTRE SERVICE- Vol. II)

TOPIC 7 LEÇON – 4 (A VOTRE SERVICE- Vol. II)

TOPIC 8 LEÇON – 5 (A VOTRE SERVICE- Vol. II)

TOPIC 9 LEÇON – 6 (A VOTRE SERVICE- Vol. II)

TOPIC 10 LEÇON – 7 (A VOTRE SERVICE- Vol. II)

TOPIC 11 LEÇON – 8 (A VOTRE SERVICE- Vol. II)

PRACTICALS

Dicté

Présente Vous

Les termes culinaires

**BBA IN HOTEL MANAGEMENT
FOOD & BEVERAGE PRODUCTION**

Code :II(2.4)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY	40 hrs
TOPIC – I ART OF COOKERY	6 hrs
Styles of Cookery-Oriental/Asian/European/Continental	
TOPIC – II SOUPS & SAUCES	7 hrs
Classification of Soups, Principles, Accompaniments & Garnishes Basic mother sauces, derivatives, Thickening agents used in sauces, rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie	
TOPIC – III FOOD PRESERVATION	6 hrs
Methods of Food Preservation Physical and chemical agents in food preservation of perishable foods	
TOPIC – IV CHEESE	4 hrs
Manufacturing process Types of cheese according to texture, Uses of cheese in cookery Famous cheese of the world	
TOPIC – V BAKERY AND CONFECTIONERY	8 hrs
Role of ingredients in baking Types of Dough-Bread Types of batters-pancakes Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads Glossary of Bakery Terms	
TOPIC – VI MENU PLANNING	3 hrs
Principles of menu planning Types of menus Names and description of popular national and international dishes	
TOPIC – VII FOOD STANDARDS	6 hrs
Importance WHO standards-voluntary and compulsory standards Common adulterants and their detection Classification of additives and their role Mislabeling	

PRACTICALS:

Demonstration of pancakes and breakfast rolls

Demonstration of International Breads

Bengali cuisine

Chettinad cuisine

Kashmiri cuisine

Hyderabadi cuisine

Karnataka cuisine

Kerala cuisine

Mughlai cuisine

Punjabi cuisine

BBA IN HOTEL MANAGEMENT

Food & Beverage Production PRACTICAL EXAMINATION

Code :II(2.4.1)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

SUB DIVISIONS 1, 2 & 3 will be marked by the internal examiner for 15 marks,

SUB DIVISIONS 4, 5, 6, 7 & 8 will be marked by the external examiner for 35 marks.

INTERNAL EXAMINER

1. Journal – 5 marks
The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.
2. Identification of equipment/Ingredients -5 marks
Students are required to identify ingredients and equipment which will be arranged by the internal examiner.
3. Grooming/Scullery- 5 marks
The uniform, personal grooming and toolkit will be checked as well as the cleaning of equipment and area

EXTERNAL EXAMINER

4. First course- 5 marks
The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability
5. Second course – 10 marks
The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability
6. Third course- Accompaniment-5 marks
The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability
7. Fourth course- Dessert- 10 marks
The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability
8. Viva- 5 marks
The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

**BBA IN HOTEL MANAGEMENT
FOOD & BEVERAGE SERVICE**

Code :II(2.5)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY	40 hrs
TOPIC 1 TYPES OF SERVICE AND MENUS	4 hrs
Table Service- French, Russian, English, American, Silver Assisted service - Carvery, Buffet Self service - Cafeteria Specialized service - Guéridon, automated, tray, trolley etc	
TOPIC 2 MENU PLANNING	12 hrs
Introduction Types of menus Rules to be observed while planning menus Classical French Menu - 13 courses Menu Terms Food and its accompaniments with cover Menu Design	
TOPIC 3 BREAK FAST	4 hrs
Types – Continental, English, Buffet, Indian Menu Cover set up and service	
TOPIC 4 NON ALCOHOLIC BEVERAGES	10 hrs
Classification Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service	
TOPIC 5 IN-ROOMS DINING	10 hrs
Hierarchy Layout and design Cycle of service Forms and formats- RSOT control sheet, Waiter's card, Breakfast Door Knob, Amenity Voucher	
PRACTICALS	
Cover Set up, Service sequence, clearance Silver service, Pre - plated service Compiling of a menu in French Breakfast cover setup Service of non alcoholic beverages Room service tray set ups	
	40 HRS

BBA IN HOTEL MANAGEMENT

Code :II(2.5.1) Food & Beverage Service Practical Examination Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

SUB DIVISIONS A, B, and C will be marked by the external examiner for 35

marks, SUB DIVISIONS D, E and F will be marked by the internal examiner for

15 marks.

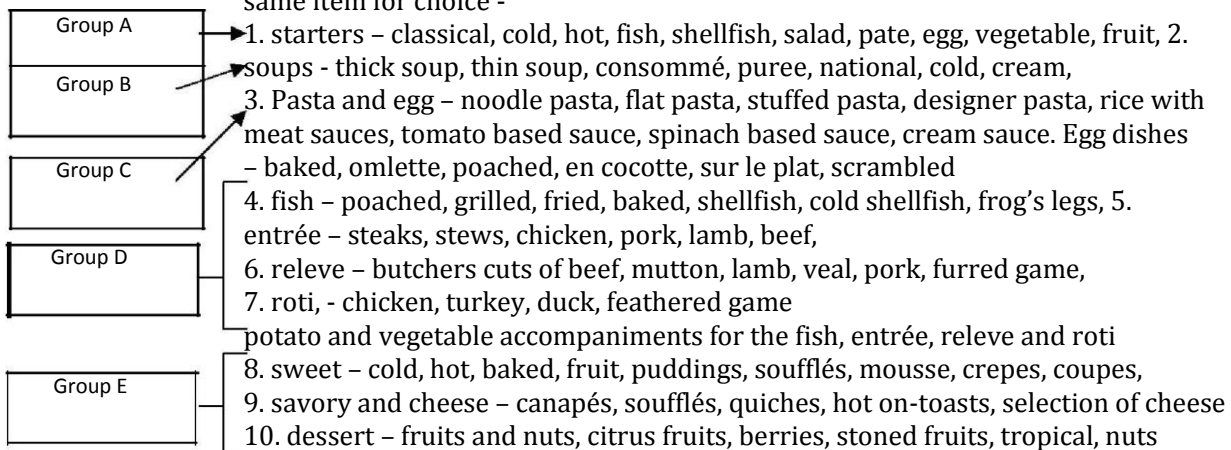
EXTERNAL EXAMINER

A. Menu planning - 15 marks

Students are required to make a 5 course table d'hôte menu in French with English

explanation by picking up 5 slips from a choice of ten bowls excluding the beverage

10 bowls in 5 groups containing slips of the following courses with multiple slips of the same item for choice -



- setting up of two covers
- service of any one course for both covers
- the table d'hôte menu should be in the approved format, blank cards brought by the student

B. Breakfast cover set up or Room service set up of the following for one cover - 10

marks Continental breakfast - the/café complet, the/café simple

English Breakfast - trolley or

table North Indian Breakfast

South Indian Breakfast

Evening snack set up in rooms service

Amenities set up in room service – cookies, birthday cake, fruit basket,
wines Room service – one cover in tray, more than one cover on trolley

C. Viva – 10 marks

he viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

INTERNAL EXAMINER

D. Service of non alcoholic beverages – 5 marks

This would include setup, enquiry and service of – leaf tea, tea bag tea, tea with lemon, readymade masala tea, filter or Mysore coffee, black coffee, coffee with milk, espresso, milk, hot patent beverages, aerated beverages, fresh lime soda/water with salt/sugar/masala/plain, juices, iced teas, cold milks, lassi sweet/salted/masala, smoothies

E. Identification of Equipments – 5 marks

F. Journal – 5 marks

The journal should have all the practical listed in the syllabus
The external examiner will verify and sign the journal

**BBA IN HOTEL MANAGEMENT
HYGIENE AND FOOD SAFETY**

Code :(2.6)
Contact Hours :40
Credit Points :4

Univ Code :
Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY	40 hrs
TOPIC 1 INTRODUCTION TO HYGIENE AND SANITATION	4 hrs
Introduction Importance of hygiene in catering establishments Sanitation and its importance ,principles-chemicals, heat and water	
TOPIC 2 CONTAMINATION AND SPOILAGE	10 hrs
Contamination and food spoilage, sources Conditions which lead to spoilage Signs of spoilage in various foods Microbes and its role in food spoilage Factors affecting and controlling microbial growth Food borne illness (case studies)	
TOPIC 3 PURCHASING, RECEIVING AND STORAGE OF FOODS	8 hrs
Procedures while purchasing and receiving foods Importance on storage of food Points to be considered while storing food Classification of food according to ease of spoilage Storage of leftover food, hot food and cooling of foods Various storage zones-dry, refrigerator freezer- special reference to temperatures Sanitary procedure followed while preparing and storing foods	
TOPIC 4 MANAGEMENT OF EQUIPMENT AND WASTE	10 hrs
Types of soil Cleaning science-equipments, chemicals, water Dish washing equipments-manual and mechanical Food contact surfaces advantages and disadvantages-wood and steel Post cleaning storage facilities and cleaning of premises Waste, types and disposal –organic farming	

TOPIC 5 WATER, PURIFICATION, FILTERATION AND STANDARDS 4 hrs

Sources of water

Water quality standards(WHO)

Purification methods-slow sand, current technologies-zeolite, osmosis

TOPIC 6 SAFETY MANAGEMENT IN CATERING ESTABLISHMENTS 4 hrs

Accidents -commonly occurring in catering establishments

Preventive methods

Education/training in sanitation

Food safety regulations- all food laws and standards and HACCP

Text Books:

Food hygiene and sanitation - S. Roday

Managing food hygiene - Nicholas John

Food hygiene for food handlers - Jill Trickett

Principles of food sanitation - Marriott

Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

**BA IN HOTEL MANAGEMENT
MANAGEMENT PRINCIPLES AND PRACTICES**

Code :2.7

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY 40 hrs

TOPIC 1 INTRODUCTION TO BUSINESS AND MANAGEMENT 6 hrs

Meaning, definition, characteristics, objectives, functions and scope of business
Meaning, definition, nature and characteristics, scope and functional areas of management, Process of Management
Levels of management
Management a science or art or profession
Management and administration
Principles of management
Social responsibility of business and ethics

TOPIC 2 PLANNING 5 hrs

Meaning, objectives, nature, advantages and limitations
Planning purpose
Types of plans (meaning only)
Decision making – importance and steps- MBO & MBE (meaning only)
Strategic Management (meaning only)

TOPIC 3 ORGANIZING 6 hrs

Meaning, nature and purpose
Principles of organizing
Types of organizations – Line, Staff, Line and Staff, Matrix and Committees
Basis of Departmentization
Delegation of authority and responsibility -Centralization Vs Decentralization - span of control.

T OPIC 4 STAFFING AND DIRECTING 13 hrs

Meaning, definition, nature and importance of Staffing
Staffing process
Sources of recruitment
Training: Meaning, Need and Methods
Meaning and nature of directing
Leadership: meaning, functions and styles
Motivation: meaning and importance
Communication: Meaning, Process and barriers to communication
Co-ordination: meaning, importance and techniques.

TOPIC 5 CONTROL

5 hrs

Meaning, definition and importance
Steps in establishing control and essentials of a sound control system
Techniques of control (CPM, PERT).

TOPIC 6 MODERN TRENDS IN MANAGEMENT

5 hrs

Concepts of Total Quality
Management Concepts of Kaizen
Concepts of Just in Time (JIT)management

BBA IN HOTEL MANAGEMENT

COMPUTER FUNDAMENTALS IN HOTELS 2.8

Code :2.8

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

TOPIC 1: HISTORY OF COMPUTERS

04 hrs

General features of a computer.

Generation of computer,
Personal computer workstation mainframe computer and super computer,

Computer application - data processing, information processing, commercial office, automation industry and engineering, healthcare, education, graphics and multimedia.

TOPIC 2: BASICS OF COMPUTERS

04hrs

Computer organization

Central processing unit

Computer memory -primary and secondary memory

Secondary storage device -magnetic and optical media input and output unit

OMR, OCR.MICR, scanner, mouse, Modem.

TOPIC 3 HOTEL INFORMATION SYSTEMS

04 hrs

Hotel Information System

Selecting Hardware and Software

His Applications

TOPIC 4 COMPUTER BASED RESERVATION SYSTEMS

09 hrs

Global Distribution Systems

Intersell Agencies

Central Reservation Systems Property

Level Reservation Systems

TOPIC 5 ROOMS MANAGEMENT TOPIC

04 hrs

Room Status

Room and Rate Assignment

In-House Guest Information Functions

Housekeeping Functions

Reports

TOPIC 6 GUEST ACCOUNTING TOPIC

04 hrs

Types of Accounts

Posting Entries to Accounts

Night Audit Routine

Account Settlement

Reports

PRACTICALS

10 HRS

The syllabus in practical contains the following topics which may be distributed in 05 weeks of 2 hours each.

WEEK 1 Point of Sale Topic 1

WEEK 2 Point of Sale Topic 2

WEEK 3 Point of Sale Topic 3

WEEK 4 Banquet & Conferencing Topic 3

WEEK 5 Banquet & Conferencing Topic 4

III SEMESTER

III SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
F & B Prod. III (3.1)	3	70	32	--	--	30	0	100	40
F & B Serv. III (3.2)	3	70	32	--	--	30	0	100	40
Front Office –II (3.3)	3	70	32	--	--	30	0	100	40
Housekeeping–II (3.4)	3	70	32	--	--	30	0	100	40
Organizational Behavior (3.5)	3	70	32	--	--	30	0	100	40
Hotel Economics & Statistics (3.6)	3	70	32	--	--	30	0	100	40
Entrepreneurship Development (3.7)	3	70	32	--	--	30	0	100	40
Computers in Hospitality Services (3.8)	3	70	32	--	--	30	0	100	40
Front office Practical – II (3.3.2)	3 / batch of 15 students	--	--	50	20	--	--	50	20
Housekeeping Practical – II (3.4.2)	3 / batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR III SEMESTER								900	

BBA IN HOTEL MANAGEMENT
FOOD & BEVERAGE PRODUCTION III- (3.1)

Code :III(3.1)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

French cuisine- 2 Menus with five preparations in each

Italian Cuisine - 2 Menus with five preparations in each
FOOD & BEVERAGE PRODUCTION III- (3.1)

THEORY 40 hrs

TOPIC 1 PASTRY 8 hrs

Pastry – Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux pastry

_ Types of Sponge cakes

_ Types of Gateaux

- Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache

_ Types of desserts-hot and cold desserts

Petit fours-Definition and examples

–

TOPIC 2 FRENCH CUISINE 6 hrs

_ Features, regional classification, ingredients, methods of cooking, courses of the menu.

_ Glossary of French Culinary Terms

TOPIC 5 ITALIAN CUISINE 6 hrs _ Features, regional classification, ingredients, methods of cooking, courses of the menu.

Glossary of Italian Culinary Terms

–

TOPIC 6 SPANISH /MEXICAN CUISINE 6 hrs

_ Features, regional classification, ingredients, methods of cooking, courses of the menu.

_ Glossary of Spanish/Mexican Culinary Terms

11 hrs

TOPIC 7 ORIENTAL CUISINE 12

_ Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

_ Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu

_ Japanese-Features, regional classification, ingredients, methods of cooking, courses of

PRACTICALS 40 HRS The syllabus in practical contains the following topics which

may be distributed in 10 weeks of 4 hours each.

WEEK 1, 2 Demonstrations of basic principles of French and Italian cuisine

WEEK 3-5 Preparation of Puff pastry, short crust pastry-sweet and savoury, choux Pastry

WEEK 6 –7 French cuisine- 2 Menus with five preparations in each

WEEK 8-9 Italian Cuisine - 2 Menus with five preparations in each

TOPIC 2 FRENCH CUISINE	6 hrs
Features, regional classification, ingredients, methods of cooking, courses of the Demonstrations of basic principles of French and Italian cuisine Preparation of Puff pastry, short crust pastry-sweet and savoury, choux Pastry menu. Glossary of French Culinary Terms	
TOPIC 5 ITALIAN CUISINE	6 hrs
Features, regional classification, ingredients, methods of cooking, courses of the menu. Glossary of Italian Culinary Terms	
TOPIC 6 SPANISH /MEXICAN CUISINE	6 hrs
Features, regional classification, ingredients, methods of cooking, courses of the menu. Glossary of Spanish/Mexican Culinary Terms	
TOPIC 7 ORIENTAL CUISINE	12 hrs
Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu Japanese- Features, regional classification, ingredients, methods of cooking, courses of the Menu	
PRACTICALS	40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1, 2

WEEK 3-5

WEEK 6 –7

WEEK 8-9

BBA IN HOTEL MANAGEMENT

FOOD & BEVERAGE SERVICE

Code :III(3.2)
 Contact Hours :40
 Credit Points :4

Univ Code :
 Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
 Semester and Examination - 70 marks

THEORY		40 HOURS
TOPIC 1	<ul style="list-style-type: none"> ○ FUNCTION CATERING ○ Types of functions ○ Banquet menu ○ Table and seating plans Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day, ○ Banquet seating calculation 	04 HRS
TOPIC 2	<ul style="list-style-type: none"> ○ BUFFET ○ Introduction ○ Types of Buffet services- Finger, Fork, sit down ○ Types of Buffet - Themes <li style="padding-left: 20px;">Equipment 	04 HRS
TOPIC 3	<ul style="list-style-type: none"> ○ ALCOHOLIC BEVERAGES ○ Consumption – benefits, abuse, sensible drinking Introduction and classification of alcoholic beverages 	02 HRS
TOPIC 4	<ul style="list-style-type: none"> ○ WINE <li style="padding-left: 20px;">Vine – family, grape composition, training and pruning, cycle of harvest, factors ○ affecting quality – soil, climate, viticulture, vinification, vine diseases ○ Classification of wines – still, sparkling, fortified, aromatized, ○ Control of Quality – France, Italy, German, ○ Grape varietis – 10 red and 10 white ○ Wine manufacture – red, white, rose ○ Wine producing countries and regions (handout provided) - France, Italy, Germany ○ Wine names – France, Italy, Germany, California, Australia, India ○ Champagne – Introduction, manufacture, types and shippers ○ Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands ○ Aromatised – Vermouth and other aromatized wines Wine service temperatures 	20 HRS
TOPIC 5	WINE & FOOD HARMONY	04 HRS
TOPIC 6	<ul style="list-style-type: none"> ○ BEER AND OTHER FERMENTED BEVERAGES ○ Introduction to Beer ○ Ingredients for Beer Manufacture ○ Production of Beer 	06 HRS

Beer classification and styles

- Service of Beer

- Beer brands with countries – 10 countries with 5 brands each
- Cider, Sake, Toddy

PRACTICALS

40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 Weeks of 4 hours each.

- WEEK 1 Filling up of a BFC and making a bill
- WEEK 2, 3 Reading of the wine maps of France, Italy, Germany
- WEEK 4 Reading of wine labels
- WEEK 5 Service of Still wines
- WEEK 6 Service of Sparkling wines
- WEEK 7 Service of fortified, aromatized wines
- WEEK 8, 9 Matching food and wine
- WEEK 10 Service of beer

**BBA IN HOTEL MANAGEMENT
FRONT OFFICE**

Code :II(3.3)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY	40 HRS
TOPIC 1 RESERVATION OPERATIONS	04 HRS
Reservations and sales Reservation inquiry – CRS, Intersell Agencies, GDS, Internet and Property Direct. Group Reservations Reservation reports	
TOPIC 2 FRONT DESK OPERATIONS	12 HRS
Information 1. Role Of Information 2. Handling of mails, registered posts, parcels etc. 3. Handling of messages. 4. Handling of guest room keys. 5. Paging 6. Providing information to the guest. 7. Aids used in Information Section. Reception Introduction to reception Coordination between FO and other departments Types of keys and their control Room change procedure Preparation of expected arrival & Departure Reports Preparation of other documents Preparation of Guest History Card Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Records and forms used Job description and specification – Receptionist	
TOPIC 3 TELEPHONE	02 HRS
Role of telephone Department Staff organization Telephone etiquette Records and forms used Special features for hotels – HOBIC, CAS etc. Types of calls	

TOPIC 4 REGISTRATION

06 HRS

Objectives

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

TOPIC 5 FO CASH AND ACCOUNTING

14 HRS

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

TOPIC 6 FRONT OFFICE AND GUEST SAFETY AND SECURITY

02 HRS

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

GLOSSARY

PRACTICALS

20 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1 Handling messages, Handling keys
WEEK 2 Providing information to the guest
WEEK 3 Handling group reservations
WEEK 4-6 Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/crew guest
WEEK 7 Security Deposit Box handling, Credit Card Handling procedure, Foreign Currency exchange procedure
WEEK 8-10 PMS activities
Feeding a reservation
Amendment, Cancellation and Reinstating a reservation
Feeding messages
Check in guest
Room and rate assignment
Room change

WEEK 11-12 Emergency situation Handling

Fire
Death
Natural Disasters – Floods, earthquake, epidemics etc
Accident
Lost & Found
Damage to Hotel property
Vandalism
Drunk Guest
Scanty Baggage
Theft
Sick Guests
Bomb and Terrorism Threats

BBA IN HOTEL MANAGEMENT
Front Office PRACTICAL EXAMINATION

Code :II(3.3.2)
Contact Hours :40
Credit Points :4

Univ Code :
Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

SUB DIVISIONS A, B, C, D and E will be marked by the external examiner for 35 marks,

SUB DIVISIONS F, G and H will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

1. Registration (To be done practically)- 10 Marks
Registration process for FIT, FFIT, VIP/Regular, Corporate, Group/crew guest
2. Emergency situation Handling -5 marks
 - i. Fire
 - ii. Death
 - iii. Natural Disasters – Floods, earthquake, epidemics etc
 - iv. Accident
 - v. Lost & Found
 - vi. Damage to Hotel property
 - vii. Vandalism
 - viii. Drunk Guest
 - ix. Scanty Baggage
 - x. Theft
 - xi. Sick Guests
 - xii. Bomb Threat
3. PMS activities (2 activities) – 10 Marks
 - Feeding a reservation
 - Amendment, Cancellation and Reinstating a reservation
 - Feeding messages
 - Check in guest
 - Room and rate assignment
 - Room change
 - Updating Guest History
4. Viva (Pertaining to the 3rd semester syllabus)- 10 marks

INTERNAL EXAMINER

5. Assignment - Brochure Designing – 10 marks
6. Grooming and Journal – 5 marks

BBA IN HOTEL MANAGEMENT
HOUSE KEEPING II – (3.4)

Code :II(3.4)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY

40 HOURS

TOPIC 1 INTERIOR DECORATION

06 HRS

Introduction
Definition
Design
Elements of Design
Principles of Design

TOPIC 2 COLOR AND LIGHT

06 HRS

Introduction
Color wheel
Importance
Classification characteristics
Color Schemes
Layout of room lighting
plan Types, classification
Sources
Uses

TOPIC 3 FURNITURE AND FURNISHINGS

06 HRS

Introduction
Types of Furniture
Types of Joints
Principles of furniture arrangement
Styles of furniture – Chippendale, Victorian, French, Royal, Contemporary, Oriental, Scandinavian
Types of furnishings
Use of furnishings
Care of furnishings

TOPIC 4 WALL COVERINGS AND FLOOR FINISHES

10 HRS

Types – Paints, fabric, wood, plastic, tiles, wall paper.
Selection of wall coverings
Care of wall coverings

Types of Windows – 10 types

Window treatment – stiff (blinds, shutters, shades, screens), soft (curtains, swags, valances)
Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, wood, Soft-carpet and types of carpets, rugs, dhurries)
Selection, advantages, disadvantages, care and cleaning

TOPIC 5 HORTICULTURE AND FLOWER ARRANGEMENTS

06 HRS

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

TOPIC 6 CLEANING SCIENCE

06 HRS

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

GLOSSARY (terms from III sem theory) 50% from theory and practical syllabi will be circulated.

PRACTICALS

20 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1, 2 Bed making with turn down and foot fold (single sheet covering and duvet)

WEEK 3 Planning a color scheme of a room based on different schemes

WEEK 4 Interior design – analyzing a picture with respect to elements of interior design

WEEK 5 Setting of Chamber Maid's Trolley – all supplies provided

WEEK 6 Sewing tasks

WEEK 7-10 Flower arrangement (circular, horizontal, triangular, vertical, one sided triangular, ikebana)

BBA IN HOTEL MANAGEMENT
House Keeping Practical Examination

Code :II(3.4.2)
Contact Hours :40
Credit Points :4

Univ Code :
Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :

SUB DIVISIONS A, B, C, D and E will be marked by the external examiner for 35 marks,

SUB DIVISIONS F, G and H will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

- A. Flower Arrangement – 10 marks
 - a. Students are required to make a flower arrangement (circular, horizontal, vertical, one sided triangular, ikebana) from lots
- B. Interior design – 10 marks
 - a. Student will be given a room, area picture and will analyse it with regards to type of floor, lighting used, color combo materials , fabric , accessories, furnishings , fittings etc) any 5 to be asked
- C. Maids Trolley set up – 5 marks
 - a. Students are required to arrange a maids trolley with the supplies and linen provided
- D. Bed making – 5 marks
 - a. Students are required to make a bed with turn down and foot fold using single sheet covering and duvet. Time allotted – 5 minutes each
- E. Viva – 5 marks
 - a. Horticulture 1 question
 - b. Flower arrangement 2 questions
 - c. Cleaning science 2 question

 - d. Glossary` 5 question

INTERNAL EXAMINER

- F. Sewing – 5 marks
A 10" x 10" piece of fabric is provided which is sewn on two edges along with a hook and a button
- G. Planning of a colour scheme of a given room – 5 marks
Student is required to colour the given room based on the scheme provided.
- H. Journal – 5 marks
The student is required to present a neat and covered certified journal containing the entire practical done during the year

**BBA IN HOTEL MANAGEMENT
ORGANISATIONAL BEHAVIOUR**

Code : (3.5)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY		40 HRS
TOPIC 1	HUMAN RESOURCE MANAGEMENT	06 HRS
	Meaning, definition and functions of HRM Job Analysis – Job evaluation Performance Appraisal: – objectives –360 Degree Feedback technique HRD (meaning)	
TOPIC 2	ORGANISATIONAL BEHAVIOUR	04 HRS
	Meaning and significance and definition Scope and Application in Management Contributions of other disciplines	
TOPIC 3	MOTIVATION, PERCEPTION AND PERSONALITY	15 HRS
	Meaning and Nature of Motivation Motivation process Theories of Motivation (Maslow's Need Hierarchy theory - Herzberg's Two Factor Theory - McGregor Theory X & Theory Y Financial and Non Financial Incentives Meaning of perception Perceptual Process Factors influencing perception Meaning and definition of Personality Determinants of Personality - Biological factors - Cultural factors - family and Social Factors -Situational factors Personality attributes influencing OB, Interpersonal Conflict	
TOPIC 4	ATTITUDES, LEARNING AND BEHAVIOUR MODIFICATION	07 HRS
	Meaning - Characteristics of Attitudes – Components of Attitude Attitude and Behaviour Attitude formation and Measurement of Attitudes Meaning and Principles of learning	

Theories of Learning (Classical Conditioning & Operant Learning) - Observational

learning –Social Learning- Cognitive Learning

TOPIC 5 GROUP DYNAMICS AND LEADERSHIP 05 HRS

Meaning and Types of Groups
Group Formation
Functions of groups
Group Size Status – Managerial Implications- Group Behavior - Group Norms -
Cohesiveness - Group Think
Meaning Trait and functions of leader
Implications of leadership in behavior

TOPIC 6 ORGANISATIONAL CHANGE 03 HRS

Meaning - Nature of work change - Pressure for change
Change process - Types of change - Factors influencing change Resistance to change -
overcoming resistance

Text Books:

1. Robbins, Organizational Behaviour
2. John W. Newstrom & Kieth Davis, Organizational Behaviour
3. Fred Luthans, Organisational Behaviour
4. K. Aswathappa, Organizational Behaviour
5. M. Gangadhar, V.S.P.Rao and P.S.Narayan, Organizational Behaviour
6. N.S.Gupta, Organizational Behaviour
7. J. S. Chandra, Organizational Behaviour
8. M.N.Mishra, Organizational Behaviour
9. Sharma R.K. & Gupta S.K, Management and Behaviour Process
10. Appanniah & Reddy, Management and Behavioral Process.
11. Organizational Behaviour – Subba Rao

BBA IN HOTEL MANAGEMENT
HOTEL ECONOMICS AND STATISTICS

Code : (3.6)

Univ Code :

Contact Hours :40

Work

load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

CONSUMPTION

40HR

4 HRS

Introduction to consumption and Concept of Utility
Cardinal Utility
Law of Diminishing Marginal Utility
Equi-Marginal Utility
Ordinal Utility
Indifference Curve Analysis,
Budget Line
Price Line
Consumer Equilibrium
Consumer Surplus

DEMAND, ELASTICITY OF DEMAND

10 HRS

Demand

- Meaning, features, demand schedule, demand function and determinants of demand
- Law of demand and exceptions to the law of demand
- Extension and contraction of demand and increase and decrease in demand Demand forecasting
- Meaning
Method of demand forecasting- trend projection method Elasticity of Demand
- Meaning and types of Elasticity: Income Elasticity of Demand, Price Elasticity of Demand and Cross Elasticity of Demand
Factors influencing elasticity of demand
Types of Price elasticity of demand
Measurement of price elasticity (total outlay and point methods)

TOPIC-3 BASIC CONCEPTS AND MEASURES OF CENTRAL TENDENCY 9 HRS

Introduction – Meaning, Functions, scope and limitations of statistics and central tendency

Diagrams

Percentage Bar Diagram

Pie Chart

Types of averages

Arithmetic mean (simple and weighted) excluding missing frequency

Median

Mode and its Graphical Presentation

TOPIC-4 MEASURES OF DISPERSION 8 HRS

Range and its coefficient

Quartile deviation and its coefficient

Mean deviation and its coefficient

Standard deviation and its coefficient

TOPIC-5 CORRELATION ANALYSIS 5 HRS

Meaning and significance of Correlation

Types of correlation

Karl Pearson's Co-efficient of Correlation (excluding bivariate and multi correlation)

Spearman's Rank Correlation

Probable Error

TOPIC-6 INDEX NUMBERS 4 HRS

Meaning and Significance

Construction of index numbers

Laspear's method , Paasche's method , Fisher's method (theory and problems)

Text Books:

1. Hotel Economics – A.M. Sheela
2. Business Economics – Gupta G.S
3. Managerial Economics – Varshney & Maheswari
4. Essentials of Business Economics – Dr. P.N.Reddy and H.R. Appannaiah
5. Statistical Methods- S.P.Gupta
6. Business Statistics -Dr.B.G.Sathyaprasad & Prof.Chikkodi
7. Fundamentals of Statistics- Gupta. S.C
8. Business Mathematics and Statistics- Aggarwal S.L.
9. Business Statistics- Dr.J.S.Chandra, Prof .Jahit Singh & K.K.Khanna
10. Fundamentals of Statistics- Dr.Ellahance, Veena Ellahance.B.M.Aggarwal
11. Managerial Economics – Joel Dean
12. Micro and Macro Economics – K.P.M. Sundaram
13. Text Book of Economic Theory – Seth
14. A study of Managerial Economics – D. Gopalakrishna
15. Managerial Economies P III – Paterson and Lewis
16. Managerial Economies, TNH – Mote V.L. Paul and Gupta G.S
17. Fundamentals of Statistics- Elhance D.N
18. Business Statistics- S.Saha
19. Microeconomics – D M Mathani
20. Microeconomic Theory – M L Jingan,

BBA IN HOTEL MANAGEMENT

ENTREPRENEURSHIP DEVELOPMENT

Code : (3.7)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

THEORY

40 HRS

TOPIC 1 ENTREPRENEURSHIP

08 hrs

- 1.1 Introduction to Entrepreneur, Entrepreneurship and Enterprise - Importance and relevance of the entrepreneur - Factors influencing entrepreneurship Pros and Cons of being an entrepreneur
- 1.2 Characteristics of a successful entrepreneur - Competency requirement for entrepreneurs
- 1.3 Types of Entrepreneurs
- 1.4 Problems and promotion of Women entrepreneurs

TOPIC 2 SMALL SCALE ENTERPRISES

08 HRS

- 2.1 Small scale enterprises/ Tiny industries/Ancillary industries/ Cottage Industries - definition, meaning, product range, capital investment, ownership patterns
- 2.2 Importance and role played by SSI in the development of the Indian economy
- 2.3 Problems faced by SSI's and the steps taken to solve the problems - Policies governing SSI's, Sickness in SSE's – Meaning and definition of a sick industry – Causes of industrial sickness – Preventive and remedial measures for sick industries

TOPIC 3 STARTING A SMALL BUSINESS

08 HRS

- 3.1 Business opportunity, scanning the environment for opportunities, evaluation of alternatives and selection based on personal competencies.
- 3.2 Steps involved in starting a business venture – location, clearances and permits required, formalities, licensing and registration procedures.
- 3.3 Assessment of the market for the proposed project - financial, technical and social feasibility of the project.

TOPIC 4 PREPARING A BUSINESS PLAN (BP)

08 HRS

- 4.1 Meaning and definition of Business Plan
- 4.2 Importance of Business Plan
- 4.3 Components of Business plan -Financial aspects of the BP - Marketing aspects of the BP -

Human Resource aspects of the BP – Technical aspects of the BP - Social aspects of the BP

4.4 Common pitfalls to be avoided in preparation of a Business Plan

TOPIC 5 INSTITUTIONAL ASSISTANCE TO SMALL SCALE ENTERPRISES 08 HRS

- 5.1 Financial assistance through SFC's , SIDBI, Commercial Banks, KSIDC, KSSIC, IFCI, - Non financial assistance from DIC, SISI, EDI, SIDO, AWAKE, TCO, TECKSOK, KVIC –Tax Concessions for SSIs
- 5.2 Industrial estates – role and types

Text Books:

1. Udai Pareek and T.V Rao , Development Entrepreneurship
2. S.V.S. Sharma, Development Entrepreneurship, Issues and Problems
3. Srivastava A. Practical Guide to Industrial Entrepreneurs
4. Government of India. Report of the committee on development of small and medium entrepreneurs.1975
5. Bharusali Entrepreneur Development
6. Vasantha Desai, Management of small Scale Industry
7. Vasantha Desai, Problems and prospects of small Scale Industry
8. CSV Murthy, Entrepreneurs Development
9. Entrepreneurial Development –Dr. Anil Kumar- SC.Poornima .Minai K.Abraham Jayashree K
10. Aruna Kaulgud, Entrepreneurship Management

BBA IN HOTEL MANAGEMENT

COMPUTERS IN HOSPITALITY SERVICES – (3.8)

Code : (3.8)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY

40 HRS

TOPIC 1:- PROPERTY MANAGEMENT SYSTEM INTERFACE

12 HRS

1.

- 1.1 Point Of Sale Systems
- 1.2 Call Accounting Systems
- 1.3 Electronic Locking Systems
- 1.4 Energy Management Systems
- 1.5 Auxiliary Guest Services
- 1.6 Guest Operated Devices

TOPIC 2:- FOOD AND BEVERAGE APPLICATIONS – SERVICE

14 HRS

2

- 2.1 Point Of Sale Order–Entry Units
- 2.2 Point Of Sale Printers
- 2.3 Point Of Sale Account Settlement Devices
- 2.4 Point Of Sale Software
- 2.5 Reports

TOPIC 3:- FOOD AND BEVERAGE MANAGEMENT APPLICATIONS

14 HRS

3

- 3.1 Recipe Management
- 3.2 Sales Analysis
- 3.3 Menu Management
- 3.4 Integrated Food Service Software
- 3.5 Management Reports from Automated Beverage Systems

PRACTICALS

20 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1	Front Office Topic 1
WEEK 2	Front Office Topic 2
WEEK 3	Front Office Topic 3
WEEK 4	Front Office Topic 4
WEEK 5	Front Office Topic 5
WEEK 6	Front Office Topic 6
WEEK 7	Revision of Point of Sale Topics
WEEK 8	Revision of Point of Sale Topics
WEEK 9	Revision of Banquet & Conferencing Topics
WEEK 10	Revision of Banquet & Conferencing Topics

IV SEMESTER

IV SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical. Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
F & B Prod. IV(4.1)	3	70	32	--	--	30	0	100	40
F & B Serv. IV (4.2)	3	70	32	--	--	30	0	100	40
Front Office – III (4.3)	3	70	32	--	--	30	0	100	40
Housekeeping –III (4.4)	3	70	32	--	--	30	0	100	40
Marketing of Hospitality Services (4.5)	3	70	32	--	--	30	0	100	40
Business Law (4.6)	3	70	32	--	--	30	0	100	40
Hotel Costing – I (2.7)	3	70	32	--	--	30	0	100	40
Food & Beverage Production Practical – II (4.1.2)	4 / batch of 15 students	--	--	50	20	--	--	50	20
Food & Beverage Service Practical – II (4.2.2)	4 / batch of 15 students	--	--	50	20	--	--	50	20
Front office Practical – II (4.3.3)	3 / batch of 15 students	--	--	50	20	--	--	50	20
Housekeeping Practical – II (4.4.4)	3 / batch of 15 students	--	--	50	20	--	--	50	20
TOTAL MARKS FOR IV SEMESTER								900	

**BBA IN HOTEL MANAGEMENT
FOOD & BEVERAGE PRODUCTION**

Code :IV(4.1)
Contact Hours :40
Credit Points :4

Univ Code :
Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :

THEORY		40 HRS
TOPIC 1	<p style="text-align: center;">KITCHEN ORGANIZATION AND HUMAN RESOURCE</p> <p>The classical kitchen brigade-the partie system Job description and job specification of executive chef, chef de partie and commis Recruitment and selection Induction, training and development</p>	06 HRS
TOPIC 2	<p>GARDE MANGER (LARDER WORK)</p> <p>Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads Hors d'oeuvres-Classification, examples and accompaniments Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments. Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses. Cold sauces- dips, chaudfroids, aspics. Charcuterie-Sausages, bacon and ham</p>	10HRS
TOPIC 3	<p style="text-align: center;">ACCOMPANIMENTS AND GARNISHES</p> <p>Classical vegetable accompaniments Potato preparations Garnishes and accompaniments for popular dishes</p>	04 HRS
TOPIC 4	<p>FOOD GROUPS</p> <p>Basic Food Groups 1. Major and minor 2. Deficiency diseases</p>	12 HRS
TOPIC 5	<p style="text-align: center;">DIET PLANNING</p> <p>Importance of planning diet – balanced diet Factors to be considered while planning diet Food groups and balanced diet Factors influencing food intake and food habits</p>	08 HRS
PRACTICALS		40 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1 Demonstrations/ Preparation of some popular cold cuts

Week 2 -3 Demonstrations and principals of Oriental Cuisine & Mexican Cuisine

WEEK 4-5 Cuisine Mexican - 2 Menus with five preparations in each

WEEK 6-7 Chinese cuisine - 2 Menus with five preparations in each

Week 7 – 9 Thai Cuisine 2 Menus with five preparations in each

BBA IN HOTEL MANAGEMENT
Food & Beverage Production Practical Examination

Code :II (4.1.2)
Contact Hours :40
Credit Points :4

Univ Code:
Work Load : 4 Hours per week

Evaluation: Continues Internal Assessment --- 30 Marks
Semester and Examination -- 70 Marks

SUB DIVISIONS 1, 2 & 3 will be marked by the internal examiner for 15 marks,

SUB DIVISIONS 3, 4, 5, 6, 7, 8 & 9 will be marked by the external examiner for 35 marks.

INTERNAL EXAMINER

1. Journal - 5 marks
The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.
2. Indent - 5marks
The student will be evaluated for the indent prepared for 2 portions of each dish in the menu being cooked for the examination
3. Plan of work-5 marks
The student will be evaluated for the plan of work for the given menu

EXTERNAL EXAMINER

4. First course- 5 marks
The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability
5. Second course - 10 marks
The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability
6. Third course- 5 marks
The third course which is a vegetable preparation will be evaluated for taste, texture, appearance and palatability
7. Fourth course- - 5 marks
The fourth course which may be a bread, rice, pasta or noodles preparation will be evaluated for taste, texture, appearance and palatability
8. Fifth Course-Dessert-5 marks
The fifth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability

9. Viva- 5 marks

The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

BBA IN HOTEL MANAGEMENT
FOOD & BEVERAGE SERVICE

Code :IV(4.2)

Univ Code :

Contact Hours :40

Work

load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

	40 HOURS 30 HRS
ALCOHOLIC BEVERAGES	
Introduction	04 hrs
Effect of alcohol on health	
Classification of alcoholic beverages	
Pot still distillation	
Patents still distillation	
Proof systems	06 hrs
Scotch - manufacturing, types, regions, brands Irish – history, manufacture, brands	
American – history, manufacture, types, brands	
Brand names – Canadian, Indian	04 hrs
History	
Cognac - Manufacturing, region, types, brands	
Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge	
Rum	02 hrs
History, Manufacture, Styles, Brand names with countries	
Gin	
History, Manufacture, Types, Brand names with countries	02 hrs
Vodka	02 hrs
History, Manufacture, Brand names with countries, flavoured vodkas	
Tequila	02 hrs
History, Manufacture, Styles, Brand names	04 hrs
Other spirits	
Absinthe	
Ouzo	
Slivovitz	
Akvavit	
Feni	
Arrack	
Schnapps	
Liqueurs	04 hrs
Pastis	
Introduction, Manufacture, Brand names with base, color, flavor, countries	

TOPIC 2

BAR

05 HRS

Types

Equipment and ingredient

Cocktails – introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cups, daisies, crustas etc), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

TOPIC 3 TOBACCO

05 HRS

Health hazards

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

PRACTICALS

40 hrs

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 4 hours each.

WEEK 1 Service of spirits and liqueurs

WEEK 2-6 Cocktails – 30 listed

WEEK 7-9 Gueridon Service & Gueridon dishes

WEEK 10 Service of cigars

BBA IN HOTEL MANAGEMENT

Food & Beverage Service P

Code :IV(4.2.2)
Contact Hours :40
Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

PRACTICAL EXAMINATION FOR IV SEM – 4.2.2

SUB DIVISIONS A, B, and C will be marked by the external examiner for 35 marks,

SUB DIVISIONS D, E and F will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

A. Cocktail preparation – 10 marks

The existing list of cocktails is proposed to be upgraded to include some current favorites and families of cocktails to be included

The list of cocktails - Bloody Mary, Margarita (frozen), Buck's Fizz, Martini, Manhattan, Moscow Mule, Negroni, Pink Lady, Rusty Nail, Screwdriver, Singapore Sling, Tequila Sunrise, Gimlet, Side car, Old fashioned, Daiquiri, Cuba Libre, Blue Lagoon, Cosmopolitan, Caipiroshka, Long Island Iced Tea, Mai tai, Mojito, Mint Julep, Planter's Punch, Whisky sour, brandy flip, Virgin Colada, Own creation

The recipes for the above list of cocktails will be circulated

The recipes will indicate what substitutes can be used to retain the final look

The markings will be: correct recipe writing – 5 marks, cocktail preparation, presentation including selling, history telling, flair – 5 marks

B. Gueridon service – 15 marks

The existing 7 preparations is proposed to be upgraded to the following

The list of Gueridon preparations

- Shrimp cocktail
- Avocado vinaigrette
- Grapefruit cocktail (instead of Florida)
- Beef stroganoff
- Monkey gland steak
- Crepes suzette
- Irish coffee

the recipes will be circulated

the dishes should be done on the gueridon and served at the table with the appropriate cover and accompaniments

Marking will be on: mise en place, preparation – 10 marks, presentation, service and style – 5 marks

C. Viva – 10 marks

The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

INTERNAL EXAMINER

D. Service of beer, wine, spirits, liqueurs, and cigars – 5 marks

taking order on BOT and service of beer, wines (all types), whisky, gin, rum, vodka, brandy, tequila, liqueurs – all variations like on the rocks, traditional, with mixers
service of cigars – setting up of salver with wooden box, cigar cutter or scissor, long home light matchbox, large ashtray, minimum 5 cigars or cigar tubes

E. Banquet form filling up for events on a preprinted form with billing -5 marks

AGM, board meeting, conference, workshop, seminar, exhibition, interview, wedding reception, fashion show, theme festival, cocktail dinner, kitty party
Common BFC form will be circulated

F. Match the food with its appropriate wine – 5 marks

A preplanned 5 course menu is provided to the student

The student writes down the appropriate wine/alcoholic beverage to match the menu.

Minimum of two wines to be listed and explained. Care to be taken to have at least 10 different TDH menus are available.

BBA IN HOTEL MANAGEMENT

Front Office

Code :III(4.3)

Contact Hours :40

Credit Points :4

Univ Code :

Work load : 4 hours per week

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

Objective :

Pedagogy :.....

TOPIC 1 RESERVATIONS MANAGEMENT

06 HRS

Overbooking
Forecasting
Upselling
Legal implications
Packages
Potential reservation problems

TOPIC 2 RECEPTION

06 HRS

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

TOPIC 3 HOSPITALITY AND LOBBY DESK

06 HRS

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

TOPIC 4 FRONT OFFICE ACCOUNTING, CHECK-OUT AND SETTLEMENT 14 HRS

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

aging Updating FO records

Late Charges

TOPIC 5 THE FRONT OFFICE AUDIT 06 HRS

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

TOPIC 6 Computer applications in Front Office Operations 02 Hrs

Role of computers
Various types of PMS used
Front Office topics and it's applications

GLOSSARY

PRACTICALS 20 hrs

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1,2 Calculation of room occupancy percentages and room position

WEEK 3,4 Preparation of a guest folio

WEEK 5,6 Check-out procedure

WEEK 7-8 FO situation Handling

Upselling
Complaint handling

WEEK 9-10 PMS activities

Posting of charges
Transferring folio
Splitting folio
Checking out guests

BBA IN HOTEL MANAGEMENT

Front Office Practical Examination

Code :II(4.3.3)

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

SUB DIVISIONS A, B, C and D will be marked by the external examiner for 35 marks,

SUB DIVISIONS E, F and G will be marked by the internal examiner for 15 mark

EXTERNAL EXAMINER

1. Calculation of room occupancy percentages and room position – 5 Marks
2. Preparation of a guest folio – 10 Marks
3. Viva (Pertaining to 5th semester syllabus) – 7 Marks
4. PMS activities (2 activities) – 8 Marks
 - Posting of charges
 - Transferring folio
 - Splitting folio
 - Checking out guests
5. Preparing a duty roster for a 100, 250 and 500 rooms hotel for the FO staff – 5 Marks

INTERNAL EXAMINER

6. Assignment – Hotel Website Designing (Home Page + 4 Links) – 10 marks
7. Journal and Grooming - 5 Marks

REFERENCE BOOKS FOR ALL SEMESTERS

An introduction to hospitality- Dennis L. Foster

Managing Front Office Operations – Michael L Karavanna & Richard M. Brooks

Principles of Hotel Front Office Operations- Su Boker, Pam Bradley & Jeremy Huyton

Hotels for Tourism Development – Dr. Jagmohan Negi

Profiles of Indian Tourism-Shalini Singh

Tourism Today – Ratnadeep Singh

Dynamics of Tourism – Pushpinder.S.Gill

Hotel Reception- White & Beckley

Hotel Front Office Training-Sudher Andrews

Hotel Front Office Operations – Colin Dix & Chris Baird

Hotel Front Office – James Bardi

**BBA IN HOTEL MANAGEMENT
HOUSE KEEPING**

Code :III(4.4)

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY 40 HOURS

TOPIC 1 SUPERVISION IN HOUSEKEEPING 06 HRS

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

TOPIC 2 SAFETY AWARENESS & SAFEGUARDING OF ASSETS 08 HRS

Accidents (effects, causes , procedure, report)
Concern for safety and security in House Keeping operations
Concept of safeguarding assets
Security of Hotels
Emergency procedures
First aid (Definition, First Aid kit and situations: Shock, Fainting, Heart attack, Sprain,
Asphyxia, Burns &Scalds, Asthma, Cuts and Abrasions, Epileptic fits, nosebleed)

TOPIC 3 TEXTILES AND UNIFORM DESIGNING 10 HRS

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

TOPIC 4 CONTRACT SERVICES – LAUNDRY, PEST CONTROL

07 HRS

Introduction

Contract Services – complete program, Special, periodic, pricing, types

Laundry – layout, types, equipment

Pest control – common pests, eradication, control

TOPIC 5 REFURBISHMENT, REDECORATION, NEW PROPERTY OPENING 05 HRS

Definition

Factors involved in refurbishment and redecoration

Procedures & Task involved

Snagging list

Takeover of a new property from projects

TOPIC 6 ECO FRIENDLY CONCEPTS IN HOUSE KEEPING

Ecotels

Certifications

Energy and water conservation

Eco friendly products

Waste disposal in housekeeping

GLOSSARY

PRACTICALS

20 HRS

The syllabus in practical contains the following topics which may be distributed in 10 weeks of 2 hours each.

WEEK 1, 2 Supervision by using checklist WEEK 3

Preparation of snagging list WEEK 4 First aid

procedure demonstration WEEK 5 Converting waste

to wealth WEEK 6, 7 Situation handling/case studies

WEEK 8 Forms & formats – desk register, ready room, departure room register, linen stock register, accident report form, leave form

WEEK 9, 10 Assignment on uniform designing

BBA IN HOTEL MANAGEMENT

Univ Code :

Code :II(4.4.4)

House Keeping Practical Examination

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

Objective :

Pedagogy :.....

SUB DIVISIONS A, B, C and D will be marked by the external examiner for 35 marks, SUB

DIVISIONS E, F and G will be marked by the internal examiner for 15 marks.

EXTERNAL EXAMINER

A. Supervision by using checklist OR Preparation of a snagging list – 10 marks a.

Supervision

- i. Students are required to fill out a printed checklist (provided) of a guest bedroom
- ii. All supplies (at least 50) available in a standard room and bath of a hotel to be provided
- iii. Supplies to be reduced, replaced for every student
- b. OR Snagging list
 - i. Snagging list of a given area to be written down by the student
 - ii. Segregated and submitted for evaluation
- c. Time : 15 minutes

B. Situation handling and viva – 10 marks

- a. A student will be asked to respond to the case or situation which may be in written format
- b. The student is evaluated on understanding, reasoning and resolving the issue

C. Waste to Wealth – 5 marks

- a. The student will bring one waste product which is required to be converted to something useful.
- b. The item that can be brought are – old newspapers, used disposable cups, plastic bottles, waste cloth, old greeting cards etc.
- c. Time allotted – 30 minutes

D. Viva – 10 marks

The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

INTERNAL EXAMINER

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E. Assignment on uniform design – 5 marks

- a. The student is required to prepare and present four uniform from one department in a report
- b. It should contain a colored drawing, artwork, textile work of the selected set of uniforms along with explanations with regards to color, texture, material and design

F. Journal – 5 marks

The student is required to present a neat and covered certified journal containing the entire practical done during the year

G. Forms and formats – 5 marks

Students are required to draw any one of the forms, formats taught

**BBA IN HOTEL MANAGEMENT
MARKETING OF HOSPITALITY SERVICES**

Code :4.5

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY 40 hrs

TOPIC 1 INTRODUCTION TO HOSPITALITY MARKETING 04 hrs

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

Customer Expectations from hospitality services - Solving Customers problems

Relevance of Sales & marketing in the Hospitality Industry.

TOPIC 2 HOSPITALITY MARKETING MIX 21 hrs

Meaning and Definition of Marketing Mix 01 hrs
The Seven Ps

PRODUCT / SERVICE MIX 03 hrs
Elements /Components

Difference between goods and services

Product life Cycle

Stages of New product/ service development

PRICE MIX 03 hrs
Factors influencing pricing

Pricing methods and strategies

PROMOTION MIX 03 hrs

Objectives of promotion
Elements of promotions mix

Advertising, sales, promotion, personal selling, publicity, public relations		
PLACE MIX		03 hrs
Distribution channels/channel intermediaries		
PEOPLE		03 hrs
Elements of People mix		
Role of Employees and Internal Marketing		
Role of customers and Relationship Marketing		
PHYSICAL EVIDENCE		02 hrs
Essential Evidence, Peripheral Evidence		59
PROCESS		03 hrs
Steps of service delivery		
Levels of customer involvement		
Value chain linkage		
Blue printing –mapping the service system		
TOPIC 3	THE MARKETING ENVIRONMENT	03 hrs
	The importance of Environmental scanning - Types of Environments SWOT Analysis	
	The Future of Hospitality Marketing in India	
TOPIC 4	MARKETING SEGMENTATION, TARGETING AND POSITIONING	04 hrs
	Meaning, Importance and Basis of Market Segmentation	
	Essentials of sound market segmentation	
	STP Strategy- Segmentation, Targeting & Positioning strategies	
TOPIC 5	CONSUMER BEHAVIOUR IN HOTEL INDUSTRY	04 hrs
	Factors influencing Consumer behavior	
	Buying decision process	
TOPIC 6	MARKETING RESEARCH	04 hrs
	Meaning and Definition of Marketing Research	
	Stages of Marketing Research for services	
	Types and methods of Market Research	

Text Books:

1. Services Marketing : Zeital, Valeria and Mary Jo Baiter
2. Delivery Quality Service: Zenithal, Parasuraman and Bitner
3. Service Marketing : The India Experience by Ravi Shankar
4. Services Marketing : S.M.Jha
5. Marketing of Hospitality Industry :Roberta
6. Service Marketing : W.R. Helen
7. Strategic Hotel Marketing : Hart and Troy
8. Services Marketing : Love Lock, Christober H
9. Marketing Leadership in Hospitality-Foundations and practices : Robert Lewis and Richard Chambers.
10. Marketing of Hospitality Services :Lazer
11. Marketing of Hospitality and Tourism Services: Prasanna Kumar, Tata McGraw Hill, 2010

BBA IN HOTEL MANAGEMENT

Code :4.6
Contact Hours :40

BUSINESS LAWS

Univ Code :
Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY

40 HRS

TOPIC 1 THE INDIAN CONTRACT ACT: 05 HRS

Definition of Contract – essential elements of a valid contract – classification of contracts – voidable contract – void contract – illegal agreement – express contract – implied contract – executed contract – executable contract – warranties

Contractual relationship: Advance Booking/ hotel reservation – terms and conditions – laws relating to registration of guest – Infectious diseases – Hotel Register – Guests in residence – Death at the hotels – Guests causing disturbance – Property lost and found – Animal – Price display – Overbooking – Breach of contract – Registered letters – Damage to property – service charge – Settlement of payments – Guests who have left.

TOPIC 2 HOTEL LICENSES AND PERMITS 06 HRS

Licenses and permits

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

TOPIC 3 FOOD LEGISLATION: 05 HRS

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

TOPIC 4 INDUSTRIAL AND COMMERCIAL LEGISLATION 16 HRS

Industrial Disputes Act

Workmen's Compensation Act

Trade Union Act

(Each act to be discussed in brief with particular reference to hotel industry)

Shops and establishment act -Introduction – definitions – adult – family – commercial establishments – employer – employee exemption – registration – daily and weekly working hours – overtime – annual leave with wages.

TOPIC 5 THE GUEST AND THE HOTEL 04 HRS

Hotel owners, managers and the law – Legal distinctions between hotel or motel and boarding house – Occupant and a guest – A case of damages – Provision of accommodation – Refusal of accommodation – Provision of food and beverages – Provisions for safety of

guests – The guest in residence – Hotel's responsibility for guest's property – The rights of

a hotelier – Property deposited for safe custody – Negligence – Hotel's right of lien on goods – Bailment

TOPIC 6 CONSUMER PROTECTION ACT 04 HRS Definitions - Consumer protection councils - procedure for redressal of grievances.

Text Books:

1. Hotel and Tourism Laws – Dr.Jagmohan Negi
2. Mercantile Law –N.D. Kapoor
3. Mercantile Law – S.P. Iyengar
4. Principles of Business Law –Aswathappa. K
5. Business Law –M.C.Kuchal
6. Bare Acts of respective Legislation.
7. Karnataka Shops and Establishment Act.

BBA IN HOTEL MANAGEMENT

Code :I(4.7)

HOTEL COSTING

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY

40 hrs

TOPIC 1 COST CONCEPTS

08 HRS

Introduction – importance - advantages and disadvantages

Types of cost – elements of cost – elements of profit- need for food cost and its analysis

Hotel Cost Sheet

Ingredient Cost Sheet

TOPIC 2 BUDGET

08 HRS

Introduction – meaning – definitions

Types of budgets - advantages and disadvantages

Budgetary control - Introduction – meaning – objectives - advantages and disadvantages Exercises on Flexible budget and Cash budget.

TOPIC 3 MATERIAL CONTROL

04 HRS

Stores Purchase order- stores requisition

Stores ledger – LIFO and FIFO

TOPIC 4 MENU COSTING AND BANQUET COSTING

04 HRS

Meaning and methods

Hubbard's formula. (Simple problems)

TOPIC 5 BREAK EVEN ANALYSIS

08 HRS

Introduction – meaning

CVP analysis and its application

(Exercises on BEP both in unit and sales, P/V ratio, margin of safety)

TOPIC 6 DEPARTMENTAL ACCOUNTING FOR HOTELS

08 HRS

Meaning and significance

Allocation and apportionment of expenses – Basis for allocation of expenses

Preparation of departmental accounts

REFERENCE BOOKS

1. Cost and Management Accounting by M.N.Arora
2. Food and Beverage Costing by Jagmohan Negi

3. Cost Accounting by Jain and Narang

4. Hospitality Management Accounting by Coltman
5. Essentials of Management Accounting by I.M.Pandey
6. Management Accounting in the Hospitality Industry by Harris, Hazzard
7. Costing and Finance for Hotels - Prasanna Kumar, Mruthyunjaya, Linda Daniel

V SEMESTER

V SEMESTER

Papers	Duration of exam	Project Report	Min. pass	Viva	Min. pass	Logbook	Min. pass	Total per subject	Min for pass
Industrial Practicum (5)	3 / 12 students	200	80	20	20	50	20	300	120
TOTAL MARKS FOR V SEMESTER								300	

BBA IN HOTEL MANAGEMENT

INDUSTRIAL PRACTICUM

Code :5.0

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

SUBJECT : INDUSTRIAL PRACTICIUM

OBJECTIVES : The objective of this industrial practicum is to help the students understand the

working of a Hotel and be able to analyse its strengths, weakness, opportunities and the threats

TYPE OF REPORT

The report should be based on the compulsory 16 weeks/110 days of training to be completed from June to September of the fifth semester in a hotel of repute (preferable a 3 star, 4 star or a 5 star property). A student's log- book should be maintained by every student during the training period. The student should note down on a daily basis the tasks performed/observed, methodology involved and points to note and assessed daily by the supervisor/manager. Using the information contained in the log book and under the guidance of a faculty member of the college in which the student is studying, the student should cover the entire operation of the hotel and an inter - organisational SWOT (Strength, Weakness, Opportunities, and Threats) analysis.

FORMULATION

The length of the report may be about 150 to 160 double spaced typed, printed (black & white) A-4 size pages (excluding appendices and exhibits). 10% variation on either side is permissible.

GUIDELINES

LIST OF CONTENTS OF THE REPORT

TABLE OF CONTENTS		MARKS
A copy of the training certificate attested by the principal of the college		
	Acknowledgement	
	Project preface	
Chapter-1	Introduction	20
Chapter-2	Scope, Objective, Methodology & Limitations.	
Chapter-3	Profile of the Place and Hotel	

Chapter-4	Departmental Classification of Hotel	
Chapter -5	Operations of each department of the Hotel	25x 5= 125
Chapter-6	SWOT analysis of the Hotel	30
Chapter-7	Conclusion	5
	Bibliography	
	List of Annexure/exhibits	20
	Total Marks	200

VI SEMESTER

VI SEMESTER

Papers	Duration of exam	Theory Marks	Min. pass	Practical . Marks	Min. pass	Internal Marks	Min. pass	Total per subject	Min for pass
F & B Prod. V(6.1)	3	70	32	--	--	30	0	100	40
Accommodation Management (6.2)	3	70	32	--	--	30	0	100	40
Financial Management in Hotels (6.3)	3	70	32	--	--	30	0	100	40
Elective (6.4)	Student can choose any one of the elective to specialize in any of the 4 core subjects								
	Duration of exam		Practical Marks		Minimum Pass				
F &B Production (6.4.1)	5 / batch of 15 students		150		60				
F & B Service (6.4.2)	5 / batch of 15 students		150		60				
Front Office (6.4.3)	5 / batch of 15 students		150		60				
Housekeeping (6.4.4)	5 / batch of 15 students		150		60				
TOTAL MARKS FOR VI SEMESTER								900	

**BBA IN HOTEL MANAGEMENT
FOOD & BEVERAGE MANAGEMENT**

Code :6.1

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY **40 HOURS**

TOPIC 1 **KITCHEN and F & B OUTLET PLANNING** **06 hrs**

Sections of the kitchen with layout and functions
Production workflow
Planning of Kitchen Spaces
Layout of a large quantity kitchen and satellite kitchen
Planning of Storage Spaces
F & B Function areas
Food service outlets
Lounges and bars
Conference, banqueting and function rooms

TOPIC 2 **PURCHASING** **04 hrs**

Principles of material management
Standard purchase specifications,
Purchasing procedure-Principles of purchasing, methods of purchasing, requisition, ordering, receiving

TOPIC 3 **STORAGE OF FOOD MATERIAL** **04 hrs**

Principles of Storage - dry storage and cold storage
Methods of issuing
Layout of storage areas
Temperature for storing perishables & non-perishable foods

TOPIC 4 **FOOD PRODUCTION SYSTEMS** **06 hrs**

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

TOPIC 5 **FINANCIAL MANAGEMENT IN FOOD AND BEVERAGE PRODUCTION** **06 hrs**

Concepts of cost

	Food Cost- Formulas and calculation Cost Control-Portion control, yield management and standard recipe Pricing	
TOPIC 6	AN OVERVIEW OF BEVERAGE MANAGEMENT Introduction to beverage management The hospitality industry and its products	02 hrs
TOPIC 7	Service standards BAR AND BEVERAGE MANAGEMENT The legal framework in India –laws, licenses, permitted hours, age restrictions, weights and measures, alcoholic strength Compiling various wine and drink lists	06 hrs
	Inventory, Storage, Sourcing of liquor Pricing of alcoholic beverages Bar stock taking and inventory, Determining stock levels Standard recipe, costing and pricing of drinks Bar frauds and best practices Books and records in bar Computerized bar control	
TOPIC 8	ADVANCED MENU PLANNING AND MENU ENGINEERING Menu control Menu structure Planning and development of menu Menu layout Definition and objective of menu engineering Methods Analysis and action	06 hrs
TOPIC 9	MIS Reports generated Analysis of revenue reports Daily sales report APC, Cover turnover ratio	02 hrs
	P & L statement (food service outlets)	

BBA IN HOTEL MANAGEMENT ACCOMMODATION MANAGEMENT

Code :6.2

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

THEORY

40 HOURS

TOPIC 1 YIELD MANAGEMENT

06 hrs

- 1.1. Concept and importance.
- 1.2. Applicability to rooms division.
- 1.3. Capacity Management.
- 1.4. Discount allocation
- 1.5. Duration control.
- 1.6. Measuring yield.
- 1.7. Elements of yield management.
- 1.8. Uses of yield management.

TOPIC 2 SECURITY AND LODGING INDUSTRY

04 hrs

- 2.1. Developing the security program.
- 2.2. Management role in security.
- 2.3. Setting up the security program.
- 2.4. Security and law.

TOPIC 3 PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

10 hrs

1.1 Establishing Room rates

3.1.1. Basis of charging

3.1.2. Plans, competition, customer's profile, standards of service and amenities.

3.1.3. Hubbart's Formula.

1.2 Forecasting room availability

3.2.1. Forecasting techniques

3.2.2. Forecasting data

3.2.3. Forecast formula

3.2.4. Sample forecast formula.

TOPIC 4 ACCOMMODATION FACILITY PLANNING 06 hrs

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

Planning and design.

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

TOPIC 5 BUDGETING FOR HOUSEKEEPING 08 hrs

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

TOPIC 6 DAILY ROUTINES AND HOUSEKEEPING PROCEDURES 06 hrs

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

GLOSSARY (50% Housekeeping terms and 50% Front Office terms)

BBA IN HOTEL MANAGEMENT
FINANCIAL MANAGEMENT IN HOTELS

Code :6.3

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
 Semester and Examination - 70 marks

Objective :

Pedagogy :.....

THEORY 40 HRS

TOPIC 1 FINANCIAL M ANAGEMENT 03 HRS

Finance function – aims of finance function
 Financial management: Meaning and definition – goals of financial management – scope of financial management – functions of financial management

TOPIC 2 FINANCING DECISIONS 10 HRS

Meaning of Capital Structure – Patterns of capital structure – features of capital structure – factors influencing capital structure
 EBIT, EBT and EPS analysis – Leverage problems (simple problems and no degrees)

TOPIC 3 INVESTMENT DECISIONS

Capital budgeting – significance of techniques of evaluation of investment proposals
 Payback period method, Return on investment method and Net present value method (simple problems only)

TOPIC 4 COMPANY ACCOUNT 02 HRS

Introduction – Meaning of various terms and terminologies in Financial Statements of Company – Format of Balance Sheet as per Companies Act (theory only)

TOPIC 5 ANALYSIS AND INTERPRETATION OF FINANCIAL STATEMENTS 10 HRS

Introduction and Meaning, Objectives - Tools and Techniques for Financial Analysis

Ratio Analysis – a) Liquidity Ratios – Current Ratio, Quick Ratio – b) Solvency Ratios – Debt Equity, Proprietary Ratio – c) Turnover Ratios – Debtors Turnover Ratio, Creditors Turnover Ratio and Stock Turnover Ratio – d) Profitability Ratios – Gross Profit Ratio, Net Profit Ratio, Return on Investment Ratio –e)Activity Ratios- Fixed Assets to Turnover Ratio, Total Assets to Turnover Ratio.

TOPIC 6 FUND FLOW STATEMENT 05 HRS Meaning, Objectives, Advantages, Limitations

Schedule of changes in working capital
 Preparation of fund flow statement – (Adjustments only Dividend)

Text Books:

1. S.N Maheshwari, Financial Management.
2. Khan and Jain, Financial Management.

3. Dorai Raj. S.N, Financial Management.
4. Sharma and Sashi Gupta, Financial Management.
5. I.M Pandey, Financial Management.
6. James C. Vanhorne, Financial Management
7. Prasanna Chandra, Financial Management.
8. PN Reddy & Appanaiah Financial Management
9. Costing and Finance for Hotels - Prasanna Kumar, Mruthyunjaya, Linda Daniel

BBA IN HOTEL MANAGEMENT

ELECTIVE 6.4

Code :6.4

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

6.4.1 F & B PRODUCTION

6.4.2 F & B SERVICE

6.4.3 FRONT OFFICE

6.4.4 HOUSEKEEPING

6.4.1 F & B PRODUCTION – The student has to prepare 8 Menus of his / her choice of cuisine and get the approval from the faculty guide.

PRACTICAL EXAMINATION FOR VI SEM

SUB DIVISIONS 1, 2 & 3 will be marked by the internal examiner for 30 marks,
SUB DIVISIONS 4, 5, 6, 7 & 8 will be marked by the external examiner for 120 marks.

INTERNAL EXAMINER

1. Journal – 10 marks
The student is required to present a neat and covered certified journal containing all the recipes, diagrams and other information as given by the teacher.
2. Indenting of Ingredients and plan of work - 10 marks
Students are required to indent ingredients and write the plan of work.
3. Report on Food Costing- 10 marks
The student is required to prepare the food cost of the menu he / she chooses to prepare for the exam. This should be submitted 15 days before the exam

EXTERNAL EXAMINER

4. Hors d'oeuvre / Potage - 10 marks
The first course which may be soup or starter will be evaluated for taste, texture, appearance and palatability
5. Entre course – 10 marks
The second course which may be entrée or main course will be evaluated for taste, texture, appearance and palatability

6. Main Course and Accompaniment- (20 + 10)30 marks

The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability

7. Fourth course- Dessert- 20 marks

The fourth course which is a sweet preparation will be evaluated for taste, texture, appearance and palatability

8. Viva- 50 marks

The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

6.4.2 F & B SERVICE – The students has to prepare 8 Menus of his / her choice of cuisine and get the approval from the faculty guide.

BBA IN HOTEL MANAGEMENT

Code : PRACTICAL EXAMINATION FOR VI SEM Univ Code :
Contact Hours :40 Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :.....

SUB DIVISIONS 1, 2 & 3 will be marked by the internal examiner for 30 marks,

SUB DIVISIONS 4, 5, 6, & 7 will be marked by the external examiner for 120
marks.

INTERNAL EXAMINER

1. Menu Card & Wine List Preparation – 15 marks
The student is required to prepare a wine list and menu card of a particular cuisine and should submit the same to the faculty guide 15 days before the exam.
2. Write the recipe of a cocktail - 5 marks
Student should pick a chit and write the recipe of the cocktail written on the chit.
3. Report on any outlet (restaurants only) the student has visited- 10 marks

EXTERNAL EXAMINER

4. Cocktail preparation with its appropriate garnish – 20 marks
The student is asked to pick a chit and write, prepare and present the cocktail written on the chit.
5. Flambé / Gueridon service – 30 marks
The student is asked to pick a chit and prepare the and present the same to the examiner
6. Laying the table - 20 marks
The student has to lay the table according to the choice made by the external from the menu card & wine list prepared by the student
7. Viva- 50 marks
The viva will be conducted by the external examiner and will pertain to the menus that have been given for the examination

6.4.3 Front Office – The student has to prepare 2 reports. 1. Any topic on front office. 2. Report on “ A day as a Front Office Manager “

BBA IN HOTEL MANAGEMENT

PRACTICAL EXAMINATION FOR VI SEM

Code :

Univ Code :

Contact Hours :40

Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks

Semester and Examination - 70 marks

Objective :

Pedagogy :.....

SUB DIVISIONS 1, 2 & 3 will be marked by the internal examiner for 30 marks,

SUB DIVISIONS 4, 5, 6, 7, 8 & 9 will be marked by the external examiner for 120 marks.

INTERNAL EXAMINER

1. Web page design of a star hotel to be submitted 10 days before the examination – 10 marks
2. A report on the importance of computers in the Front office. – 10 marks
3. Report on Front Office in either star hotel or in hospitals or in MNCs. – 10 marks
The student will have to attach a certificate that he / she have visited the hotel, hospital or MNC along with the report. The report must be submitted 15 days before the exam.

EXTERNAL EXAMINER

4. Case study and presentation – 20 marks
5. Calculation of ARR, Rev Par, Room occupancy etc with pie chart or bar diagram – 10 marks
6. Report (1. Any topic on front office. 2. Report on “ A day as a Front Office Manager “) – 20 marks
7. Problem on night auditing – 10 marks
8. Presentation on “ Quality Guest Service” – 10 marks
9. Viva- 50 marks

The viva will be conducted by the external examiner and will pertain to topic from the

accommodation sector from all the semesters.

6.4.4 HOUSEKEEPING – The student has to prepare 2 reports -1. On the working of housekeeping in

a star hotel or laundry. 2. Contract Housekeeping

BBA IN HOTEL MANAGEMENT

Code : PRACTICAL EXAMINATION FOR VI SEM Univ Code :
Contact Hours :40 Work load : 4 hours per week

Credit Points :4

Evaluation: Continues Internal Assessment - 30 marks
Semester and Examination - 70 marks

Objective :

Pedagogy :

SUB DIVISIONS 1, 2 & 3 will be marked by the internal examiner for 30 marks,

SUB DIVISIONS 4, 5, 6, 7, 8 and 9 will be marked by the external examiner for 120 marks.

INTERNAL EXAMINER

1. Bed Making (either normal or evening bed with or without foot fold) -10 marks
2. Report - 15 marks
The student will have to attach a certificate that he / she have visited the hotel, hospital, laundry or MNC along with the report. The report must be submitted 15 days before the exam.
3. Wealth from waste - 05 marks

EXTERNAL EXAMINER

4. Flower arrangement - 20 marks
The arrangement should be minimum 2 feet.
5. Par stock calculation -10 marks
Par stock should be calculated for both amenities and linen.
6. Case studies - 10 marks
The third course which may be a vegetable preparation or bread preparation will be evaluated for taste, texture, appearance and palatability
7. Eye for detail - 15 marks
The student will be given a checklist and asked to find the faults in the guest room. The examiner may untidy the room or misplace or remove an item from the room.
8. Presentation - 15 marks
The student is expected give a present on any one of the topic he / she has prepared - either trends in housekeeping, eco-friendly concepts, housekeeping in MNC
9. Viva- 50 marks
The viva will be conducted by the external examiner and will pertain to topic from the

accommodation sector from all the semesters

BHM Semester Degree Examinations

Bachelor in Hotel Management

PAPER:

Paper Code:

Time : 3 Hrs

Max Marks: 70

Section - A

**1. Answer any TEN sub questions. Each sub-question carries two marks.
(10X2=20)**

- a) .
- b) .
- c) .
- d) .
- e) .
- f) .
- g) .
- h) .
- i) .
- j) .
- k) .
- l) .

Section - B

**Answer any FOUR of the following questions. Each question carries five marks.
(4X5=20)**

- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Section - C

Answer any TWO of the following questions. Each question carries fifteen marks.

(2X15=30)

8.

9.

10.

11.

