DRAFT SYLLABUS

FOR

BACHELOR DEGREE
(8 Semester Course)

IN

HOTEL MANAGEMENT &
CATERING TECHNOLOGY (BHM)

UNIVERSITY OF KERALA
THIRUVANANTHAPURAM
UNIVERSITY OF KERALA  
BHM PROGRAMME  

(Bachelor Degree in Hotel Management and Catering Technology)  

Regulation, Scheme & Syllabus  

I. Introduction  

The hospitality industry is one of the fast growing industries globally today. The industry needs highly trained professional staff. The 4-year degree programme in Hotel Management and Catering Technology is designed to meet the varied manpower needs of the different segments of the Hotel and Catering Industry. The programme will provide an all round training in Hotel Management and Catering Technology, coming practical learning with class room lectures, so as to prepare the students to face the challenges of the Hospitality industry. The objective of the 4 years degree programme is to provide theoretical knowledge along with practical skill and proper motivation to build a career in the Hospitality industry.  

II. Course Duration  

The degree programme shall be completed in 4 years consisting of eight semesters. Each semester shall consist of 18 instructional weeks of 5 days each of 6 hours per day. Each semester shall have 90 instructional days or 450 instructional hours.  

III. Eligibility for Admission  

The eligibility for admission to the BHM (Bachelor degree in Hotel Management and Catering Technology) programme under the University of Kerala is a pass in the Higher Secondary Technical Higher Secondary/Vocational Higher Secondary examination of the Kerala State Government with any subject combination or any other examination declared by the University of Kerala as equivalent thereto with a minimum of 45 percent marks in the aggregate.  

IV. Selection Process  

50% of the candidates for admission will be selected on the basis of the Rank List published by the University of Kerala based on the Entrance Examination conducted by the University and the remaining 50% will be selected on the basis of the Rank List published by the Management Association based on the Entrance Examination conducted by them. For preparing the final Rank List for admission, 80% weightage will be given to the marks scored by the candidates in the respective Entrance Examinations, 10% weightage for group discussion and 10% weightage for interview.
V. Reservation of Seats to SC/ST and other reservation categories

The rules for reservation of seats for SC/ST candidates and other reservation categories are as laid down by the Government from time to time. These rules will be observed in the admission to BHM (Bachelor degree in Hotel Management and Catering Technology) programme also.

VI. Requirement of Attendance and Progress

A candidate will be permitted to register and appear for the examination at the end of each semester only if:

- He/She has secured not less than 75% of attendance in each subject, in each semester.
- His/Her progress is satisfactory.

In case of shortage of attendance, the candidate is eligible for condonation of the shortage of attendance on the recommendation of the Head of the Institution subject to the rules framed in this regard by the University from time to time.

A student who is not eligible for condonation of shortage of attendance shall repeat the course when it is offered again. This provision is allowed only twice during the entire course.

VII. Examination and Results

The evaluation of each course shall consist of two parts:

A. Continuous Evaluation or Internal Assessment (CE)

B. End Semester Evaluation (ESE)

The CE & ESE ratio shall be 1:4 for all courses except that of Industrial Exposure Training Report and Project Dissertation. For Industrial Exposure training report and Project Dissertation, there is no CE/IA and marks/grade are awarded based on ESE and Viva voce. Grades are given on a 7 point scale based on the total percentage of mark (CE + ESE) as given below.

<table>
<thead>
<tr>
<th>Percentage of marks</th>
<th>CCPA</th>
<th>Letter Grade</th>
</tr>
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<tbody>
<tr>
<td>90 and above</td>
<td>9 and above</td>
<td>A+ Outstanding</td>
</tr>
<tr>
<td>80 to &lt; 90</td>
<td>8 to &lt; 9</td>
<td>A Excellent</td>
</tr>
<tr>
<td>70 to &lt; 80</td>
<td>7 to &lt; 8</td>
<td>B Very good</td>
</tr>
<tr>
<td>60 to &lt; 70</td>
<td>6 to &lt; 7</td>
<td>C Good</td>
</tr>
<tr>
<td>50 to &lt; 60</td>
<td>5 to &lt; 6</td>
<td>D Satisfactory</td>
</tr>
<tr>
<td>40 to &lt; 50</td>
<td>4 to &lt; 5</td>
<td>E Adequate</td>
</tr>
<tr>
<td>Below 40</td>
<td>&lt; 4</td>
<td>F Failure</td>
</tr>
</tbody>
</table>

1. Regular Semester Examinations will be conducted at the end of each semester. The duration of Examinations will be three (3) hours for those subjects having 100 Marks and two (2) hours for those subjects having 50 Marks. Semester examinations shall be conducted and results will be announced by the University. The examination
for the practical courses will be held at the end of each semester. The University will issue the semester mark list after each semester examination and the final consolidated mark list showing the marks scored in all the eight semesters after the successful completion of the B.H.M Degree programme.

2. For some of the subjects, the end semester examination will have 80 marks and the internal assessment will have 20 marks, making the total marks for these subjects 100. Some other subjects will have 40 marks for the end semester examination and 10 marks for the internal assessment, making the total marks 50 for these subjects.

3. The Internal Assessment shall be done on the basis of (i) Periodical tests, subject to minimum of two tests for each subject. (ii) Assignments and (iii) class Participation and attendance. The distribution of marks for the internal assessment will be as follows:

All records of internal assessment shall be kept in the department and shall be made available for verification by the university if and when necessary.

(a) Periodical tests (Subject to minimum of two tests for each subject)  5/ 10 marks

(b) Assignments  3 / 6 marks

(c) Class Participation and attendance for each course  2 / 4 marks

**Total**  10 / 20 marks

4. A systematic record for the award of Internal Assessment marks shall be maintained in the Department signed by the Faculty member concerned and countersigned by the Head of the Department/Institution. The results of internal assessment shall be made available within 5 working days from the last day of the semester. The complaints regarding award of marks for CE/IA if any have to be submitted to the Head of the Department within 3 working days from the display of the results. These complaints have to be examined by the department committee and shall arrive at a decision which shall be communicated to the student.

The statement of marks of the CE/IA of all the students shall be approved by the Department committee countersigned by the Principal and forwarded to the Controller of Examinations within 15 working days from the last day of the semester.

5. Semester examinations for the BHM (Bachelor Degree in Hotel Management and Catering Technology) programme for each subject shall be conducted at the end of
each semester. There will be supplementary semester examinations for failed candidates.

6. Candidates for the BHM Programme shall be eligible to undergo the course of study in the next semester and take the examinations of that semester, irrespective of the results of the examination of the previous semester provided they have completed all the formalities of attendance, payment of all fees due to the University and registration for the examination in the earlier semester. However, a candidate who has failed to secure the required minimum marks in any subject shall be given a maximum of three additional chances for securing a pass in such subject.

7. Students participating in social service activities, sports, literary and cultural activities will be carried out outside the instructional hours and will fetch the one credit extra over and above the prescribed 120 credits. There shall be a general coordinator to be nominated by the College Council for the conduct of all these activities. A statement testifying the participation of the students shall be forwarded to the controller of Examination along with the statement of CE/IA.

VIII. Time Limit for the Completion of Programme

A candidate shall be required to complete the programme within a period of eight years after joining the programme.

IX. Classification of Successful Candidates

(A) A candidate who secures not less than 40% in the written examination separately and subject to a minimum of 50% of the aggregate of internal assessment and written examination together will be declared to have passed the examination.

(B) A candidate who secures not less than 40% mark in the industrial exposure training report and subject to 50% of the aggregate of training report and viva voce put together will be declared to have passed the examination of sixth semester consisting of course code from BHM 31 TO BHM 34.

(C) A candidate who secures not less than 40% mark in research project and subject to 50% of the aggregate of project report and viva voce put together will be declared to have passed the examination of course code Hospitality Research project.

(D) CLASSIFICATION OF RESULT will be based on the aggregate marks of all the Sessional and end semester examinations in all the eight semesters put together.

1. Candidates who have secured 50% marks and above but below 60% of total marks for all subjects in eight semester examinations shall be declared to have passed in second class.

2. Candidates who obtain 60% marks and above but less than 80% of the total marks shall be declared to have passed in First Class and
3. Candidates who obtain 80% and above of the total marks shall be declared to have passed in first class with distinction.
4. Successful candidates who completed the examination in four academic years (eight consecutive semesters) after the commencement of the course of study alone shall be considered for ranking purpose. Students who pass the examination in supplementary examinations are also covered under this clause.

**Consolidation of CCPA**

An overall letter grade for the whole programme shall be awarded to the student based on the value of CCPA Using the 7 point scale. It is obtained by dividing the sum of the credit points in all the courses taken by the student, for the entire programme by the total number of credits.

**X. Question Paper**

The question paper for the end semester examination of each theory course will consists of three parts A, B & C.

**Pattern of Questions**

<table>
<thead>
<tr>
<th>Question Type</th>
<th>Total No Of questions</th>
<th>No of question to be answered</th>
<th>Marks for each Question</th>
<th>Total Marks</th>
</tr>
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<tr>
<td>Short answer</td>
<td>10</td>
<td>10</td>
<td>3/2</td>
<td>30/20</td>
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<tr>
<td>Short essay</td>
<td>7</td>
<td>5</td>
<td>6/4</td>
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<tr>
<td>Long essay</td>
<td>3</td>
<td>2</td>
<td>10</td>
<td>20</td>
</tr>
</tbody>
</table>

For the successful completion of a programme and award of the Degree, a student must pass all the courses satisfying the minimum credit requirement and must score a minimum CCPA of 5.00 or an overall grade of D.
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COURSE SUMMARY

1. INTRODUCTION

The professional knowledge of both current and emerging technological process and systems regarding the hotel management and catering is very essential in the developing process of our country with a proper balancing of the core, specialized and elective subjects and suitable integration of meaningful practical and field exercises and challenging project activity the hotel management and catering technology curriculum will provide the students with relevant professional knowledge and also develop in them the capacity to tackle unknown problems and help them to acquire sound professional ethics and an awareness of their obligations to society.

This is the first time that, a model curriculum of hotel management and catering technology has been framed by AICTE. The All India Board of Hotel Management and Catering Technology Education has approved the model curriculum. This is the first time the Kerala University has approved the model curriculum with necessary modifications to cater the needs of the students and put them on the national scene.

2. The Course

Bachelor of Hotel Management and Catering Technology (BHM) is a job oriented course, which has a lot of job prospects in India and abroad. By understanding the ever increasing demand, for talented and creative professionals in hotel industries and tourism, which accelerate the economic development of a Country AICTE, Government of Kerala and University of Kerala have given, approval for a regular course in Hotel Management and Catering Technology (BHM Course).

3. Duration of the Course

This is a 4 year course divided into 8 semesters with University Examination

4. Eligibility for Admission

Any Student who have passed 10 + 2 or any examination declared equivalent thereto with minimum 50% or above are eligible for admission for the course.
COURSE SUMMARY

The following mentioned subjects are included in this course

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<tr>
<td>BHM 02</td>
<td>Food &amp; Beverage Service Foundation- I</td>
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<tr>
<td>BHM 03</td>
<td>Introduction to House Keeping</td>
</tr>
<tr>
<td>BHM 04</td>
<td>Foundation Course in Front Office</td>
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<td>BHM 05</td>
<td>Food Science</td>
</tr>
<tr>
<td>BHM 06</td>
<td>Business Communication</td>
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<td>BHM 08</td>
<td>Food &amp; Beverage Service Foundation - II</td>
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<td>BHM 09</td>
<td>House Keeping Operation - I</td>
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<td>BHM 10</td>
<td>Front Office Operation -I</td>
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<td>BHM 11</td>
<td>Hotel Engineering.</td>
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<td>BHM 12</td>
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<td>BHM 13</td>
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<td>Food &amp; Beverage Service Operation- I</td>
</tr>
<tr>
<td>BHM 15</td>
<td>House Keeping Operation - II</td>
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<tr>
<td>BHM 16</td>
<td>Application of Computers &amp; Cyber Law</td>
</tr>
<tr>
<td>BHM 17</td>
<td>Basic Accounting</td>
</tr>
<tr>
<td>BHM 18</td>
<td>Introduction to Management</td>
</tr>
<tr>
<td>BHM 19</td>
<td>Food Production Operation - II</td>
</tr>
<tr>
<td>BHM 20</td>
<td>Food &amp; Beverage Service Operation - II</td>
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<tr>
<td>BHM 21</td>
<td>House Keeping Management</td>
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<td>BHM 22</td>
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<td>Research Methodology &amp; Quantitative Analysis</td>
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<td>Hospitality Marketing</td>
</tr>
<tr>
<td>BHM 25</td>
<td>Advanced Food Production - I</td>
</tr>
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</table>
BHM 26  Advanced Food & Beverage Service - I
BHM 27  Front Office Management
BHM 28  Hotel Accounting
BHM 29  Environmental Issues
BHM 30  Hotel Law
BHM 31  IET – Food Production
BHM 32  IET – Food & Beverage Service
BHM 33  IET – House keeping
BHM 34  IET – Front Office
BHM 35  Advanced Food Production- II
BHM 36  Advanced Food & Beverage Service -II
BHM 37  Personality Development
BHM 38  Human Resource Management
BHM 39  Food Safety & Quality Control
BHM 40  Food & Beverage Control
BHM 41  Hospitality Research Project
BHM 42  Food & Beverage Management
BHM 43  Tourism & Hospitality Management
BHM 44  Managerial Economics
BHM 45  Fast Food Chain Management
Open Elective
A. Event Management & PR
B. Hospitality Management in Aviation & Cruise lines

Professional Elective – I
A. TIME SHARE AND CONDOMINIUM MANAGEMENT
B. HEALTH AND NUTRITION
C. ORGANISATION BEHAVIOUR
SEMESTER – 1 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
### 1st SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Subjects</th>
<th>Hours / Week</th>
<th>Marks &amp; Duration of Exam</th>
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<tr>
<td>BHM 01</td>
<td>Food Production Foundation - I</td>
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<tr>
<td>BHM 02</td>
<td>Food &amp; Beverage Service Foundation - I</td>
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<tr>
<td>BHM 03</td>
<td>Introduction to House Keeping</td>
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<td>Foundation Course in Front Office</td>
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<tr>
<td>BHM 05</td>
<td>Food Science</td>
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<tr>
<td>BHM 06</td>
<td>Business Communication</td>
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**TOTAL**

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<tr>
<td>24</td>
<td>12</td>
<td>440</td>
<td>110</td>
<td>240</td>
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Total Marks of University (Theory & Practical) (E) 440 + 240 = 680

In Course (IC) 110 + 60 = 170

**TOTAL MARKS** 850
BHM 01. FOOD PRODUCTION FOUNDATION – I (FFP –I)

CULINARY HISTORY
Development of the culinary art from the middle ages to modern cookery

INTRODUCTION TO COOKERY
Levels of skills and experiences, Attitudes and behaviour in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment

HIERARCHY AREA OF DEPARTMENT AND KITCHEN
Classical brigade, modern staffing in various category hotels, roles of executive chef, duties and responsibilities of various chefs, co-operation with other departments

KITCHEN ORGANIZATION AND LAYOUT
General layout of the kitchen in various organisations with layout of receiving areas, storages & wash up

FUEL AND EQUIPMENT
- Various fuels used - advantages and disadvantages of each
- Different equipments used in food production

AIMS & OBJECTS OF COOKING FOOD
Importance of cooking food, techniques used in pre-preparation & preparation, action of heat on food

METHODS OF COOKING FOOD
Classification and methods of cooking food – roasting, grilling, frying, sautéing, broiling, baking, braising, stewing, blanching, steaming, poaching, boiling
Principles of each of the above, equipments required for the above, care and precautions to be taken, selection of food for each type of cooking

STOCKS, SOUPS & SAUCES
Definition of stock, types of stock, preparation of stock, recipes, storage of stocks, uses of stocks, Care and precautions
Classification of soups with examples, basic recipes, consommés, garnishes and accompaniments
Classification of sauces, recipes for mother sauces, derivatives

BASIC COMMODITIES

Flour
Structure of wheat, Types of Wheat, Types of Flour, Processing of Wheat – Flour, Uses of Flour in Food Production, Cooking of Flour (Starch)

Shortenings (Fats & Oils)
Role of shortenings, varieties of shortenings, advantages and disadvantages of using various shortenings, fats & oil – types, varieties

Raising Agents
Classification of raising agents, role of raising agents, actions and reactions
Sugar
Importance of sugar, types of sugar, cooking of sugar – various, uses of sugar

Rice, Cereals & Pulses
Classification and identification, cooking of rice, cereals and pulses, varieties of rice and other cereals

FOOD PRODUCTION PRACTICAL – I (FPP – I)

1. FAMILARISATION OF KITCHEN, EQUIPMENT’S & INGREDIENTS
2. DEMONSTRATION & PRACTICE OF STANDARD CUTS OF VEGETABLE

PRACTICAL-2
3. DEMONSTRATION AND PRACTICE PREPARATION OF STOCKS AND SAUCES

PRACTICAL-3
4. DEMONSTRATION AND PRACTICE OF SOUPS AND BREAD ROLLS

PRACTICAL-4
5. DEMONSTRATION & PRACTICE OF BREAD ROLLS AND DESSERTS.

PRACTICAL-5

<table>
<thead>
<tr>
<th>MENU-1</th>
<th>PRACTICAL-6</th>
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<tbody>
<tr>
<td>I. BREAD ROLLS</td>
<td>I. FANCY ROLL</td>
<td>I. BREAD STICKS</td>
</tr>
<tr>
<td>II. WHITE STOCK</td>
<td>II. BROWN SOCK</td>
<td>II. FISH STOCK</td>
</tr>
<tr>
<td>III. TOSSED</td>
<td>III. GLAZED</td>
<td>III. ROAST POTATO</td>
</tr>
<tr>
<td>VEGETABLES</td>
<td>VEGETABLES</td>
<td>IV. MAYONNAIS</td>
</tr>
<tr>
<td>IV. WHITE SAUCE</td>
<td>IV. BROWN SAUCE</td>
<td>SAUCE</td>
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PRACTICAL-8

<table>
<thead>
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<tbody>
<tr>
<td>I. CROUTONS &amp; BREAD ROLLS</td>
<td>I. CREAM SOUP</td>
<td>I. VEG CLEAR SOUP</td>
</tr>
<tr>
<td>II. VELOUTE SAUCE</td>
<td>II. PASTA IN CREAM</td>
<td>II. POACHED EGG</td>
</tr>
<tr>
<td>III. HOLLANDAISE SAUCE</td>
<td>III. FISH GRATIN</td>
<td>III. POTATO LYNoise</td>
</tr>
<tr>
<td>IV. ROAST CHICKEN</td>
<td>IV. LEMON JELLY</td>
<td>IV. CHICKEN ALA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>V. CRÈME BRULE</td>
</tr>
</tbody>
</table>

Books recommended:

Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
Theory of Catering, Mrs. K. Arora, Frank Brothers
Modern Cookery for Teaching & Trade Vol. I, Ms. Thangam Philip, Orient Longman
Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
Chef Manual of Kitchen Management, Fuller, John
The Professional Chef (4th edition), Le Rol A. Polsom
The Book of Ingredients, Jane Grigson
Indian Food, K.T. Achaya, Oxford
THE HOTEL & CATERING INDUSTRY
- Introduction to the Hotel Industry and Growth of the hotel Industry in India
- Role of catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential
- Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.
- Structure of the catering industry - a brief description of each

DEPARTMENTAL ORGANISATION & STAFFING
- Organisation of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff
- Duties & responsibilities of F&B staff
- Attributes of a waiter
- Inter-departmental relationships (Within F&B and other department)

FOOD SERVICE AREAS
- Specialty Restaurants / Coffee Shop Service / Cafeteria Service / Fast Food Service / Room Service / Banquet Service / Bar Service / Vending Machines

ANCILLIARY DEPARTMENTS
- Pantry / Food pick-up area / Store / Linen room / Kitchen stewarding

F & B SERVICE EQUIPMENT
- Familiarization of: Cutlery / Crockery / Glassware / Flatware / Hollowware
- Usage of equipment, Criteria for selection, Requirements, Quantities & types, Care & Maintenance
- All other equipment used in F&B Service: Furniture / Linen / Disposables
- French terms related to the above

METHODS OF SERVICE
- Mise-en-scene & Mise en place
- Types of service: pre plated, silver, Russian, French, Self service, Buffet, Gueridon, Tray, Single point service, Specialized service

FOOD & BEVERAGE SERVICE PRACTICAL – I (FBSP – I)
- Table laying for different meals
- Identification of equipment
- Receiving and seating the guest
- Procedure of service at table (Silver service and pre-plated service)
- French for receiving and greeting the guest and seating the guest
- French related to taking order and description of dishes
Care & maintenance of equipment including cleaning/polishing of EPNS items by 
- Plate Powder method
- Polivit method
- Silver dip method
- Burnishing machine

Reference Books:
Food & Beverage Service – Lillicrap & Cousins, ELBS
Modern Restaurant Service – John Fuller, Hutchinson
Food & Beverage Service Management – Brian Varghese
Introduction F & B Service – Brown, Heppner & Deegan
Professional Food & Beverage Service Management – Brian Varghese

BHM 03. HOUSE KEEPING OPERATION – 1(HKO – I)

THEORY
1. ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION
   - Definition of Hotel
   - Types of Hotels and Services Offered
   - Importance of HouseKeeping
   - Aims, Objectives and Responsibilities of HouseKeeping Department

2. ORGANIZATION STRUCTURE OF THE HOUSEKEEPING DEPARTMENT
   - Personal attributes of house keeping personnel
   - Hierarchy in small, medium and large hotels
   - Job Descriptions of Housekeeping Staff

3. LAY OUT OF THE HOUSEKEEPING DEPARTMENT
   - Introduction
   - House Keeping Design Factors
   - Layout and Housekeeping Facilities

4. COORDINATION WITH OTHER DEPARTMENTS
   - With Front Office
   - With Maintenance
   - With Security
   - With Food and beverage
   - With Stores
   - With Purchases
   - With Personnel
   - With Sales and Marketing
   - With Laundry

5. HOUSEKEEPING CONTROL DESK
   - Role of control desk
   - Handling Telephone Calls
   - Handling Difficult Situations
   - Types of registers and files maintained

6. LAYOUT OF A GUEST ROOM
   - Types of Guest rooms
• Lay out and Features in a guest room
• Guest amenities
• Guest room status, Guest floor rules and reportables

7. KEYS AND THEIR CONTROL
• Types of keys
• Computerised key card
• Key control

8. GLOSSARY OF TERMS (With reference to 2\textsuperscript{nd} semester)

HOUSE KEEPING PRACTICAL – I (HKP – I)

Practical
• Identification, use and care of cleaning equipments
• Identification of cleaning agents
• Identification of hotel linen
• Bed Making
• Cleaning of guest rooms- Departure, Occupied and Vacant

Reference Books:
1. Hotel House keeping Training Manual ,Sudhir Andrews
4. Hotel House Keeping Operations and Management, Mr. G Raghubalan, Smritee Raghubalan, Oxford Higher Education

BHM 04. FOUNDATION COURSE IN FRONT OFFICE (FFO)

The Hospitality Industry
• History and development of Hotel Industry
• Types of hotels
• Defining the term hotel
• Classifying hotels, levels of service

Front office Organisation
• Front office operations – Organisation chart, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel

Front Office Operations
• The guest cycle
• Front office systems
• Front office forms
• The front desk
• Front office equipments
• Telecommunication
• Property management systems

The Accommodation Product
• Need for hotel product brochures, tariff cards
• Types of guest rooms and suites, executive floors or club floor concept
• Types of room rates, basis for charging room rates
• Meal plans – Types, needs and use of such plans
• Types of guests – FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign

**FRONT OFFICE PRACTICAL (FOP)**

1) Communication skills – verbal, non verbal
2) Preparation and study of countries, capitals, currencies, airlines and flags chart
3) Telecommunication skills – telephonic situation handling
1. 4) Forms and formats related to 3rd semester rd
4) Identification of equipment, work structure and stationery
5) Basic manners and grooming standards required for Front Office operation

**Reference Books:**

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi, VNR
3. Managing front office operations by Kasavana & Brooks
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Effective Front Office Operation, Michael Kasavana, CBI-VNR
11. Front Office Procedures, Social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

**BHM 05. FOOD SCIENCE**

**Module 1**
**Food & Nutrition:** Food and its relation to health, objectives in the study of nutrition. Nutrients - classification, Food groups

**Module 2**
**Carbohydrates, Proteins and Fat:** Their composition, classification, function, digestion and absorption, Dietary sources, Requirements, Excess and Deficiency

**Module 3**
**Vitamins:** Classification, function sources, daily requirements, excess and deficiency of Vitamin A, D, E, K, C, 81, 82, 83, 812 and Folic acid.
Minerals: Calcium, Iron, Iodine, Fluorine, Sodium function, sources, requirements, excess and deficiency

Module 4
Energy: Definition, RDA for energy, BMR - Factors affecting BMR, SDA.


Dietary Fiber: Importance of dietary fiber in major disorders

Module 5
Nutritive Value of Indian Foods: Cereals, Pulses, Leafy vegetables, other vegetables, milk and milk products, Meat, fish, egg, nuts and oil seeds, fruits, sugar, spices and condiments.

Module 6
Food Processing: Definition, objectives, types of treatment, effect of acid, alkali and heat on food constituents

Module 7
Nutritional changes during cooking: Loss of nutrients, mechanical change, leaching, enzymatic changes, methods to prevent nutrient loss

Module 8
Meal Planning: Principles of meal planning - planning a balanced meal using food groups. Calculation of nutritive value of snacks / dishes / meals critical evaluation of meals served at the institute / hotel

Balanced Diet: Importance of balanced diet. RDA for various nutrients for different age groups, gender, occupation and physiological status

References:

3. B. Srilekshmi, Dietetics, New Age international (P) Ltd.
4. G. Subbulakshmi, Shobha A Udi, Food Processing and Preservation, New Age International Pvt Ltd.
5. Clinical dietetics and nutrition - F.P. Anita
6. Normal and therapeutic nutrition - H. Robinson
7. Microbiology - Anna K. Joshua
10. Catering Management and Integrated Approach-Mohinseth, Surjeet Muthan
11. Food Facts & Principles - Manay & Shalakshara Swamy
12. Food Science - Sumati1i Mudambi
13. Nutritive value of Indian foods. Indian Council of Medical Research
15. Principles of Food Technology by P. J. Fellows
18. Principles of Food Science by Borqstorm and MacMillon Food Science by Potter & Hotchkiss.

**BHM 06. BUSINESS COMMUNICATION (BCOMM)**

I. Language and communication

1. Need, purpose, nature, models
2. Process of communication and various factors of communication
3. Barriers to communication and overcoming these barriers
4. Non-verbal communication, signs, symbols and body language, language as a sign system, eye-contact, facial expressions and posture.
5. Communication in Hospitality organisation and its effects on performance

II. Remedial English

1. Common errors and their correction in English usage with emphasis on concord, tense sequence, use of prepositions, phrasal verbs, reference and dictionary skills.
2. Linkers and cohesive device
3. Expressing the same idea/thought unit in different ways

III. Skills of written English

1. Note making and developing notes into drafts – rewriting of drafts. The use of cohesive devices
2. Correspondence : letters to editor and write ups concerning event management (publicity materials, handouts, posters and information, flow charts)
3. Writing bio-data, applications, complaint
4. Precis writing
5. Writing reports (factual record of incident / data), log book writing

IV. Oral skills (listening and speaking) for effective communication

1. Note taking, preparing summaries and abstracts for oral presentation
2. Restaurant and Hotel English, polite and effective enquiries and responses
3. Addressing a group, essential qualities of a good speaker and listener
4. Audience analysis, defining purpose of a speech, organizing the ideas and delivering the speech
5. Pronunciations, stress, accent, common phonetic difficulties, use of telephone.

**Suggested books**
Business Communication (BCOMM)

I. Business communication
   1. Need, purpose, nature, models
   2. Channels of Business communication
   3. Selection of channel

II. Organisational communication
   1. Upward, downward, lateral, purpose, functions
   2. Written communications, memos, circulars, notices, advertisements, press notes
   3. Communicating with outside world: Business letters of different types, e-mail writing and manners
   4. Communicating within groups, nature, purpose, merits, demerits
   5. Role of wit and humour

III Handling meetings
   1. Types of meetings
   2. Structuring a meeting: agenda and minutes
   3. Conducting a meeting

Suggested books

Communications in Tourism & Hospitality, Lynn Van Der Wagen, Hospitality Press
SEMESTER – 2 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
## 2nd SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Subjects</th>
<th>Hours / Week</th>
<th>Marks &amp; Duration of Exam</th>
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<td></td>
<td></td>
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<td>Front Office Operations</td>
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<td>BHM 11</td>
<td>Hotel Engineering</td>
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<td>BHM 12</td>
<td>Elementary French</td>
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Total Marks of University (Theory & Practical) (E) 400 + 360 = 760

In Course (IC) 100 + 90 = 190

**TOTAL MARKS** 950
BHM 07. FOOD PRODUCTION FOUNDATION – II (FFP –II)

CULINARY TERMS
List of culinary terms (common and basic), simple French & Hindi menu terminology

BASIC MENU PLANNING
Types of menu, menu planning principles

BASIC PRINCIPLES OF FOOD PRODUCTION

Vegetable and Fruit Cookery
Classification of vegetables, pigments and colour changes, effects of heat on vegetables, cuts of vegetables
Classification of fruits, uses of fruit in cookery

Meat Cookery
Introduction to meat cookery, cuts of beef/veal, cuts of lamb/muttons, cuts of pork, variety meats (offals)

Egg Cookery
Introduction to egg cookery, structure of an egg, selection of egg, uses of egg in cookery, methods of cooking egg

Fish Cookery
Introduction to fish cookery, classification of fish with examples, cuts of fish, selection of fish and shell fish, cooking of fish (effects of heat)

Milk, Cream, Cheese & Butter
Composition of milk, processing of milk: pasteurisation / homogenisation, types of milk, milk products, nutritive value
Processing of cream, types of cream
Processing of cheese, types of cheese, classification of cheese, curing of cheese, uses of cheese
Processing of butter, types of butter

BAKERY:

Pastry
- Short crust
- Laminated (flaky, puff, rough puff & spool method)
- Choux
Recipes and methods of preparation, differences, uses of each pastry, care to be taken while preparing pastry, role of each ingredient, temperature of baking pastry

Simple Breads
Principles of bread making, simple yeast breads, role of each ingredient in break making, bread faults & bread improvers, baking temperature and its importance

Pastry Creams
Basic pastry creams, uses in confectionery, preparation and care in production
### FOOD PRODUCTION PRACTICAL – II (FPP – II)

#### FOOD PRODUCTION PRACTICAL-11

<table>
<thead>
<tr>
<th><strong>PRACTICAL-1</strong></th>
<th><strong>PRACTICAL-2</strong></th>
<th><strong>PRACTICAL-3</strong></th>
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<tr>
<td>BASIC CUTS OF VEGETABLES</td>
<td>EGG PREPARATIONS</td>
<td>MENU 1</td>
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<tr>
<td>STANDARD CUTS OF VEGETABLES</td>
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<td>CREAM CARAMEL</td>
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<tr>
<td>TYPE OF MEAT CUTS</td>
<td>HARD BOILED EGG</td>
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<td>MARINADE</td>
<td>SOFT BOILED EGG</td>
<td>GLAZED CARROT</td>
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<td>FRIED EGG</td>
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<td>SUNNY SIDE UP</td>
<td>TOMATOES</td>
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<td>POACHED EGG</td>
<td>CREAM CARAMEL</td>
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<td>SCRAMBLED EGG</td>
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<td>OMLETTE (PLAIN &amp; STUFFED)</td>
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<td>EN COCOTTE</td>
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<tbody>
<tr>
<td>MENU 3</td>
<td>MENU 4</td>
<td>St GERMON SOUP/ BREAD ROLL</td>
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<tr>
<td>CHICKEN CLEAR SOUP</td>
<td>CRÈME DE VOLAILLE</td>
<td>BRAISED BEEF</td>
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<tr>
<td>CHICKEN MARYLAND</td>
<td>PRINCESS/ BREAD ROLL</td>
<td>BOQUETIERE DE LEGUMES</td>
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<tr>
<td>BEETROOT TART</td>
<td>RAGOUT DE BOEUF</td>
<td>POMMES CHATEAU</td>
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<tr>
<td>POTATO</td>
<td>HARICOTS BEANS</td>
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<td>CROQUETTE</td>
<td>RUSSIAN SALAD</td>
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<td>COFFEE MOUSE</td>
<td>BLANCMANGE</td>
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<th><strong>PRACTICAL-10</strong></th>
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<tr>
<td>BREAD LOAF</td>
<td>GENOISE SPONGE</td>
<td>APPLE PIE</td>
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<tr>
<td>FRENCH BREAD</td>
<td>MELTING MOMENTS</td>
<td>SWEET BREAD</td>
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<tr>
<td>SWEET BUN</td>
<td>ICE CREAM</td>
<td>BUTTER COOKIES</td>
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</tbody>
</table>

**Books recommended:**

- Art of Indian Cookery, Rocky Mohan, Roli
- Prasad – Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
- Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier
BHM 08. FOOD & BEVERAGE SERVICE FOUNDATION –II (FFBS -II)

Room Service
- Introduction, general principles, pitfalls to be avoided
- Cycle of Service, scheduling and staffing, Room service menu planning
- Forms & formats, order taking, thumb rules, suggestive selling, breakfast cards
- Layout & Setup of Common Meals, use of technology for better room service
- Time management – lead time from order taking to clearance

MEALS & MENU PLANNING:
- Origin of Menu
- Objectives of Menu Planning
- Types of Menu
- Courses of French Classical Menu: Sequence / Examples from each course / Cover of each course / Accompaniments
- French Names of dishes
- Types of Meals: Early Morning Tea / Breakfast (English, American Continental, Indian) / Brunch / Lunch / Afternoon/High Tea / Dinner / Supper

SIMPLE CONTROL SYSTEM
- KOT/Bill Control System
- Making bill
- Cash handling equipment
- Record keeping

NON-ALCOHOLIC BEVERAGES
Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea - Origin & Manufacture / Types & Brands
- Coffee - Origin & Manufacture / Types & Brands
- Juices and Soft Drinks
  - Mocktail making
  - Brand Names of Juices, Soft Drinks, Mineral Water, Tonic Water
- Cocoa & Malted Beverages - Origin & Manufacture

FOOD & BEVERAGE SERVICE – II (FBSP –II)
- Preparation & Service of non alcoholic beverages
- TDH & a la carte cover
- Sequence of service
- Menu Planning
- Side board set up
- Breakfast table lay up

Reference Books:
BHM 09. HOUSEKEEPING OPERATIONS - II

Theory

1. CLEANING OF PUBLIC AREAS
   - Cleaning process
   - Cleaning and upkeep of Public areas
   - (Lobby, Cloak rooms/Restaurant/bar/banquet Halls/Administration offices/Lifts and Elevators/Staircase/back areas/Front areas/Corridor)

2. SAFETY AWARENESS AND FIRST AID
   - Concept and Importance
   - Safety: Accidents, Fires (Cause, Procedure, Accident report form)
   - Security: Security of Guest/Staff/Public areas/Rooms/Back office areas
   - First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)

3. SAFEGUARDING ASSETS
   - Concerns for safety and security in Housekeeping operations
   - Concept of Safeguarding assets
   - Theft: Employee, guest, external persons
   - Security in Hotel guest rooms

4. PEST CONTROL
   - Types of pests
   - Control procedures

5. HOUSEKEEPING SUPERVISION
   - Importance of inspection
   - Check-list for inspection
   - Typical areas usually neglected where special attention is required
   - Self-supervision techniques for cleaning staff
   - Degree of discretion / delegation to cleaning staff

6. LINEN/ UNIFORM / TAILOR ROOM
• Layout
• Types of Linen, sizes and Linen exchange procedure
• Selection of linen
• Storage Facilities and conditions
• Par stock: Factors affecting par stock, calculation of par stock
• Discard Management
• Linen Inventory system
• Uniform designing: Importance, types, characteristics, selection, par stock
• Function of Tailor room

7. CLEANING OF GUEST ROOMS
• Daily cleaning of (Occupied/Departure/Vacant/Under repair/VIP rooms
• Weekly cleaning/spring cleaning
• Evening service
• Systems & procedures involved
• Forms and Formats
• Guest room cleaning – Replenishment of Guest supplies and amenities

8. GLOSSARY OF TERMS (with reference to 2nd semester syllabus)

HOUSEKEEPING PRACTICAL - II

• Room Attendant Trolley
• Bed Making
• Turn down service
• Cleaning of guest rooms – departure, occupied, vacant
• Cleaning of public areas
• Inspection of guest rooms & public areas with the help of checklist
• First aid

Reference books:

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
6. Accommodation & Cleaning Services, Vol I & II, David Allen, Hutchinson
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke
8. First Aid, St. John Ambulance Association, New Delhi

BHM 10. FRONT OFFICE OPERATION – I (FOO - I)

Reservations
• Reservation methods
• Reservation inquiring
• Group reservation
• The Reservations record
• Reservation confirmation
• Reservation maintenance
• Reservation reports
• Reservation considerations

Registration
• Pre-registration activities
• Registration activity
• The registration record
• Room and rate assignment – FITs, Groups, Crew, Indian & Foreign
• Method of payment
• Issuing the room key
• Fulfilling special requests
• Creative options
• Change of room
• Over-booking cases

Front Office Responsibilities
• Front office communication
• Interdepartmental communication
• Guest services
• Guest relations
• Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc..

Front Office Computer Operation
• Basics of computer
• Application of property management system
• Reservations
• Registration
• Cashiering
• Night audit

Front Office Security Functions
• Role of Front Office in Hotel Security
• Check in : use of metal detectors, validators, scanty baggage handling
• Keys control : ELS (Electronic Cards), Handling Grand Master / Master key, lost & found & damaged keys, use of key cards
• Guest & staff movement & access control
• Protection of funds, safe deposit boxes

FRONT OFFICE PRACTICAL - I (FOP- I)

1) How to handle inquiries, suggestive selling
2) How to convert inquiries to valid reservations
3) Preparing and filling up reservation forms
4) Role play of accepting reservations, walking a guest and complaint handling for bumped reservations
5) Reservation handling by computers. Actual computer lab work with the PMS
6) Preparing and filling up registration card
7) Role play for different check ins as – Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups
8) Role play on guest complaint handling, critical and dangerous situation handling
9) Operating FIDELIO / IDS – PMS system in computer lab. Familiarization of all options

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

BHM 11. HOTEL ENGINEERING

Maintenance
- Preventive & Breakdown Maintenance
- Role and importance of Maintenance department in hotel Industry with emphasis on its relation with other departments of the hotel.
- Organization chart of maintenance department
- Duties and responsibilities of maintenance Department

Gas
- Heat terms and units, method of transfer
- LPG and its props/ities; principle of Bunsen burner
- Precautions to be taken while handling gas
- Low and high pressure burners, Corresponding heat output

Electricity
- Fundamentals of electricity, insulators, conductors, current, potential difference resistance, power, energy - concepts definitions, their units and relationships, AC and DC, single phase and 3 phase and its importance on equipment specifications.
- Electric circuits, open circuits and closed circuits, symbols of circuit elements, series and parallel connection, short circuit, fuses, MCB, earthing, reason for placing switches on live wire side.
• Electric wires and types of wiring.

• Calculation of electric energy consumption of equipment, safety precautions to be observed while using electric appliances.

• Types of lighting, different lighting devices, incandescent lamps, fluorescent lamps, other gas discharge lamps! illumination, units of illumination.

Fuels used in catering industry

• Types of fuels used in catering industry calorific value, comparative study of different fuels.
• Calculation of amount of fuel required and cost.

Refrigeration and Air Conditioning

• Basic principles, latent heat, boiling point and its dependence on pressure, vapour Compression system of refrigeration and refrigerants.
• Vapour absorption system, care and maintenance of refrigerators; defrosting; types of refrigerant units, their care and maintenance.
• Conditions for comfort, relative humidity Humidification, dehumidifying, dew point control, unit of air conditioning.
• Window type air conditioner, central air conditioning. preventive maintenance.

Vertical transportation
Elevators, Escalators

Fire Prevention and Fire Fighting Systems

• Classes of fire methods of extinguishing fires
• Fire extinguishers, portable and stationery
• Fire detectors and alarm
• Automatic fire detectors-cum-extinguishing devices
• Structural Protection

Practical

Electrical

1. Study of wiring cables, electrical accessories (Switches, Fuses, MCB, ELCB etc) and Earthing.
3. One lamp controlled by one SPST switch.
4. Plug point controlled by a switch.
5. Calling bell wiring with ON/OFF control.
6. One lamp controlled by two switches.
7. Hospital Wiring
8. Fluorescent Tube Wiring
9. Double Tube connection
10. Connection of AC fan and regulator.
12. Study of DB wiring with MCB, ELCB

BHM 12. ELEMENTARY FRENCH

Introduction to the Language
Letters of the alphabet and their pronunciation, distinction between vowels and consonant words and the use of different accents.

Name
Of professions, countries and nationalities, fruits and vegetables introduction to the number and gender of nouns and adjectives.

Numerical from 1 to 100
Lecture
Practical would include reciting the numerical to a common tune and a game with numbers.

The time of the day
Lecture
Orally making the students read the time in French

Members of the family
Lecture
Role-playing
Home work: write 5-10 simple sentences on "my family,"

Suggested Book: French Companion [Part I & II] By Prof. T.K. Thamby
Publisher: Polyglot House, Chennai
SEMESTER – 3 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
## 3rd SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Subjects</th>
<th>Hours / Week</th>
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<td>Practical</td>
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<td>BHM 15</td>
<td>House Keeping Operation - II</td>
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<tr>
<td>BHM 16</td>
<td>Application of Computers &amp; Cyber Law</td>
<td>4</td>
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<tr>
<td>BHM 17</td>
<td>Basic Accounting</td>
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<tr>
<td>BHM 18</td>
<td>Introduction to Management</td>
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<td>TOTAL</td>
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Total Marks of University (Theory & Practical) (E) 360 + 280 = 640

In Course (IC) 90 + 70 = 160

**TOTAL MARKS 800**
BHM 13. FOOD PRODUCTION OPERATION – I (FPO –I)

BASIC INDIAN COOKERY

Condiments & Spices
Introduction to Indian food, spices used in Indian cookery, role of spices in Indian cookery, Indian equivalent of spices (names)

Masalas
Blending of spices and concept of masalas, different masalas used in Indian cookery - wet masalas / dry masalas, composition of different masalas, varieties of masalas available in regional areas, special masala blends

Thickening Agents
Role of thickening agents in Indian cuisine, Types of thickening agents

REGIONAL INDIAN CUISINE
Introduction to regional Indian cuisine, heritage of Indian cuisine, factors that affect eating habits in different parts of the country, cuisine and its highlights of different states/regions/communities to be discussed under: geographic location, historical background, seasonal availability, special equipment, staple diets, specialty cuisine for festivals and special occasions

STATES
Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Bengal, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh

COMMUNITIES
Parsee, Chettinad, Hyderabadi, Lucknowi, Avadhi, Malbari/Syrian Christian and Bohri

DISCUSSIONS
Indian Breads, Indian Sweets, Indian Snacks

FOOD PRODUCTION PRACTICAL -III

PREPARATION OF GRAVIES AND COMMONLY USED INDIAN MASALAS REGIONAL COOKERY OF INDIA
KARNATAKA, TAMILNADU, KERALA, ANDHRA PRADESH, GUJARATHI, LUCKNOW, MOGHALI, PUNJABI, BENGALI, HYDERABADI AND KASHMIRI CUISINES WITH PROPER ACCOMPANIMENTS LIKE CHUTNEY, INDIAN BREADS RICE PREPARATION ETC.
TANDOOR COOKING
PLANNING ELABORATE INDIAN MENUS UP TO 40 POTIONS.
### Menu-1
- I. BHATURE
- II. JEERAPULAO
- III. MURG KASOORI
- IV. PUNJABI CHANA
- V. GAJRELA

### Menu-2
- I. ONION RAITHA
- II. KERALA WHEAT PARATHA
- III. GHEE RICE
- IV. MALABAR CHICKEN CURRY/BEER ULATHIYATHU
- V. VEGETABLE KORMA
- VI. RICE PAYASAM

### Menu-3
- I. TOMATO SHORBA
- II. HYDERABADI MUTTON BIRYANI/ONION RAITHA
- III. BAGARA BAINGAN
- IV. MOONGDAL HALWA

### Menu-4
- I. BUTTER NAAN
- II. SUBZ MASALA PULAO
- III. MURGH MAKHANI
- IV. ALOO PALAK
- V. COCONUT BURFI

### Menu-6
- I. GREEN SALAD
- II. CHOPPATHI
- III. VEG.BRIYANI
- IV. MUTTON ROGAN JOSH
- V. DAL FRY

### Menu-5
- I. PANNERKULCHA
- II. VEG.SHAHI KORMA
- III. PEAS PULAO
- IV. NILGIRIES CHICKEN KORMA
- V. BADUSHA

### Menu-7
- I. METHIKI ROTI
- II. GOBI MASALA
- III. KASHMIRIPULAO
- IV. SHAHI CHICKEN KORMA
- V. DOUBLE KAMETHA

### Menu-9
- I. ACHARI PARATHA
- II. PHOOL KAPIR DALNA
- III. BENGALI BHOG KHICHI
- IV. CHICKEN KASHA/PRAWN MASALA
- V. BASUNDI

### Books recommended:
- A Taste of India, Madhur Jaffrey, Pavilion
- Prashad, Cooking with Masters, J.Inder Singh Kalra, Allied
- Zaika, Sonya Atal Sapru, Harper Collins
- Punjabi Cuisine, Premjit Gill
- Hyderabadi Cuisine, Pratibha Karan, Harper Collins
- Modern Cookery for Teaching & Trade, Ms. Thangam Philip, Orient Longman
- Wazwaan, Rocky Mohan, Roli & Janssen
TOBACCO
- History
- Processing for cigarettes, pipe tobacco & cigars
- Cigars – shapes/sizes/colours
- Storage of cigarettes & cigars

ALCOHOLIC BEVERAGE
- Introduction and definition
- Classification

BEER
A. Introduction & Definition
B. Types of Beer
C. Production of Beer
D. Storage

WINES
- Definition
- Classification with examples
  - Table/Still/Natural
  - Sparkling & method of preparation
  - Fortified
  - Aromatized
- Production of each classification
  - Viticulture
  - Vinification
- Principal wine regions and wines of
  - France
  - Germany
  - Italy
  - Spain
  - Portugal
  - USA
  - Australia
- New World Wines (brand names)
  - India
  - Chile
  - South Africa
  - Algeria
  - New Zealand
- Food & Wine Harmony
- Storage of wines
- Wine terminology (English & French)

APERITIFS
A. Introduction and Definition
  - Different types of Aperitifs
FOOD & BEVERAGE SERVICE PRACTICAL

- Restaurant reservation
- Taking the order
- Presentation & Encashing the bill
- Room Service (tray and trolley)
- Service of Cigars & Cigarettes
- Service of Beer: Draught Beers / Bottled & Canned Beers
- Service of Wines: Red wine / White/Rose wine / Sparkling wines / Fortified wines / Aromatized wines
- Service of different types of Aperitifs

Reference Books:

- Food & Beverage Service Training Manual - Sudhir Andrews
- Food & Beverage Service – Lillicrap & Cousins
- Modern Restaurant Service – John Fuller
- Food & Beverage Service Management - Brian Varghese
- Introduction F & B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management – Brian Varghese
- The World Of Wines, Spirits & Beers - H. Berberoglu
- Beverage Book – Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages – Lipinski & Lipinski
- Food Service Operations – Peter Jones & Cassel
- Master Dictionary of Food & Wine - Joyce Rubash
- New York Bartenders Guide - BD & L
- Mr. Boston’s Bartender & Party Guide – Warner
- Menu planning – John Kivela
- The Restaurant (From Concept to Operation) – Lipinski
- Professional Food Service - Sergio Andrioli & Peter Douglas
- Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
- Profitable Menu Planning- John Drysdale

BHM 15. HOUSEKEEPING OPERATIONS – II (HKO - II)

1. INTERIOR DECORATION
   - Importance, Definition & Types
   - Classification
   - Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis
   - Elements of Design: Line, Form, Colour, Texture

2. COLOUR
   - Color Wheel
   - Importance & Characteristics
   - Classification of colors
   - Color Schemes
3. LIGHTING
   • Classification
   • Types & Importance
   • Applications

4. FURNITURE ARRANGEMENTS
   • Principles
   • Types of joints
   • Selection

5. FLOOR & WALL COVERING
   • Types and Characteristics
   • Carpets: Selection, types, Characteristics, Care and Maintenance

6. WINDOWS, CURTAINS AND BLINDS

7. SOFT FURNISHINGS AND ACCESSORIES
   • Types, use and care of Soft furnishing
   • Types of Accessories: Functional and Decorative

8. FLOWER ARRANGEMENT
   • Concept & Importance
   • Types & Shapes
   • Principles
   • Tools, Equipment & Accessories

9. REFURBISHMENT AND REDECORATION
   • Definition
   • Factors
   • Procedure and task involved
   • Snagging list

10. GLOSSARY OF TERMS (with reference to 2nd semester syllabus)

   HOUSEKEEPING PRACTICAL – II (HKP – II)
   • Flower arrangements
   • Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes

Reference books:

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

BHM 16. APPLICATION OF COMPUTERS & CYBER LAW

Theory:

INTRODUCTION TO COMPUTERS
What is a computer, Block Diagram, Components of a computer system, generation of computers, programming languages, generation of languages, storage devices, floppy disks, CD ROM’s

OPERATING SYSTEMS
Introduction, Functions, types, Components, Case Studies - DOS, Windows

INTRODUCTION TO DBMS
Data, Data types, Advantages, Introduction to FOXPRO, Creating a database, Searching, Sorting, Indexing, Writing simple programmes, overview of MS Access.

WORD PROCESSING, SPREAD SHEETS AND PRESENTATIONS
What is Word Processing, Features of MS WORD, Editing Commands and Mail merge.

What is spreadsheet, Features, Formulae and functions. If Statement, preparing sample worksheets, Different graphs,

Features of POWERPOINT
Preparing a presentation
Preparing an Organization chart

INTRODUCTION TO INTERNET
What is Internet, Network, Network of Networks, WWW, Search Engines, e-mail, websites, Introduction to e-commerce.

CYBER LAW

Application of Computers (Aoc-I)

PRACTICALS
- DOS, WINDOWS
- MS WORD
- MS EXCEL
- MS POWERPOINT
• FOX PRO & ACCESS
• INTERNET USAGE

Suggested books:
Fundamental of Computers, V.Rajaraman, Prentice Hall India
Mastering Microsoft Office, Lonnie E. Moseley & David M. Boodey, BPB Publication

PRACTICAL

Introduction Excel 2000
• How to use Excel
• Starting Excel 7
• Parts of the Excel Screen
• Parts of the Worksheet
• Getting to know mouse pointer shapes

Creating a Spreadsheet
• Starting a new Worksheet
• Entering the three different types of data in a worksheet
  Creating simple formulas
• Formatting data for decimal points
  Editing data in a worksheet
• Using Auto Fill
• Blocking data
• Saving a Worksheet
  Exiling excel

Making the Worksheet Look Pretty
• Selecting cells to format
• Trimming tables with Auto Format
• Formatting cells for:
  o Currency
  o Comma
  o Percent
  o Decimal
• Changing Columns width and row height
• Aligning text
  o Top to bottom
  o Text wrap
  o Re-ordering Orientation
  o Using Borders

Going Through Changes
• Opening workbook files for editing
• undoing the mistakes
• Moving and copying with drag and drop
• Copying formulas
• Moving and Copying with Cut, Copy, Paste
• Deleting cell entries
• Deleting columns and rows from worksheet
• Inserting columns and rows in a worksheet
• Spell checking the worksheet

Printing the worksheet
• Previewing pages before printing
• Printing from the Standard toolbar
• printing a part of a worksheet
• Changing the orientation of the printing
• Printing the whole worksheet in a single page
• Adding a header and footer to a report
• Inserting page-breaks in a report
• Printing the formulas in the worksheet

Additional Features of a worksheet
• Splitting worksheet window into two four panes
• Freezing columns and rows on-screen for worksheet title
• Attaching comments to cells
• Finding and replacing data in the worksheet
• Protecting a worksheet
• Function commands

Maintaining multiple worksheet
• Moving from sheet in a worksheet
• doing more sheets to a workbook
• Deleting sheets from the workbook
• Naming sheet tabs other than sheet 1, sheet 2 and so on
• Copying or moving sheets from one worksheet to another

Creating Graphs / Charts
• Using Chart Wizard
• Changing the Chart with the Chart Toolbar
• Formatting the chart's areas
• Adding a text box to a chart
• Changing the orientation of a 3-D chart
• Using drawing tools to add graphics to chart and worksheet
• Printing a chart with printing the rest of the worksheet data

Excel’s Database Facilities
• Setting up a database
• Sorting records in the database
BHM 17. BASIC ACCOUNTING (BACC)

- Accounting Theory – Business Transaction and Basic Terminology, Need To Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.


- Financial Statements – Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.

Departmental Accounting

- An introduction to departmental accounting
- Allocation and apportionment of expenses
- Advantages of allocation
- Drawbacks of allocation
- Basis of allocation
- Practical problems


Reference Books:

1. Comprehensive Accountancy, S.A. Siddiqui
4. Introduction to Accountancy, T.S. Grewal

BHM 18. INTRODUCTION TO MANAGEMENT

Introduction

- Illustrative Case Study: A typical day in the life of a Manager at Hotel Universe
- Orientation to management thought process
- Evolution - Development -School of Management, Management defined

Role of Manager

- Professional Manager and his tasks
- Managerial skills -Roles - Levels
- Managerial Ethics and Organization Culture
- Management Processes
Planning
- Illustrative Case Study
- Planning and Management Process
- Mission - Objectives - goals
- Urgent and Important Paradigms
- Planning process in detail
- Types and Levels of Plans
- Why Plans Fail
- Problems solving and Decision making
- Time Management

Organising
- Organising and Organization Structure
- Organization chart
- Principles of organisation
- Scalar Principle
- Departmentation
- Unity and Command
- Span of Control
- Centralization and Decentralization
- Authority and Responsibility
- Delegation

Leading and Motivation
- Creating a committed work force
- Basic Concepts and Definition
- Theories of Motivation
- Hierarchy of Needs
- Theory I and Y - McGregor
- Hygiene Theory (Hertzberg)

Leadership
- Definition, Theories, Style (Likert)
- Team Building

Controlling
- Basic Concepts - Definition - Process and Techniques
SEMESTER – 4 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
## 4th SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Subjects</th>
<th>Hours / Week</th>
<th>Marks &amp; Duration of Exam</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Theory</td>
<td>Practical</td>
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<tr>
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<tr>
<td>BHM 19</td>
<td>Food Production Operation - II</td>
<td>4</td>
<td>3</td>
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<tr>
<td>BHM 20</td>
<td>Food &amp; Beverage Service Operation - II</td>
<td>4</td>
<td>3</td>
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<td>BHM 21</td>
<td>Housekeeping Management</td>
<td>4</td>
<td></td>
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<tr>
<td>BHM 22</td>
<td>Front Office Operation - II</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>BHM 23</td>
<td>Research Methodology &amp; Quantitative Analysis</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>BHM 24</td>
<td>Hospitality Marketing</td>
<td>3</td>
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<td><strong>TOTAL</strong></td>
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Total Marks of University (Theory & Practical) (E) 440 + 240 = **680**

In Course (IC) 100 + 60 = **160**

**TOTAL MARKS** 840
BHM 19. FOOD PRODUCTION OPERATION – II (FPO –II)

QUANTITY FOOD PRODUCTION

Equipment
Equipment required for mass/volume feeding, heat and cold generating equipment, care and maintenance of this equipment, modern developments in equipment manufacture

Menu Planning
Basic principles of menu planning – recapitulation (s2), points to consider in menu planning for various volume feeding outlets such as industrial, institutional, mobile catering units, planning menus for: school/college students, industrial workers, hospitals, outdoor parties, theme dinners, transport facilities, cruise lines, airlines, railway. Nutritional factors for the above

Indenting
Principles of indenting for volume feeding, portion sizes of various items for different types of volume feeding, modifying recipes for indenting for large scale catering, practical difficulties while indenting for volume feeding

Planning
Principles of planning for quantity food production with regard to: space allocation, equipment selection & staffing

VOLUME FEEDING

• Institutional and industrial catering
  Types of institutional & industrial catering, problems associated with this type of catering, scope for development and growth

• Hospital catering
  Highlights of hospital catering for patients, staff, visitors, diet menus and nutritional requirements

• Off premises catering
  Reasons for growth and development, menu planning and theme parties, concept of a central production unit, problems associated with off-premises catering

• Mobile catering
  Characteristics of rail, airline (flight kitchens and sea catering), branches of mobile catering

• Quantity purchase & storage
  Introduction to purchasing, purchasing system, purchase specifications, purchasing techniques, storage
## REGIONAL INDIAN COOKERY –

<table>
<thead>
<tr>
<th>MENU-01</th>
<th>MENU-02</th>
<th>MENU-03</th>
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<tbody>
<tr>
<td>I. KERALAPARATHA</td>
<td>I. CHAPPATHI</td>
<td>I. ONION CUCUMBER CUCHUMBER</td>
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<tr>
<td>II. VEGETABLE KORMA</td>
<td>II. BAGARABAINGAN</td>
<td>II. ALOO PARATHA</td>
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<tr>
<td>III. KERALAFRIED CHICKEN</td>
<td>III. HYDERABADI MUTTON BIRYANI</td>
<td>III. PANNER BUTTER MASALA</td>
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<td>IV. NEICHORU</td>
<td>IV. HYDERABADIKHATTI DAL</td>
<td>IV. KASMINIRPULAO</td>
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<td>V. KANAVA THORAN</td>
<td>V. COLKONDA FISH CURRY</td>
<td>V. MUTTON ROGAN JOSH</td>
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<td>VI. PAYASAM( ANY)</td>
<td>VI. SHAHITUKDA</td>
<td>VI. PURANPOLI OR NEIPOLI</td>
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<tr>
<td>I. POTATO BUTTER MASALA</td>
<td>I. TOMATO SHORBA</td>
<td>I. MULIGATWANY SOUP</td>
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<tr>
<td>II. TANDOORI NAN CHICKEN BIRYANI</td>
<td>II. PHULKA</td>
<td>II. COCONUT RICE/TOMATO RICE</td>
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<td>III. VEGETABLE SAAGWALA BEEF CASHEW CURRY</td>
<td>III. KADAI VEGETABLE JEERAPULAO</td>
<td>III. POTATO PODIMASH</td>
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<td>IV. CHICKEN SAAGWALA BEEF CASHEW CURRY</td>
<td>V. CHICKEN SHAHI KORMA LADOO</td>
<td>IV. CHICKEN CHETINADU</td>
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<tr>
<td>V. BEEF CASHEW CURRY</td>
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<td>V. TAMARIND FISH CURRY</td>
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<td>VI. BALUSHAI</td>
<td>VI. LADOO</td>
<td>VI. KESARI</td>
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<th>MENU-07</th>
<th>MENU-08</th>
<th>MENU-09</th>
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<tbody>
<tr>
<td>I. TANDOORI ROTI</td>
<td>I. SHEERMAAL ROTI</td>
<td>I. THEPLA</td>
</tr>
<tr>
<td>II. RAJMA MASALA</td>
<td>II. MASALA BINDI</td>
<td>II. VEGETABLE JALFRIZY</td>
</tr>
<tr>
<td>III. PEAS PULAO</td>
<td>III. MOTIYACHILMANPULAO/PUKKI BIRYANI</td>
<td>III. PANEERPULAO</td>
</tr>
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<td>IV. METHI CHICKEN GOAN FISH CURRY JANGRI</td>
<td>IV. MURGHAWADHI KORMA PRAWN MASALA</td>
<td>IV. MUTTON ROGAN JOSH</td>
</tr>
<tr>
<td>V. GOAN FISH CURRY JANGRI</td>
<td>VI. PRAWN MASALA SOOJIHALWA</td>
<td>V. VEGETABLE KOFTA</td>
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<tr>
<td>VI. JANGRI</td>
<td></td>
<td>VI. RASAGULLA</td>
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| MENU-10 | |
|---------| |
| I. LACHA PARATHA | |
| II. NAVRATHNA KHORMA | |
| III. DUM PUKHT BIRYANI | |
| IV. BUTTER CHICKEN | |
| V. PALAK PANNAI PEDA | |
Books recommended:

The Larder Chef, M.J.Leto & W.H.K.Bode
Garnishes, Lyn Rutherfold
Modern Cookery (Vol-I) For Teaching & Trade Philip E.Thangam
Professional Baking, Wayne Glassien
A Taste of India, Madhur Jaffrey
Prashad, Cooking with Masters, Jiggs Kalra
Zaika, Sonya Atal Sapru, Harper Collins
Punjabi Cuisine, Premjit Gill
Hyderabadi Cuisine, Pratibha Karan, Harper Collins

BHM 20. FOOD & BEVERAGE SERVICE OPERATION –II (FBSO – II)

SPIRITS
- Introduction & Definition
- Production of Spirit
  - Pot-still method
  - Patent still method
- Production of: Whisky / Rum / Gin / Brandy / Vodka
- Other alcoholic beverages: Absinthe / Ouzo / Aquavit / Silvovitz / Arrack / Fenni / Grappa / Calvados / Cider / Tequilla / Sake / Perry

LIQUEURS
- Definition & History
- Production of Liqueurs
- Names of Liqueurs and country of origin & predominant flavour
- Service

COCKTAILS & MIXED DRINKS
- Definition and History
- Classification
- Recipe, Preparation and Service of Popular Cocktails

BAR OPERATIONS
- Types of Bar: Cocktail / Dispense
- Area of Bar: Front Bar / Back Bar / Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

PRACTICAL
- Service of Spirits (Whisky, Vodka, Rum, Gin, Brandy & Tequila)
- Service of Liqueurs
• Preparation of Cocktails
• Designing and setting the bar for above sub-topics
• Service of Regional Indian Cuisine

Reference Books:

• Food & Beverage Service Training Manual - Sudhir Andrews
• Food & Beverage Service - Lillicrap & Cousins
• Modern Restaurant Service - John Fuller
• Food & Beverage Service Management - Brian Varghese
• Introduction F&B Service - Brown, Heppner & Deegan
• Professional Food & Beverage Service Management - Brian Varghese
• The World Of Wines, Spirits & Beers - H. Berberoglu
• Beverage Book - Andrew, Dunkin & Cousins
• Professional Guide to Alcoholic Beverages - Lipinski
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• Food Service Operations - Peter Jones & Cassel
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• Menu planning - John Kivela
• The Restaurant (From Concept to Operation) - Lipinski
• Professional Food Service - Sergio Andrioli & Peter Douglas
• Bar & Beverage Book - Costas Katsigris, Mary Porter, Thomas
• Profitable Menu Planning - John Drysale

BHM 21. HOUSEKEEPING MANAGEMENT (HKM)

Theory

1. HOUSEKEEPING BUDGETING
   • Concept & Importance
   • The Budget process
   • Operational and capital budget
   • Housekeeping Room cost
   • Housekeeping Expenses

2. LAUNDRY MANAGEMENT
   • In-house Laundry v/s contract Laundry: merits & demerits
   • Layout
   • Laundry Flow process
   • Equipment (Washing machine, Hydro extractor, Tumbler, Calendar/ Flat work Iron, Hot head/Steam press, Cooler press, Pressing tables)
   • Stains and Stain removal
   • Laundry detergents
   • Care of fabrics of different types, typical fabrics used in hotels

3. CONTRACT CLEANING
• General
• Complete program
• Special
• Periodic
• Pricing a contract

4. PLANNING TRENDS IN HOUSEKEEPING
• Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping
• Planning for the provision of Leisure facilities for the guest
• Boutique hotel concept

5. PLANNING AND ORGANISING IN THE HOUSE KEEPING DEPARTMENT
• Area Inventory list
• Frequency schedules
• Performance standards
• Productivity Standards
• Inventory Levels
• Standard Operating Procedures & Manuals
• Job Allocation
• Manpower planning
• Planning duty roster

6. SPECIAL PROVISIONS FOR HANDICAPPED GUESTS
• Guest room – added features and modifications
• Public Areas : Wash – rooms, restaurants, main entrance etc. added features and modifications

7. SITUATION HANDLING / SERVICE DESIGN FOR TYPICAL MARKET SEGMENT (Safety, security & comfort)
• Airlines crew guest rooms
• Single lady guests
• Children
• Typical house-keeping complaints / situations handling
• Inter-departmental coordination specially with Room-service, Maintenance, Telephone, security and front desk

8. ENERGY CONSERVATION METHODS & ECO FRIENDLY CONCEPTS IN HOUSEKEEPING

9. GLOSSARY OF TERMS (with reference to 5th semester syllabus)

HOUSEKEEPING PRACTICAL – IV (HKP – IV)

• Laundry equipment handling
• Laundry operations
• Handling different types of fabrics in manual & mechanical laundry
• Special decorations
Reference books:

2. The Professional Housekeeper, Tucker Schneider, VNR
3. Professional Management of Housekeeping Operations, Martin Jones, Wiley
4. House Keeping Management for Hotels, Rosemary Hurst, Heinemann
5. Hotel, Hostel & Hospital House Keeping, Joan C. Branson & Margaret Lennox, ELBS
7. Managing House Keeping Operation, Margaret Kappa & Aleta Nitschke

**BHM 22. FRONT OFFICE OPERATION – II (FOO - II)**

**Lobby and Bell Desk Operation**
- Role of lobby managers
- Role of guest relation executive
- Function of bell desk
- Layout and equipment used
- Function of Hospitality desk / Concierge desk
- Handling VIPs
- Staff Organisation, duty rota and work schedule
- Luggage handling procedure
- Bell desk forms and formats
- Car valet operations

**Front Office cash / Checkout and Settlement**
- Role of the Front desk cashier
- Importance of front office cash
- Duties and responsibilities of front desk cashier
- Checkout and account settlement
- Checkout options
- Unpaid account balances

**Front Office Accounting**
- Accounting fundamentals
- Hotel credit management (including credit cards)
- Foreign currency awareness and handling procedures
- The guest folio
- Tracking transactions – account allowance
- Internet control – Transcript, cash sheet, cash banks

**The Night Audit**
- Function of night audit
- Operating model – non-automated. Semi automated
- The night audit process
- Verifying the night audit

**Guest complaint handling / Problem solving**
• Process, thumb rules  
• Common complaints / problems / situations handling  
• Role of emotions in situation handling

Credit Control  
• Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/ credit card users  
• Control measures at the time of : reservation, check-in, during stay, check-out, after departure.  
• Prevention of Skippers : on arrival/during stay/on departure day

FRONT OFFICE PRACTICAL (FOP)

1) Identification of lobby layout and all equipment  
2) Role-play of Lobby Manager, Guest Relation Executive, Concierge, Bell Captain and BellBoys. Real Life Situations to be enacted  
3) Preparation of guest folio. Filling up, accounting and totaling guest folios – semi automated and automated  
4) Calculating of occupancy percentages  
5) Making of plan grid and discount grid  
6) Preparing and filling up of forms and formatted (related to 6th semester syllabus)  
7) Preparation of transcript and night auditors sales  

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird  
2. Hotel from office management by James Bardi  
3. Managing front office operations by Kasavana & Brooks  
4. Front office training manual by Sudhir Andrews  
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall  
6. Managing computers in hospitality industry by Michael Kasavana and Cahell  
8. Front Office Procedures, social Skills and Management, Peter Abott & Sue Lewry, Butterworth Heinemann

BHM 23. RESEARCH METHODOLOGY AND QUANTITATIVE ANALYSIS

A. Research Methodology

Module 1. Introduction to Research Methodology  
Meaning, and purpose of doing research, Applications of research, Problems in conducting research.

Module 2. Research Design  
Research procedure – Research problem, statement of research problems, Hypothesis, Sampling, Sampling methods
Module 3. Collection of Primary data
Research Approach:- Observation, Experiment, Survey,
Research Instrument:-Questionnaire, Interview Schedule, Mechanical Devices
Research Techniques:- Scaling Techniques, Testing, Projective Technique,
Inventory Techniques, Socio-Metric Techniques

Module 4. Collection of Secondary data
Review of Literature- Purpose of related literature, Sources of information, How to
conduct the review of literature- note taking, Bibliography, Foot notes.

Module 7. Analysis and Interpretation of Data
Organization of Data - Editing, Coding, Tabulation, Statistical Analysis
Interpretation, Formulation Of Conclusion And Generalization .

Module 8. Research Report
Report format, Introduction, Literature Review, Methodology, Result And Discussion,
Summary And Conclusion, Bibliography, Appendix.

B. QUANTITATIVE ANALYSIS

Module 9. Introduction & Scope of Statistics
Statistical Investigation.

Module 10. Graphical Representation of Data
Tabulation - frequency distributing graphical representation, histograms, frequency
polygon, frequency curve.

Module 11. Measures of Central Tendency
Mean, median and mode.

Module 12. Measures of Dispersion
Range, quartile deviation, mean deviation, standard deviation

Books For Reference
2. 2. Hospitality & Travel Marketing, Alastair M. Morrison, S'eimar Publishers Inc.
3. 3. Marketing Research, Harper W. Boyd, Richard D. Irwin, INC, All India
   Traveller
5. 4. How to Complete your Research Project Successfully, Judith Bell, UBS
   Publisher
6. 4. Distributors, Delhi.
7. 5. How to Research and Write a Thesis in Hospitality & Tourism, James M, Paynter
8. 5. John Wiley & Sons, NY, USPt.
9. 6. Travel, Tourism & Hospitality Research. Ritchie Ooeldner, John Wiley
BHM 24. HOSPITALITY MARKETING (HMAR)

Basic introduction to marketing, meaning, nature and scope, difference between marketing and selling

Hotel marketing, Changing role of Hotel marketing, Features of Hospitality marketing, Customer expectation from Hospitality services, Classification of Hotel industry.

Market segmentation, Organisational customer segment, Travel Market, Corporate meeting, marketing, Incentive markets, Convention market

Services marketing, basic difference between goods and services and their marketing, Marketing Mix in services marketing (7 P’s), Types of services

Product, Front Office & accommodation, food and beverage, Value added products, recreation & health, Shops, car rental service

Services pricing policy, Approaches, Methods, Factors influencing pricing policy.

Promotion, Advertising; sales promotion, personal selling publicity; Communication process in services promotion, Public relations in hotel industry

Place (distribution), Agents & brokers, Electronic channels

People, Role of employees in service delivery, Recruitment, selection and training of employees, Relationship marketing.

Physical evidence, Employee dress, Aesthetics, Tangible Equipment

Process of service delivery, Steps in service delivery, Level of customer involvement

Consumer Behaviour in hotel industry, Customer expectations, Post purchase evaluation, Types of service expectations, Factors influencing customer expectations and perceptions of service, Managing the customer mix,

TQM in service marketing (Measures, features application in hospitality industry), Hospitality marketing – Indian scenario, (Issues/solutions/future prospects)

REFERENCE BOOKS:

1. Services marketing – Zeital Valerie – A and Mary Jo Baiter publisher Megraw Hill companies

2. Delivery quality service: Zeithmal, pasasuraman and bitner Publisher, New York, Free press

3. Services marketing – The Indian experience by Ravi Shankar publisher, south Asia publications, Delhi
4. Services marketing S. M Jha Publisher, Himalaya publications
5. Marketing for hospitality industry – Roberts
6. Service marketing – Wood ruffe Helen publisher Macmillan
7. Strategic hotel and motel marketing – Hart & Troy
8. Service marketing – Love, Lock, Christopher II
SEMESTER – 5 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
## 5th SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Subjects</th>
<th>Hours / Week</th>
<th>Marks &amp; Duration of Exam</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Theory</td>
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<tr>
<td>BHM 25</td>
<td>Advanced Food Production - I</td>
<td>4</td>
<td>4</td>
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<tr>
<td>BHM 26</td>
<td>Advanced Food &amp; Beverage Service - I</td>
<td>4</td>
<td>4</td>
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<tr>
<td>BHM 27</td>
<td>Front Office Management</td>
<td>4</td>
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<td>BHM 28</td>
<td>Hotel Accounting</td>
<td>4</td>
<td>80</td>
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<tr>
<td>BHM 29</td>
<td>Environmental issues</td>
<td>4</td>
<td>40</td>
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<tr>
<td>BHM 30</td>
<td>Hotel Law</td>
<td>4</td>
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</tbody>
</table>

Total Marks of University (Theory & Practical) (E)  
400 + 240 = 640

In Course (IC)  
100 + 60 = 170

**TOTAL MARKS** 800
BHM 25. ADVANCED FOOD PRODUCTION– I (AFP –I)

INTERNATIONAL CUISINE
Geographic location, historical background, staple food with regional influences, Specialties, recipes in relation to: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic, Japanese, Thai.

CHINESE
Introduction to Chinese foods, historical background, regional cooking styles, methods of cooking, equipment & utensils

LARDER

Layout & Equipment
Introduction of larder work, definition, equipment found in the larder, layout of a typical larder with equipment and various sections

Terms & Larder Control
Common terms used in the larder and larder control, essentials of larder control, importance of larder control, devising larder control systems, leasing with other departments, yield testing

Duties & Responsibilities of the Larder Chef
Functions of the larder, hierarchy of larder staff, sections of the larder, duties & responsibilities of larder chef

Buffet Preparation
Principle of buffet presentation, types of buffet setup & design, menu development for buffet, replenishment of buffet, enhanced buffet presentation

CHARCUTIERIE

Sausage
Introduction to charcuterie, types & varieties of sausages, casings & fillings, additives & preservatives

Forcemeats
Types of forcemeats, preparation of forcemeats, uses of forcemeats

Brines, Cures & Marinades
Types of brines, preparation of brines, methods of curing, types of marinades, uses of marinades, difference between brines, cures & marinades

Ham, Bacon & Gammon
Cuts of ham, bacon & gammon, differences between ham, bacon & gammon, processing of ham & bacon, green bacon, uses of different cuts

Galantines
Making of galantines, Types of Galantine, Ballotines
Pates
Types of pate, pate de foie gras, making of pate, commercial pate and pate maison.
Truffle – sources, cultivation and uses and types of truffle.

Mousse & Mousseline
Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline

Chaud Froid
Meaning, making of Chaud Froid & precautions to take, types & uses of Chaud Froid

Aspic & Gelee
definition of aspic and gelee, difference between the two, making of aspic and gelee, uses of aspic and gelee

Quenelles, Parfaits, Roulades
Preparation of quenelles, parfaits and roulades

SANDWICHES
Parts of sandwiches, types of bread, types of filling – classification, spreads and garnishes, types of sandwiches, making of sandwiches, storing of sandwiches

APPETIZERS & GARNISHES
Classification of appetizers, examples of appetizers, historic importance of culinary garnishes, explanation of different garnishes, simple vegetable & fruit garnishes for plates

FOOD PRODUCTION PRACTICAL - V
MEDITERRANEAN CUISINE

<table>
<thead>
<tr>
<th>MENU-I</th>
<th>MENU-II</th>
<th>MENU-III</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. AUBERRGINE DIP</td>
<td>I. CROSTINI</td>
<td>I. MOPOCAN FISH SALAD</td>
</tr>
<tr>
<td>II. PISTOU</td>
<td>II. MORACCAN HARIAS</td>
<td>II. CRÈME DE VOLAILLE</td>
</tr>
<tr>
<td>III. RATATOUILLE</td>
<td>III. CHUNKY VEGETABLE PAELLA</td>
<td>III. VEGETABLE MOUSSAKA</td>
</tr>
<tr>
<td>IV. CORSICAN BBEF STEW WITH MACRONI</td>
<td>IV. PAN FRIED CHICKEN</td>
<td>IV. CIRCASSIAN CHICKEN</td>
</tr>
<tr>
<td>V. YELLOW PLUM TART</td>
<td>V. CHOCOLATE SALAMI</td>
<td>V. TIRAMISU</td>
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</table>

THAI CUISINE

<table>
<thead>
<tr>
<th>MENU-IV</th>
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<tbody>
<tr>
<td>I. KHAI DAO (spicy thai salad made with fried egg)</td>
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<tr>
<td>II. CHIANG MAI NOODLE SOUP</td>
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<tr>
<td>III. GREEN THAI BEEF CURRY WITH THAI AUBERGINES</td>
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<tr>
<td>IV. THAI FRIED RICE</td>
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<tr>
<td>V. COCONUT PAN CAKE</td>
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CHINESE CUISINE

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<thead>
<tr>
<th>MENU-V</th>
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<tbody>
<tr>
<td>I. EGG DROP SPINACH SOUP</td>
</tr>
<tr>
<td>II. STIR FRIED VEGETABLE</td>
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<tr>
<td>III. SWEET AND SOUR FISH</td>
</tr>
<tr>
<td>IV. HAKKA NOODLES</td>
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<td>V. HONEY COMB MOULD</td>
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ITALIAN CUISINE

<table>
<thead>
<tr>
<th>MENU-VI</th>
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<tbody>
<tr>
<td>I. MINESTRONE SOUP</td>
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<tr>
<td>II. INSALATA DI VERDURE</td>
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<tr>
<td>III. PASTA LASAGNA</td>
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<tr>
<td>IV. CHICKEN</td>
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<tr>
<td>V. TARTA DI MELE</td>
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<tr>
<td>MENU-VIII</td>
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<tr>
<td>---------------------------</td>
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<tr>
<td>I. CRUDITES PLATTER</td>
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<tr>
<td>II. CRÈME DE LEEK</td>
</tr>
<tr>
<td>III. CHICKEN CHASSEUR</td>
</tr>
<tr>
<td>IV. RIZ AU BUREE</td>
</tr>
<tr>
<td>V. TENDER COCONUT SOUFFLE</td>
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Books recommended:

The Larder Chef, M.J.Leto & W.H.K.Bode, Butterworth Heinemann
Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
Professional baking, Wayne Glasslen
Classical food preparation & presentation, W.K.H.Bode
Classical Recipes of the World, Smith, Henry
Le Repertoire de la Cuisine, Louis Saulmier, Leon Jaggl & Sons
Baking, Martha Day, Lorenz Books
Professional Pastry Chef, Bo Friberg, John Wiley
The Creative Art of Garnishes, Yvette Stachowiak, Bedford Editions

BHM 26. ADVANCED FOOD & BEVERAGE SERVICE –I (AFBS – I)

PLANNING & OPERATING VARIOUS F&B OUTLET

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
• Planning Décor, furnishing fixture etc.

F & B STAFF ORGANISATION
• Categories of staff
• Hierarchy
• Job description and specification
• Duty roster

Other Catering Operations
• Off-Premises Catering
• Hospital Catering
• Industrial & Institutional Catering
• Airline & Railway catering
• Home Delivery
• Take aways

FUNCTION CATERING

BANQUETS
• History
• Types
• Organisation of Banquet department
• Duties & responsibilities
• Sales
• Booking procedure
• Banquet menus

BANQUET PROTOCOL
• Space Area requirement
• Table plans/arrangement
• Misc-en-place
• Service
• Toasting

INFORMAL BANQUET
• Réception
• Cocktail parties
• Convention
• Seminar
• Exhibition
• Fashion shows
• Trade Fair
• Wedding
• Outdoor catering

BUFFETS
A. Introduction
B. Factors to plan buffets
C. Area requirement
D. Planning and organisation
E. Sequence of food
F. Menu planning
G. Types of Buffet
H. Display
I. Sit down
J. Fork, Finger, Cold Buffet
K. Breakfast Buffets
L. Equipment
M. Supplies
N. Check list

ADVANCED FOOD & BEVERAGE SERVICE Practical – I (AFBP – I)

Making of Duty Roster and writing job description & specification
Calculation of Space for Banquets, Banquet Menu & Service
Setting of various types of Buffet

Reference Books:

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap & Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F & B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese
- The World Of Wines, Spirits & Beers-H.Berberoglu
- Beverage Book –Andrew, Dunkin & Cousins
- Professional Guide to Alcoholic Beverages—Lipinski
- Alcoholic Beverages –Lipinski & Lipinski
- Food Service Operations – Peter Jones & Cassel
- Master Dictionary of Food & Wine-Joyce Rubash
- New York Bartenders Guide- BD &L
- Mr. Boston’s Bartender & Party Guide –Warner
- Menu planning –John Kivela
- The Restaurant (From Concept to Operation)-Lipinski
- Professional Food Service- Sergio Andrioli & Peter Douglas
- Bar & Beverage Book – Costas Katsigris, Mary Porter, Thomas
- Profitable Menu Planning- John Drysale

BHM 27. FRONT OFFICE MANAGEMENT (FOM)

Yield Management

- Introduction and concept
- Differential rates
- Booking horizons
- Forecasting bookings
• Reacting variations in demand in order to maximize yield
• Statistical representations – threshold curves
• Displacement
• Concept and usage of revenue management

Accommodation Management Aspects
• Tariff decisions
• Cost and pricing – Hubbart formula
• Marginal or contribution pricing
• Market pricing
• Inclusive / non inclusive rates
• Control – verification, night audit, computerized control systems, occupancy
  and revenue reports,
• Daily Front Office reports and statistics and its analysis
• Budgeting : Forecasting room availability/room revenue, expenses
• Staffing – Personnel Management aspects.
• Equipments – Management and maintenance.

Hotel Sales
• Selling Concept
• Selling models, plan, sales call, closing the call
• Internal / In-house sales promotion, merchandising
• Direct sales – travel agents, tour operators, hotel booking agencies, Internet,
  tourist information center, direct mail, personal calls, and telephone selling
  letters

FRONT OFFICE PRACTICAL (FOP- IV)

2) Yield management calculations. Preparing statistical data based on actual
  calculations
3) Role play and problem handling on different accommodation problems, Role
  play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys,
  Concierge and Car Valet
4) Preparation of sales letters, brochure, tariff cards and other sales documents
5) Internet practice in computer lab to activate the IRS and GDS skills in
  students
6) Computer proficiencies in all hotel computer applications – actual computer
  lab hours

Reference Books:

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel Front Office Management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
BHM 28. HOTEL ACCOUNTING

Rational:
Application and use of accounting and costing
Principles and Techniques in the Hospitality Industry
Emphasis mainly based on the practical solution approach in the day-to-day situation

Objectives:
The students should be able to prepare financial statements in accordance with
uniform system of accounts for hotels.
An approach to internal control of the operation of the hotel could be developed.

Uniform system of Accounts for Hotels
- Introduction to Uniform system of account
- Contents of income statement
- Practical problems
- Contents of the Balance Sheet (Under uniform system)
- Practical problems
- Department Income Statements and expense statements
- Practical problems

Internal Control
- Definition and objectives of Internal Control
- Characteristics of Internal Control
- Implementation and Review of Internal Control

Internal Audit and Statutory Audit
- An introduction to Internal and Statutory Audit
- Distinction between Internal Audit and Statutory Audit
- Implementation and Review of internal audit

BUDGETARY CONTROL
- Define Budget
- Define Budgetary Control
- Objectives
- Frame Work
- Key Factors
- Types of Budget
- Budgetary Control

VARIANCE ANALYSIS
- Standard Cost
- Standard Costing
- Cost Variances
- Material Variances
- Labour Variances
- Overhead Variance
• Fixed Overhead Variance
• Sales Variance
• Profit Variance

BREAKEVEN ANALYSIS
• Breakeven Chart
• P V Ratio
• Contribution
• Marginal Cost
• Graphs

Mechanized Accounting
• Advantages and disadvantages
• Various machines in Hospitality Industry
• Computer pack2lges for Hotel Accounting Tally

BH M 29. ENVIRONMENTAL ISSUES

Module I

Environmental studies - Meaning, definition, scope and importance - Natural resources - Renewable and non-renewable resources. Role of an individual in conservation of natural resources - Equitable use of resources for sustainable lifestyles.

Module II


Module III

Environmental Pollution - Definition - Causes, effects, prevention and control measures of Air, Water, Soil, Noise, Thermal and Nuclear hazards - Solid waste management - Disaster Management, Floods, Earthquack, cyclone and landslides.

Module IV

Social Issues and the Environment: From Unsustainable to Sustainable development - Urban problems related to energy - Water conservation, rain water harvesting, watershed management.

Module V


Books Recommended

2. Environmental Economics - an Indian perspective - Rabindra N Bhattaria - Oxford

BHM 30. Hotel LAW

1. INKEEPERS LAW

The rights and liability of innkeeper- legal procedure for nonpayment by guest and travelers- Disciplinary action against employees and child labour act 1986-

Statutory welfare measures to hotel employees

2. INDUSTRIAL LEGISLATION

Factories act, payment of wages act, industrial disputes act, apprentices act, provident fund act, trade unions act. Kinds of strike and issues related strike.

3. FOOD LEGISLATION

Principles of food laws-acts regarding prevention of food adulteration act with latest amendments. Definition, authorities under the act, procedure of taking sample purchase right, various standard measurements and its functions. Food hygiene and sanitation.

4. PERMITS AND LICENCES

Permits for hotels and catering establishment. Various procedures for procurement of permits from central, state, Municipal Corporation, aviation department and forest department. Procedure for renewal suspension and termination of permits and licenses

Fire and safety licences, foreign exchange licences and Health club licences.

5. LIQUOR LEGISLATION

Liquor legislation its role. Types of liquor licences needs for hotel industry- rules for serving liquor in permitted premises.

6. SHOPS AND ESTABLISHMENT ACT

Introduction-commercial establishment- employer-employee-registration-daily and weekly working hours-duty timing-wage and leave

7. CONSUMER PROTECTION ACT

Consumer protection councils- consumer rights- procedure for redressal of grievances

8. THE INDIAN CONTRACT ACT


9. GUEST REGISTRATION ACT

Rooms booking rules in hotel –necessary of C form in hotels. The package travel and its registration.

Books:

1. Mercantile law – N. D. Kapoor
2. Mercantile law- S.P. Iyengar
5. Bare Acts of respective legislation
7. Sujatha law series- Indian Contract Act-1872
8. Law relating Indian contract act-1872 –M.L Bhargava
10. Commentary on the prevention of FOOD ADULTERATION Act-1954
11. Central&State Rules( Food Safety& Standards Act 2006- Seth & Kapoor
SEMESTER – 6 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
## 6th SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**  
**KERALA UNIVERSITY PROPOSED SYLLABUS**  
**TEACHING EXAM SCHEME**

<table>
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|             | **Industrial Exposure Training**  
|             | IET Report with 4 core areas of the hotel (i.e. Food Production, F&B service, Front Office & Housekeeping with auxillary departments) | **Duration of exam** | **Training Report** | **Viva** |
| BHM 31      | IET – Food Production | 2 hrs | 125 | 50 |
| BHM 32      | IET – Food & Beverage Service | 2 hrs | 125 | 50 |
| BHM 33      | IET – House keeping | 2 hrs | 125 | 50 |
| BHM 34      | IET – Front Office | 2 hrs | 125 | 50 |

Total Marks of University (Training Report + Viva)  
500 + 200 = 700
6TH SEMESTER - INDUSTRIAL EXPOSURE TRAINING SCHEME

Industrial Training is an in integral part of the curriculum. Student has to undergo industrial training minimum 20 weeks at a single stretch. They will be awarded altogether 700 marks for the industrial training which includes 125 marks for each training report and 50 marks for each conduct of viva voce

1) For award of 500 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed form all the four departments of the hotel for submission to the institute at the end of Industrial Training.
2) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
3) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

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

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn to learn and maintain high standards and quality of work
5. Should interact positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should adhere to the prescribed training schedule.
12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.
RESPONSIBILITIES OF THE INSTITUTE

1. Should give proper briefing to students prior to the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate regularly with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about me appraisals, attendance, marks, logbook and training report.
9. Should ensure that change of IT hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
10. Should ensure that change of I.T Batch is not permitted.
11. Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry. Since the chances of building successful careers in the industry VJIII decline the trainees will leave in hope of finding other opportunities. If on the other hand, First managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

Hotels:

1. Should give proper briefing session! Orientation / induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme
6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log book, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training “Dos and Don’ts” for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training
SEMESTER – 7 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
# 7th SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

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<td>Theory</td>
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<td>Duration of Exam</td>
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<td>BHM 35</td>
<td>Advanced Food Production – II</td>
<td>4</td>
<td>3</td>
<td>80</td>
<td>20</td>
<td>3 Hrs</td>
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<tr>
<td>BHM 36</td>
<td>Advanced Food &amp; Beverage Service – II</td>
<td>4</td>
<td>3</td>
<td>80</td>
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<td>BHM 37</td>
<td>Personality Development</td>
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<td>BHM 39</td>
<td>Food Safety &amp; Quality Control</td>
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<td>BHM 40</td>
<td>Food &amp; Beverage Control</td>
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<td>Hospitality Research Project</td>
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<td>50(Viva voce)</td>
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<td><strong>24</strong></td>
<td><strong>12</strong></td>
<td><strong>510</strong></td>
<td><strong>140</strong></td>
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Total Marks of University (Theory & Practical) (E)  
510 + 160 = 670

In Course (IC)  
140 + 40 = 180

**TOTAL MARKS**  
850
BHM 35. ADVANCED FOOD PRODUCTION– II (AFP –II)

PRODUCTION MANAGEMENT
Kitchen organisation, allocation of work-job description, duty rosters, production planning, production scheduling, production quality & quantity control, forecasting budgeting, yield management

PRODUCT & RESEARCH DEVELOPMENT
Testing new equipment, developing new recipes, food trails, organoleptic & sensory evaluation, HACCP

Cook chill systems
Purpose of chilling food, cook chill process, finishing kitchens, distribution of cook chill and types of containers to preserve food.

Cook freeze system
Preparation of food for freezing, storage of frozen food, transport of frozen food, reheating of frozen or cooked food. Advantages of cook freeze over cook chill.

USE OF WINE AND HERBS IN COOKING
Ideal uses of wine in cooking, classification of herbs, ideal uses of herbs in cooking

NON EDIBLE DISPLAYS
Ice carvings, tallow sculpture, fruit & vegetable displays, salt dough, pastillage, jelly logo, thermacol work

BAKERY & CONFECTIONERY

Icings & Toppings
Varieties of icings, using of icings, difference between icings & toppings, recipes

Frozen Desserts
Types and classification of frozen desserts, ice-creams – definitions, methods of preparation, additives and preservatives used in ice-cream manufacture

Meringues
Making of meringues, factors affecting the stability, cooking meringues, types of meringues, uses of meringues

Bread Making
Different kinds of international breads

Chocolate
History, sources, manufacture & processing of chocolate, types of chocolate, tempering of chocolate, cocoa butter, white chocolate and its applications
### FOOD PRODUCTION PRACTICAL -VII

<table>
<thead>
<tr>
<th>MENU-I</th>
<th>MENU-II</th>
<th>MENU - III</th>
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<tbody>
<tr>
<td>I. GENOISE SPONGE</td>
<td>I. VEG PUDDS</td>
<td>I. CHOCOLATE BUTTER CAKE</td>
</tr>
<tr>
<td>II. BUTTER CAKE</td>
<td>II. TORTA DI APPLE CAKE</td>
<td>II. SWISS ROLL</td>
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<tr>
<td>III. PRESS COOKIES</td>
<td>III. PANATONI BREAD</td>
<td>III. WARM CHOCOLATE PUDDING</td>
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<tr>
<td>IV. DOUGH NUTS</td>
<td>IV. BREAD LOAF</td>
<td>IV. BABA AU RHUM</td>
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<td>V.</td>
<td></td>
<td>V. VANNILA ICE CREAM</td>
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<th>MENU VI</th>
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<tbody>
<tr>
<td>I. CHOCOLATE ECLAIRS</td>
<td>I. CHOCOLATE</td>
<td>I. LEMON MERINGUE PIE</td>
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<tr>
<td>II. CHRISTMAS FRUIT CAKE</td>
<td>II. ALMOND ANISE</td>
<td>II. VEG BURGER</td>
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<td>III. TURKISH DELIGHT CREAM</td>
<td>III. CHOCOLATE SOUFFLE</td>
<td>III. CHICKEN PIZZA</td>
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<tr>
<td>IV. WEDDING CAKE</td>
<td>IV. CHEESE CAKE</td>
<td>IV. EGG PUDDS</td>
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<tr>
<td>V. ICEING PREPARTION</td>
<td>V. FRUIT PARFAIT</td>
<td>V. SANDWICH BREAD</td>
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<th>MENU - VII</th>
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<th>MENU – IX</th>
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<tr>
<td>I. CHOCOLATE – BANANA PUDDING PARFAITS</td>
<td>I. COCKTAIL PARFAITS</td>
<td>I. LEMON MERINGUE PARFAITS</td>
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<td>II. MASALA BISCUITS</td>
<td>II. APPLE PIE</td>
<td>II. BIRTHDAY CAKE</td>
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<tr>
<td>III. FOCACCIA BREAD</td>
<td>III. BLACK FOREST CAKE</td>
<td>III. GARLIC BREAD</td>
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<tr>
<td>IV. PASTRY(PLAIN)</td>
<td>IV. DILKUSH</td>
<td>IV. FRUIT MUFFINS</td>
</tr>
<tr>
<td>V. PASTRY SAUCES</td>
<td>V. FRUIT JELLY</td>
<td>V. CHOCOLATE ECLAIRS</td>
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<tr>
<td>I. CHICKEN VOL’AU VENT</td>
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<td>II. NAN KATTAI</td>
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<td>III. ORANGE CHIFFON CAKE</td>
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<td>IV. CHICKEN PUDDS</td>
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<tr>
<td>V. DANISH PASTRY</td>
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### Books recommended:

- The Professional Pastry Chef, Friberg
- The Wilton Ways of Cake Decorations, Hamlyn Publishing
- Chocolate, Carolyn Humphries
- International Cook Book, Cavendish House
- Time – Life Series – The Cooking of Various countries
BHM 36. ADVANCED FOOD & BEVERAGE SERVICE –II (AFBS – II)

MANAGING F&B OUTLET
- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

GUERIDON SERVICE
- History of gueridon
- Definition
- General consideration of operations
- Advantages / disadvantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridon ingredients

KITCHEN STEWARDING
- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

ADVANCED FOOD & BEVERAGE SERVICE Practical – II (AFBSP – II)
- Supervising F&B outlets
- Preparing items on Gueridon trolley
- Using and Operating Machines

Reference Books:
Food & Beverage Service Training Manual-Sudhir Andrews
Food & Beverage Service –Lillicrap & Cousins
Modern Restaurant Service –John Fuller
Food & Beverage Service Management-Brian Varghese
Introduction F& B Service-Brown, Heppner & Deegan
Professional Food & Beverage Service Management –Brian Varghese
The World Of Wines, Spirits & Beers-H.Berberoglu
Beverage Book –Andrew, Dunkin & Cousins
Professional Guide to Alcoholic Beverages—Lipinski
Alcoholic Beverages –Lipinski & Lipinski
Food Service Operations – Peter Jones & Cassel
Master Dictionary of Food & Wine-Joyce Rubash
New york Bartenders Guide- BD &L
Mr. Boston’s Bartender & Party Guide –Warner
Menu planning –John Kivela
The Restaurant (From Concept to Operation)-Lipinski
Professional Food Service- Sergio Andrioli & Peter Douglas
Personality Profile
Personality and self-concept, Elements of Personality, Determinants of Personality, causes of deranged Personality, Personality Analysis.

Personality Enrichment
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body Language –use and misuse, Art of good Conversation, Art of Intelligent Listening.

Stress management
Meaning, purpose, techniques.

Personality Development Strategies
Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business.

Interpersonal Skills
Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc. at work place

Group Discussion
Team behaviour, how to effectively conduct yourself during GD, do’s and don’ts, clarity of thoughts and its expression

Telephone conversation
Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent.

PERSONALITY DEVELOPMENT PRACTICAL

- One of the objectives of this module is to prepare the students for the Campus / Off-campus recruitments which are likely to take place during the VIII Semester.
- Basic concept of Recruitment and Selection: Intent and purpose, selection procedure, types of interviews.
- Preparing for interviews: Self planning, writing winning resume, knowledge of company profiles, academic and professional knowledge review, update on current affairs and possible questions.
- Facing an interview panel: Time-keeping, grooming, dress code, document portfolio, frequently asked questions and their appropriate answers, self-introduction, panel addressing, mental frame-work during interviews.
- Mock Interview
- Presentation skills, seminal skills and leadership role plays
- Conducting I participating - meeting, objective I agenda orientation, clarity of thought and its expression, pre-preparation, conduct during meeting and making minutes.
Reference Books:

b. Human Behaviour at Work By: Keith Davis Published By: Tata Mcgraw Hill Publishing Ltd. New Delhi
c. I’m OK, You’re OK By: Thomas A. Harris Published By: Pan Books, London and Sydney
d. Pleasure of your Company By: Ranjana Salgaocar Published By: Pyramid Publishers, Goa
e. How to get the job you want By: Arun Agarwal, Published By: Vision Books, New Delhi
f. Get That Job, Rohit Anand & Sanjeev Bikhachandani, Harper Collins

BHM 38. HUMAN RESOURCE MANAGEMENT (HRM)

- Manpower Planning – Concept, Organisation and Practice, Manpower Planning Techniques – Short-Term and Long-Term Planning.
- Wages and Salary Administration – Development Sound Compensation Structure, Direct & Indirect costs, Fringe benefits, CTC (Cost to company) concept and its implications.

Reference Books:

BHM 39. FOOD SAFETY AND QUALITY CONTROL

Module I
Introduction to Food Safety: Food Hazards & Risks, Contaminants and Food Hygiene, Quality control
Module II
**Food microbiology:** General characteristics of micro-organisms based on their occurrence and structure, factors affecting their growth in food (intrinsic and extrinsic), common food borne micro-organisms - Bacteria (spores/capsules), Fungi, Viruses, Parasites, those that bring about food spoilage, micro organisms that bring about useful changes in food, fermentation, vinegar

Module III
**Food borne diseases:** Food poisoning, Food infections, common diseases caused by food borne pathogens, preventive measures.

Module IV
**Food preservation:** Physical agents in food preservation, Chemical agents in food preservation, Use of low temperature in food preservation, Preservation by drying, Preservation of meat, fish & egg using different methods

Module V
**Food adulteration:** Definition of adulterated food, Common adulterants in different foods, Detection of food adulterants

Module VI
**Food additives:** Classification of additives & its role

Module VII
**Food standards:** The need for food laws, Prevention of food adulteration act standards, Fruit product order standards, Agmark standards, Indian standards institution, International – Codex Alimentarius, ISO, Regulatory agencies – WTO, Consumer protection Act

Module VIII
**Quality Assurance:** HACCP, Need, Origin, Principles, terminology, steps / stages, benefits

Module IX
**Hygiene and sanitation in food sector:** general principles of food hygiene, general hygiene practices for commodities, equipment, work area and personnel, cleaning and disinfection, waste water & waste disposal

Module X
Selection and storage of perishable & non-perishable food

**REFERENCES:**
1. Modern Food Microbiology by Jay. J.
2. Food Microbiology by Frazier and Westhoff
3. Food Safety by Bhat & Rao
4. Safe Food Handling by Jacob M.
5. Food Processing by Hobbs Betty
6. PFA Rules
7. HACCP-A practical approach - Sara Mortimore & Carol Wallace Chapman & Hall
BHM 40 FOOD & BEVERAGE CONTROLS (FBC)

FOOD COST CONTROL
• Introduction to Cost Control
• Define Cost Control
• The Objectives and Advantages of Cost Control
• Basic costing
• Food costing

FOOD CONTROL CYCLE
• Purchasing Control
• Aims of Purchasing Policy
• Manager/Personnel
• Types of Food Purchase
• Job Description of Purchase Manager/Personnel
• Quality Purchasing
• Food Quality Factors for different commodities
• Definition of Yield
• Tests to arrive at standard yield
• Definition of Standard Purchase Specification
• Advantages of Standard Yield and Standard Purchase Specification
• Purchasing Procedure
• Different Methods of Food Purchasing
• Sources of Supply
• Purchasing by Contract
• Periodical Purchasing
• Open Market Purchasing
• Standing Order Purchasing
• Centralised Purchasing
• Methods of Purchasing in Hotels
• Purchase Order Forms
• Ordering Cost
• Carrying Cost
• Economic Order Quantity
• Practical Problems

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

STORING & ISSUING CONTROL
• Storing Control
• Aims of Store Control
• Job Description of Food Store Room

Clerk/personnel
• Storing Control
• Conditions of facilities and equipment
• Arrangements of Food
• Location of Storage Facilities
• Security
• Stock Control
• Two types of foods received – direct stores (Perishables/non-perishables)
• Stock Records Maintained Bin Cards (Stock Record Cards/Books)

Issuing Control
• Requisitions
• Transfer Notes
• Perpetual Inventory Method
• Monthly Inventory/Stock Taking
• Pricing of Commodities
• Stock taking and comparison of actual physical inventory and Book value
• Stock levels
• Practical Problems
• Hygiene & Cleanliness of area

PRODUCTION CONTROL
• Aims and Objectives
• Forecasting
• Fixing of Standards
  o Definition of standards (Quality & Quantity)
- Standard Recipe (Definition, Objectives and various tests)
- Standard Portion Size (Definition, Objectives and equipment used)
- Standard Portion Cost (Objectives & Cost Cards)
- Computation of staff meals

**SALES CONTROL**
- Sales – ways of expressing selling, determining sales price, Calculation of selling price, factors to be considered while fixing selling price
- Matching costs with sales
- Billing procedure – cash and credit sales
- Cashier’s Sales summary sheet

**SUGGESTED TEXT BOOKS & REFERENCES**

1. Food & Beverage Management  
   By: Bernard Davis & Sally Stone  
   Published by: Butterworth-Heinemann Ltd. UK

2. Food & Beverage Control  
   By: Richard Kotas and Bernard Davis  
   Published by: International Text book Company Limited, Glasgow.

3. Principles of Food, Beverage, and labour Cost Control  
   By: Paul R. Dittmer,  
   Published by: John Wiley & Sons

4. Food & Beverage Operation – Cost Control & Systems Management,  
   Charles Levinson, Prentice Hall

**BHM 41. HOSPITALITY RESEARCH PROJECT**

The student will have to undertake a research project on any topics from Hotel Management & Catering Technology and related branches in the curriculum. The research project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry.

**Type Of Research Project**

The project may be one of the following type:
- a. Comprehensive case study
- b. Inter-Organizational study
- c. Field study/ Survey (Empirical study)
**Research Project Supervision**
Each project shall be guided by a supervisor duly appointed by the department/coordinator. Research Guides will be a faculty from the college. Guides' certificate and Declaration by the student should form the first two pages of the dissertation.

**Research Project Proposal (Synopsis)**
Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

**Contents of the Research Project**
Cover page, Certificate, Declaration, Acknowledgement, List Of Contents, List Of Tables, List Of Figures, List Of Appendices-
- Chapter I - Introduction 3-5 pages
- Chapter II - Review of literature- (minimum of (50 references and 10 related references of similar studies) 40-50 pages
- Chapter III- Methodology (clear and feasible) 5-8 pages
- Chapter IV- Result and Discussion- 60-70 pages
- Chapter V- Summary and conclusion 5-8 pages
Bibliography, Appendices- Annexure and Exhibits

**Research Project Report Writing**
The length of the report may be 150 double spaced pages (excused appendices, bibliography and annexure) 10% variation on either side is permitted

1. Same similar font to be used throughout the thesis
   - ✓ Main Headings- times new roman-font -16 bold capital letters, centralised
   - ✓ Subheadings- times new roman font-14 italics bold- title case, left aligned
   - ✓ Minor headings- times new roman font 12 italics bold-title case, left aligned
   - ✓ Body of the thesis- times new roman font 12 double space, justified

2. Numbers to be given to every heading of each chapter as shown-
   (for Chapter- 4; subheadings- 4.1 and minor heading- 4.1.1 etc)

3. Numbers for each table should be in an order as shown-
   (4.1; 4.2; 4.3……, figure 4.1; 4.2; 4.3…….. Photographs also in the same way)
4. Page numbers must be correct and continuous starting from the introductory chapter-I till Chapter V. Roman way of numbering may be used for preface and appendix afresh if necessary

5. Format of writing bibliography must be same to all as shown below-

   Karkos, P. D, S. C. Leong, C. D. Karkos, N. Sivaji and D. A. Assimakopoulos.,(2008) Recent Trends In Hospitality Industry; Published by Oxford University Press. eCAM Advance Access published online on September 14, 2008


6. Avoid typographical errors-Spelling mistakes and grammatical mistakes.

   **EXTERNAL EVALUATION- 150 + 50 MARKS (Project Report & viva voce)**

   Maximum marks should be for mode of presentation, style of establishing the facts with proper citation of references in the research report; and also for the Power point presentation (optional) of less than five minutes duration during viva voce. Formal power point presentation and evaluation of the project is done before the internal and external panel constituted by the department/coordinator together with selected target audience

   - **PROJECT REPORT**
     
     - **10 marks for Chap 1-** INTRODUCTION (introduction should be from from general to specific with explanation of new terms, concepts, need and significance of the study; objectives and Hypothesis)
     
     - **50 marks for Chap 2-** REVIEW OF LITERATURE- Secondary Data (except for historical researches maximum marks are allotted for latest references, apt and correct format of writing bibliography)
     
     - **20 marks for Chap 3-** METHODOLOGY (correct use of tools and techniques as per the principles/theories of Research Methodology)
     
     - **50 marks for Chap 4-** RESULT AND DISCUSSION- Primary Data (marks for reliability of data and presentation of results, for explaining and establishing the findings with citation of apt references and related studies, graphs, pictures, tables, correct statistical analysis and its detailed citation in appendix)
     
     - **20 marks for Chap 5-** SUMMARY AND CONCLUSION (gist of findings, suggestions and recommendations)
VIVA VOCE

- 5 mark for Chap 1- INTRODUCTION
- 15 marks for Chap 2- REVIEW OF LITERATURE
- 10 marks for Chap 3- METHODOLOGY
- 15 marks for Chap 4- RESULT AND DISCUSSION
- 5 marks for Chap 5- SUMMARY AND CONCLUSION

Submission of the Report
Three copies of the Report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and personal copy should be duly signed by the faculty guide and principal or HOD/research coordinator. The student should carry the personal copy to the Viva Voce.

The Student should also carry the following for the viva voce:
- Duly signed personal copy of the project
- Examination Hall Ticket
- College Identity Card
- Dress Code should be formal.
SEMESTER – 8 SYLLABUS

OF

EIGHT SEMESTER DEGREE

IN

HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)
### 8th SEMESTER SYLLABUS

**BACHELOR OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (BHM)**

**KERALA UNIVERSITY PROPOSED SYLLABUS TEACHING EXAM SCHEME**

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Total Marks of University (Theory & Practical) (E) 560 + 0 = 560

In Course (IC) 140 + 0 = 140

**TOTAL MARKS** 700
BHM 42. FOOD & BEVERAGE MANAGEMENT

COST DYNAMICS
• Elements of Cost
• Classification of Cost

SALES CONCEPTS
• Various Sales Concept
• Uses of Sales Concept

INVENTORY CONTROL
• Importance
• Objective
• Method
• Levels and Technique
• Perpetual Inventory
• Monthly Inventory
• Pricing of Commodities
• Comparison of Physical and Perpetual Inventory

BEVERAGE CONTROL
• Purchasing
• Receiving
• Storing
• Issuing
• Production Control
• Standard Recipe
• Standard Portion Size
• Bar Frauds
• Books maintained
• Beverage Control

SALES CONTROL
• Procedure of Cash Control
• Machine System
• ECR
• NCR
• Preset Machines
• POS
• Reports
• Thefts
• Cash Handling

MENU MERCHANDISING
• Menu Control
• Menu Structure
• Planning
• Pricing of Menus
• Types of Menus
• Menu as Marketing Tool
• Layout
• Constraints of Menu Planning

**MENU ENGINEERING**
• Definition and Objectives
• Methods
• Advantages
• Problems & Solutions

**MIS**
• Reports
• Calculation of actual cost
• Daily Food Cost
• Monthly Food Cost
• Statistical Revenue Reports
• Cumulative and non-cumulative

**SWOT Analysis**

**BHM 43. TOURISM & HOSPITALITY MANAGEMENT**

**HOSPITALITY INDUSTRY – A PROFILE**
Meaning & definition, Historical evolution & development, Hospitality as an industry, Complimentary role with other industries, Contribution to Indian and global economy.

**HOSPITALITY PRODUCTS & SERVICES**
Hospitality accommodation, Food & Beverage facilities, Ancillary services, Support services, Hospitality Organisations.

**HOSPITALITY DISTRIBUTION CHANNELS**
Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels – Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.

**CURRENT SCENARIO**
Major players in the industry – India and worldwide, present trends in industry, emerging markets, role of support services and infrastructure, impact of international and national events, present scenario and future projections of HR issues and technology in industry.

**Suggested Text Books & References**

1. Hotels for Tourism Development, Dr. J.M.S. Negi
   Metropolitan Book Co. (P) Ltd., New Delhi.
2. Dynamics of Tourism, R.N. Kaul  

3. International Tourism, A.K. Bhatia  
   Sterling Publishing Pvt. Ltd., New Delhi

4. Hotel Front Office Management, James A. Bardi  
   Van Nostrand Reinholdn New York.

5. Marketing Management, Philip Kotler  
   Prentice-Hall of India, New Delhi.

6. Marketing Leadership in Hospitality  
   Robert Lewis & Richard Chambers, VNR.

**BHM 44. MANAGERIAL ECONOMICS**

**Introduction**

- Definition and scope  
- Managerial Economics - Scarcity and Choice  
- Objectives and Constraints  
- Decision Process  
- Basic Principles  
- Production Possibility Curve  
- Choice of Techniques

**Demand Curve Analysis**

- Meaning of Demand  
- Types of Demand  
- Determinants of Demand  
- Demand Functions, law of Demand  
- Demand Elasticity  
- Methods of measuring Elasticity of Demand  
- Demand Forecasting, with special reference to hotel industry  
- Mathematical Application

**Supply Analysis**

- Law of Supply, Types of Elasticity of supply and measurement  
- Practical Problems, Equilibrium of Supply and Demand

**Cost Analysis**

- Cost Concepts, Economic Cost, Explicit and Implicit Cost, Opportunity Cost, Historical and Replacement Cost, incremental and Sunk Cost, Fixed and

- Economics of Scale
- Diseconomies of Sale

Revenue Analysis

- Law of Returns
- Law of variable proportions
- Marginal revenue, average revenue, equilibrium output and price

Market and Market Forms

- Definition and classification of market
- Perfect and imperfect Markets
- Market Forms
- Pure Competition
- Perfect Competition
- Imperfect Competition - monopolistic competition – oligopoly & duopoly

Pricing in Practice

- Pricing Objectives
- Determinants of Price
- Pricing Methods
  - Cost based
  - Competition Based
  - Demand Based
  - Strategy Based

Inflation

Causes of inflation - measures to control inflation Fiscal and monetary policies

Reference Books

1) D. Gopalakrishna - A Study in Managerial Economics Himalaya Publishing House, Mumbai, Delhi, Nagpur
Module 1
Introduction to fast food chain
- History
- Globalization
- Concept & formulation
- Cost factor
- F&B merchandising

Module 2
World of Fast food chain
- Cuisine Variants
- Street vendors
- Jobs & labour issues
- Health issues

Module 3
Service Process
- Food & Beverage service operation
- Human resource strategy
- Menu concept, pricing strategy & recipe standardisation
- Service & production equipment
- Convenience food usages
- Hygiene & sanitisation standards
- Central purchasing process

Module 4
Outlet management
- Outlet design & décor
- Children play area
- Event management

BHM 46. OPEN ELECTIVE

A. EVENT MANAGEMENT & PUBLIC RELATIONS
B. HOSPITALITY MANAGEMENT IN AVIATION & CRUISE LINES

A. EVENT MANAGEMENT & PUBLIC RELATION

Module I
Why Event Management, Requirement of Event Manager, Analyzing the events,
Scope of the Event, Decision-makers, Technical Staff, Developing Record-
Keeping Systems, Establishing Policies & Procedures

Module II
Preparing a Planning Schedule, Organizing Tasks, Assigning Responsibility, and
Communicating, Using the Schedule Properly, The Budget, Overall Planning tips,
Checklists, Expert Resources, Computer Software Required.
Module – III

Module – IV
Types of Events, Roles & Responsibilities of Event Management in Different Events, Scope of the Work, Approach towards Events, MICE concept

Module – V
Introduction to PR – Concept, Nature, Importance, Steps, Limitations, Objectives Media – Types of Media, Media relations, Media Management PR strategy and planning – identifying right PR strategy, Brain Storming sessions, Event organization, writing for PR

REFERENCE BOOKS
1. Event Management: A Blooming Industry and an Eventful Career by Devesh Kishore, Ganga Sagar Singh - Har-anand Publications Pvt. Ltd. -
2. Event Management by Swarup K. Goyal - Adhyayan Publisher - 2009

B. HOSPITALITY MANAGEMENT IN AVIATION & CRUISE LINES

Common Aviation
Aviation history, Aviation organizations, Aviations terminology, Aviation geography, Time zones and time calculation, Aircraft familiarization and air craft familiarization, Travel documents, Customs and currencies, Phonetic codes.

Cabin Crew
Cabin crew profession, Crew member training, Passenger handling, Duties after landing, Flight evaluation, passenger with special needs, Food and beverage service on board.

Air ticketing and reservations
The reservation system, Effective methods of reservations, ticketing procedures

First Aid
First aid – General, Shock and fainting, Bleeding and wounds, Fractures/ Sprain etc., Burns, Choking, respiratory problems
**Relevance of Hospitality**

Importance of front office, relevance of F&B management and service in the airline sector.

**Cruise lines**

**Introduction to cruise line industry**

History of the cruise line industry and evolution of the new trends, Identify key cruise brands and how they differ, Factors deciding a successful and memorable cruise experience.

**Cruise terminology and hierarchy**

Identify cruise industry terms and meanings, Organizational structure in a cruise line, Identify the various roles of ship officers, Understand and discuss the various departments on board and their co-operative work culture.

**Living and working on board**

Identify the difference between land and ship life, Outline the disciplinary procedure, important rules and regulations on board and why they are important.

**Hotel departments in a cruise line and how they function**

Front office, Housekeeping, food production and F&B service

Logistics, Itinerary management, fire safety on board, coast guard inspection

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**BHM 47. PROFESSIONAL ELECTIVE - I**

A. TIME SHARE AND CONDOMINIUM MANAGEMENT
B. HEALTH AND NUTRITION
C. ORGANISATION BEHAVIOUR

**A. TIME SHARE AND CONDOMINIUM MANAGEMENT**

Timeshare Management- Part-A

**MODULE 1**

Introduction, History, Industry-Scope of the industry, Legislation, Methods of use-Exchanging timeshares, Varieties-Deeded versus right to use, Fixed week ownership, Floating, Rotating, Vacation clubs, Points programs

**MODULE 2**

Types and sizes of accommodations, Critique of timeshare concept, Secondary market- Timeshare resales, Timeshare rentals
Condominium Management - Part-B

MODULE 3
Introduction, Definition, Non-residential condominiums

MODULE 4
Condominium concept in different countries - United States, Canada, Denmark, India, Singapore, Australia

MODULE 5
Apartment, Car condo, Common hold, Condo conversion, Dockominium, Housing cooperative. Condop Difference between time share & condominium management
Example of Time share & Condominium hotels in India & International

Reference Books
1. Law of condominium operation - by Poliakoff
2. Condominium development guide - by Warren, Gorham & Lamont
3. Managing front office operations - by Kasavana & Books

B. HEALTH AND NUTRITION

Module 1

Module 2
Food Toxins: Naturally occurring Toxicants in food.

Module 3
Dietary Modifications: For infants, pre-school children, school going children, adolescence, adults, expectant and nursing mothers, geriatrics.

Module 4
Diet Therapy: Liquid diet, soft diet, Bland diet, Diet during (1) Peptic Ulcer (2) Tuberculosis (3) Typhoid (4) PEM (5) Anemia (6) Diabetes Mellitus (7) Hepatitis (8) Nephritis (9) Atherosclerosis (10) Hypertension (11) Allergy (12) Obesity

Module 5
Alcohol and Drug Dependence: Consequences to vital organs caused by alcohol, tobacco and other dependence producing drugs. Symptoms of drug addiction, treatment and rehabilitation.

Module 6
Basic First Aid: First aid kit. First aid given during drowning, electric shock, animal / insect bite, injuries, heat stroke, sprains and fractures.

Module 7
National and International Agencies Concerned with Health and Nutrition:
WHO, UNICEF, FAG, UNRRA,ICMR, NIN. CFTRI, CSWB. SSWB.

References:

1. Park’s Textbook of Preventive and Social Medicine, Banarsidas Bhanot Publishers Jabalpur.
6. Anna K. Joshna, Microbiology, Popular Book Depot, Madras.
7. McLaren, Nutrition in the Community

C. Organizational Behaviour (OB)

O.B. – Definition, relevance and scope

FOUNDATIONS OF INDIVIDUAL BEHAVIOUR
Environment, personal, organizational and psychological factors, Personality, perception, attitudes, learning

MOTIVATION
Nature, important theories-Maslow, Herzberg, equity and expectancy

FOUNDATION OF GROUP BEHAVIOUR
Group dynamics, group formation, group tasks, group decision making

CONFLICT
Reasons and ways of overcoming conflict

ORGANIZATIONAL CHANGE
Resistance to change and ways of overcoming the resistance

ORGANIZATIONAL CULTURE
How created and sustained

REFERENCE BOOKS:
Stephen P Robbins; Essential of Organisational Behaviour, New Delhi, Prentice Hall of India
BHM 48. PROFESSIONAL ELECTIVE – II

A. PROFESSIONAL INDUSTRIAL TRAINING
B. INDIAN CLASSICAL CUISINE
C. INDUSTRIAL CATERING

A. PROFESSIONAL INDUSTRIAL TRAINING

One Month training to hotels in the department of specialisation. The students are supposed to submit a report of the training.

B. INDIAN CLASSICAL CUISINE

Module 1: Introduction to Indian cuisine
- History of Indian cuisine
- Religion & foreign influence in Indian cuisines
- Geographical influence in regional food habits

Module 2: Classical cuisines India
- North India (Awadi, Mughali, Sindhi)
- South India (Udupi, Namoothiri, Mappila, Syrian Christian, Chettinad)
- East India (Oriya, Bhojpuri)
- North East India (Naga, Tripuri, Sikkim)
- West India (Malvani, Konkani, Parsi, Kutchi)
- History, influences, ingredients used, method of cooking, courses of menu, etiquettes, special utensils and equipment used.

Module 3: Influence of Indian classical cuisines to the world community

Books Recommended
Front office operations & management, Ahmed Ismail
Hotel convention sales, services & operations, Pat Golden-Romero
Event management: For tourism, cultural, business & sporting events, Lynn Van Der Wagen
Resorts management & operations, Robert Christie Mill, Ph.D
Club management in Australia: Administration, operations & gaming, Nerilee Hing, Helen Breen, Paul Weeks
Catering sales & convention service, Ahmed Ismail
C. INDUSTRIAL CATERING

Objective: To create awareness about the various operation of industrial canteens in private and public sector organizations and thereby reveal the scope of career opportunities.

Module 1: Concept

Industrial canteen- concept and scope, Factories Act pertaining to Industrial canteens, Management of Canteen, Departmental/outsourced canteens, Canteen a major welfare measure to employees, Harmony in Canteen – The Four pillar theory

Module 2: Layout & Facilities

Layout of canteen, Legal obligations, factors to be considered while designing a canteen, Furniture, Kitchen equipments, Service equipments, Cleaning equipments, selection criteria, care and maintenance, Waste disposal.

Module 3: Hierarchy

Various staff and hierarchy in canteen, Attributes of a canteen staff, Recruitment & Training, Duties and responsibilities of canteen manager and supervisor. Work allocation, Uniform and discipline of canteen employees.

Module 4: Menu

Menu planning, Types of canteen menu, Factors to be considered while planning a canteen menu. Dining habits of employees. Portion control

Module 5: Revenue Management

Canteen budget- Factors to be considered. Tenders, Purchase procedure, Subsidy, Store intent and costing.

Unit 6: Crisis management

Common problems facing in canteens and their remedies, communication methods and check lists, accidents and breakdowns, common procedure and practices

Reference Books

- Industrial Catering by K C Alexander
### Industrial Training
**PERFORMANCE APPRAISAL FORM (PAF)**

<table>
<thead>
<tr>
<th>Name of Student:</th>
<th>Roll No:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institute:</td>
<td>Duration: 5 weeks (30 working days)</td>
</tr>
<tr>
<td>Name of the Hotel:</td>
<td>From: To:</td>
</tr>
</tbody>
</table>

**Department: F&BS / FP / HK / FO**

### Appearance

<table>
<thead>
<tr>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immaculate appearance, spotless uniform, well groomed hair, cleaned nails &amp; hands</td>
<td>5</td>
</tr>
<tr>
<td>Smart appearance, crisp uniform, acceptable hair, cleaned nails &amp; hands</td>
<td>4</td>
</tr>
<tr>
<td>Well presented clean uniform, acceptable hair, cleaned nail &amp; hands</td>
<td>3</td>
</tr>
<tr>
<td>Untidy hair, creased ill kept uniform, hands not cleaned at times</td>
<td>2</td>
</tr>
<tr>
<td>Dirty / dishevelled, long / unkempt hair, dirty hands &amp; longs nails</td>
<td>1</td>
</tr>
</tbody>
</table>

### Punctuality / attendances (_______________ days present out of 30 days)

<table>
<thead>
<tr>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>On time, well prepared, ready to commence task, attendance excellent</td>
<td>5</td>
</tr>
<tr>
<td>On time, lacks some preparation, but copes well, attendance very good</td>
<td>4</td>
</tr>
<tr>
<td>On time, some disorganised aspects - just copes, attendance regular</td>
<td>3</td>
</tr>
<tr>
<td>Occasionally late, disorganised approach, attendance irregular</td>
<td>2</td>
</tr>
<tr>
<td>Frequently late, not prepared, frequently absent without excuse</td>
<td>1</td>
</tr>
</tbody>
</table>

### Ability to communicate (written / Oral)

<table>
<thead>
<tr>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very confident, demonstrate outstanding confidence and ability both spoken / written</td>
<td>5</td>
</tr>
<tr>
<td>Confident, delivers information</td>
<td>4</td>
</tr>
<tr>
<td>Communicates adequately, but lacks depth and confidence</td>
<td>3</td>
</tr>
<tr>
<td>Hesitant, lack confidence, in spoken / written communication</td>
<td>2</td>
</tr>
<tr>
<td>Very inanimate unable to express in spoken or written work</td>
<td>1</td>
</tr>
</tbody>
</table>

### Attitude to Colleagues / Customers

<table>
<thead>
<tr>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wins / Retains highest regard from colleagues has an outstanding rapport with clients</td>
<td>5</td>
</tr>
<tr>
<td>Polite, Considerate &amp; firm, well liked</td>
<td>4</td>
</tr>
<tr>
<td>Gets on well with most colleagues, handles customers well</td>
<td>3</td>
</tr>
<tr>
<td>Slow to mix, weak manners, is distant has insensitive approach to customers</td>
<td>2</td>
</tr>
<tr>
<td>Does not mix, relate well with colleagues &amp; customers</td>
<td>1</td>
</tr>
</tbody>
</table>
### Attitude to Supervision

<table>
<thead>
<tr>
<th>Comment</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcomes criticism, acts on it, very co-operative</td>
<td>5</td>
</tr>
<tr>
<td>Readily accepts criticism and is noticeably willing to assists others</td>
<td>4</td>
</tr>
<tr>
<td>Accepts criticism, but does not necessarily act on it</td>
<td>3</td>
</tr>
<tr>
<td>Takes criticism very personally, broods on it</td>
<td>2</td>
</tr>
<tr>
<td>Persistently disregards criticism and goes own way</td>
<td>1</td>
</tr>
</tbody>
</table>

### Initiative / Motivation

<table>
<thead>
<tr>
<th>Comment</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very effective in analysing situation &amp; resourceful in solving problems</td>
<td>5</td>
</tr>
<tr>
<td>Demonstrates ambition to achieve progressively</td>
<td>5</td>
</tr>
<tr>
<td>Shows ready appreciation and willingness to tackle problems</td>
<td>4</td>
</tr>
<tr>
<td>Positively seeks to improve knowledge and performance</td>
<td>4</td>
</tr>
<tr>
<td>Usually grasps points correctly</td>
<td>3</td>
</tr>
<tr>
<td>Shows interest in all work undertaken</td>
<td>3</td>
</tr>
<tr>
<td>Slow on the uptake</td>
<td>2</td>
</tr>
<tr>
<td>Is interested only in areas of work preferred</td>
<td>2</td>
</tr>
<tr>
<td>Rarely grasps points correctly</td>
<td>1</td>
</tr>
<tr>
<td>Lacks drive and commitment</td>
<td>1</td>
</tr>
</tbody>
</table>

### Reliability / Comprehension

<table>
<thead>
<tr>
<th>Comment</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is totally trust worthy in any working situation, understands in detail, why and how the job is done</td>
<td>5</td>
</tr>
<tr>
<td>Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done</td>
<td>4</td>
</tr>
<tr>
<td>Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand</td>
<td>3</td>
</tr>
<tr>
<td>Cannot be relied upon to work without supervision, Comprehends only after constant explanation</td>
<td>2</td>
</tr>
<tr>
<td>Requires constant supervision. Lack any comprehension of the application</td>
<td>1</td>
</tr>
</tbody>
</table>

### Responsibility

<table>
<thead>
<tr>
<th>Comment</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actively seeks responsibility to all times</td>
<td>5</td>
</tr>
<tr>
<td>Very willing to accept responsibility</td>
<td>4</td>
</tr>
<tr>
<td>Accepts responsibility as it comes</td>
<td>3</td>
</tr>
<tr>
<td>Inclined to refer matters upwards rather than make own decision</td>
<td>2</td>
</tr>
<tr>
<td>Avoids taking responsibility</td>
<td>1</td>
</tr>
</tbody>
</table>
### Quality of Work

<table>
<thead>
<tr>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptionally accurate in work, very thorough usually unaided</td>
<td>5</td>
</tr>
<tr>
<td>Maintain a high standard of quality</td>
<td>4</td>
</tr>
<tr>
<td>Generally good quality with some assistance</td>
<td>3</td>
</tr>
<tr>
<td>Performance is uneven</td>
<td>2</td>
</tr>
<tr>
<td>Inaccurate and slow at work</td>
<td>1</td>
</tr>
</tbody>
</table>

### Quantity of Work

<table>
<thead>
<tr>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outstanding in output of work</td>
<td>5</td>
</tr>
<tr>
<td>Gets through a great deal</td>
<td>4</td>
</tr>
<tr>
<td>Output satisfactory</td>
<td>3</td>
</tr>
<tr>
<td>Does rather less than expected</td>
<td>2</td>
</tr>
<tr>
<td>Output regularly insufficient</td>
<td>1</td>
</tr>
</tbody>
</table>

Total: ______________________ /50

Stipend Paid: Rs.____________________ per month

Name of Appraiser: ______________________ Signature: ______________________

Designation of Appraiser: ______________________ Date: ______________________

Signature of Student: ______________________ Date: ______________________
TECHNICAL NORMS

Number of Students

The maximum number of students admissible for the four Years BHM will be 60 per year. This may be increased as per UGC/AICTE Norms.

Staff Norms

The strength of the teaching staff may be worked out on the following basis:

a. The numbers of contact hours are taken as 36 hrs. Per week
b. The Strength of the students is taken as 40-60 in lecture / theory classes and 20-30 in laboratory practical / workshop.
c. The average teaching load of 25 hrs/week is used as basis for calculating the staff strength.
d. A staff and student ratio of 1:20

Qualifications, Experience and Training of staff

Principal / Director

Qualification

- Basically a graduate with a diploma/degree in hotel management and catering technology from Indian/Foreign Universities OR Indian/Foreign Technical Institutions.
- MBA with specialization in Hospitality Management from Indian/Foreign Universities / Technical Institutions.

Experience

At least 15 years of experience in an Institute of Hotel Management Star classified hotels, out of which at least 5 years as Head of Department Head of Institution with minimum 6 years teaching experience

Asst. Professor

Qualification

a. For Food Production / F&B Service / Front Office/ Housekeeping 3 year Diploma / Degree in Hotel Management and Catering Technology with 55% Marks or above with 2 years industrial teaching experience.
b. For Principles of Hygiene & Nutrition
   M.Sc. in Foods and Nutrition / Food service Management / Home Science with specialisation in food and nutrition with 55% marks or above
c. For Accounts, Econornics and Law
   M.Com with LLB 55% or above Marks
d. For language (English, French, etc)
   M.A. in English language with Diploma /Degree in French
e. For Hotel Engineering
   Degree/Diploma in Engineering with Mechanical/Engineering
f. For Computer Applications:
   M.C.A or Graduate with P.G.D.C.A.B. Tech Computer

  g. For Management subjects: MBA with 55 % marks or above with teaching experience of two years

**Number of faculty : Permanent**

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal</td>
<td>1</td>
</tr>
<tr>
<td>Food Production</td>
<td>3</td>
</tr>
<tr>
<td>Front office</td>
<td>2</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>2</td>
</tr>
<tr>
<td>F &amp; B Service</td>
<td>3</td>
</tr>
<tr>
<td>Food and Nutrition</td>
<td>1</td>
</tr>
<tr>
<td>Management</td>
<td>3</td>
</tr>
</tbody>
</table>

In four years: 15

**Nature of Appointment: Desirable**

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts</td>
<td>1</td>
</tr>
<tr>
<td>French</td>
<td>1</td>
</tr>
<tr>
<td>Computer application</td>
<td>1</td>
</tr>
<tr>
<td>Hotel Engineering</td>
<td>1</td>
</tr>
<tr>
<td>English</td>
<td>1</td>
</tr>
<tr>
<td>Comm. English</td>
<td>1</td>
</tr>
</tbody>
</table>

Nature of appointment: Part time / Guest Faculty

**Note:** Promotion for faculties as per UG / AICTE Norms. All other norms like Teaching area / Laboratories / Library Equipments etc. as per UGC / AICTE Norms.