

**Institute of Hotel & Tourism Management  
Maharshi Dayanand University – Rohtak**

**Bachelor of Business Administration  
(Hospitality Management)**

**Syllabus**

**Paper Code: 101**

**FUNDAMENTALS OF MANAGEMENT**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Contents :**

**Unit 1:** Concept And Nature Of Management: Concept & Definitions, Features Of Management, Management As Science, Art & Profession, Levels Of Management, Scope Of Management, Nature Of Management Process, Classification Of Managerial Functions, Evolution Of Management Thought Approaches To Management (Classical, Behavioral, Quantitative Contingency), Contribution Of Leading Thinkers, Recent Trends In Management Thought.

**Unit 2:**

Planning And Decision Making Nature, Process And Types of Planning, Management By Objectives (MBO), Decision Making, Forecasting

**Unit 3:**

Organizing: Nature & Principles Of Organization, Departmentation, Span Of Management, Authority & Responsibility, Delegation And Decentralization, Forms Of Organization Structure Line & Staff Authority Relationships

**Unit-4**

Directing: Nature & Scope Of Directing, Motivation And Morale, Communication, Leadership, Coordination: Controlling: Nature & Process Of Controlling, Techniques Of Control

**Suggested Readings:**

- Chandra Bose/Principles Of Management & Administration, Prentice Hall Of India
- Management Theory & Practice C.B.Gupta (CBG) Sultan Chand & Sons
- Management Stoner, Freeman & Gilbert Prentice Hall Of India Pvt Ltd.
- Satya Raju/Management – Text & Cases, Prentice Hall Of India
- Essential Of Management Koontz & Wrihrich Tata McGraw-Hill Publishing Co. Ltd.
- Management Today : Principles and Practice - Burton, Jene, Tata Mc-Graw-Hill Publishing Co. Ltd.
- Management: A global perspective, Weihrich, Heinz and Koontz, Harold, New Delhi: Tata McGraw-Hill Publication Company, 1993.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 102**

**HOSPITALITY ACCOUNTING**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Contents:**

**Unit 1:**

Meaning, nature & need for Accounting, Scope and Usefulness of Financial Accounting, Branches of Accounting, External & Internal end users of accounting information, Accounting Concept and Conventions, Accounting Equation, Accounting Standards in India (**Only brief Introduction**)

**Unit 2:**

Basic Accounting Procedures: Journalizing transactions: Rules of Debit and Credit, classification of accounts, steps of journalizing; Ledger: Concept, Posting & balancing the ledger. Trial Balance: Definition, objects & preparation of trial balance; Financial statements: meaning, types, Trading A/C, Balance Sheet – need and importance (Practical Problems with Adjustments)

**Unit 3:**

Depreciation: Nature, causes, basic factors and methods of depreciation (straight line and written down value method); Reserves and Provisions: Meaning, Types of Provisions, capital Reserve & General Reserve, Secret reserve;

**Unit 4:**

Joint Venture Accounts: Concept & Accounting Treatment (simple problems), Rectification of errors; types of errors & their rectification

**Suggested Readings:**

- Narayanswamy/ Financial Accounting – A managerial perspective, Prentice Hall Of India.
- Juneja, Chawla & Saksena – Double Entry Book Keeping – Kalyani Publications.
- Maheshwari & Maheshwari – An Introduction To Accountancy 5<sup>th</sup> – Vikas Publishing House.
- Bhattacharya/financial Accounting for business Managers, Prentice Hall of India.
- R.L. Gupta – Advanced – Sultan Chand & Sons.
- S.N. Maheshwari – Principals of management accounting – XI Edition – Sultan Chand & Sons.
- Khan & Jain, Financial Accounting.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 103**

**BASIC COMPUTING SKILLS**

External Marks: 50  
Internal Practical: 50  
Time : 3 Hrs

**Course Objective :**

- Computer skills are essential in every modern framework of studies including hospitality due to the need to manage fast multiplying information and data. The course requires consistent efforts on the part of the students to practice methods and mechanism of computing and analysis. The course focuses on the basic software(s) application while providing an insight in computation process and analysis

**Teaching Practices :**

Class room lectures, Assignments, Discussions and Practical

**Course Contents:**

**Unit 1:**

Introduction to Computers-their origin, evolution & types

**Unit 2:**

Components of Computers-hardware: Hardware elements - input, storage, processing & output devices

**Unit 3:**

Components of Computers – Software: Operating softwares – DOS & Windows

Components of Computers- Software: Application Software – DOS Based – Wordstar & lotus123, Word Processing-capabilities and its application

**Unit 4:**

Components of Computers- Software: Application Softwares - Windows Based MS-Word & Excel(MS office), WordStar-features-menus-keys and commands

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 104**

**FUNDAMENTALS OF HOSPITALITY MANAGEMENT**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objective :**

- The course shall familiarize students with importance of hospitality and its detailed sectors. The broad overview of industry will help learners to understand the integrated picture as well as industry among various sectors.

**Teaching Practices :**

Class room lectures, Assignments, Cases, Discussion and visit to Hotels of different classification.

**Course Contents:**

- Unit-1**      **Hospitality Industry in World and Indian Context:** Concept, Origin and Development over the ages, Future, Changing trends.
- Unit – 2**      **Tourism Industry:** Concept, Origin and Development over the ages, Types, Future, Changing trends. Relation of Tourism with hospitality industry.
- Unit – 3**      **Type of Hotels:** Different basis/criterion classification of Hotels, Categorization of Hotels in India
- Unit – 4**      **Ownership Structure of Hotels:** Introduction, Concept, Types, their features advantages and disadvantages

**Suggested Readings :**

- Introduction to Hospitality, Walker John R. Prentice Hall of India.
- An introduction to the hospitality Industry : 4<sup>th</sup> edition Gerald W. Lattin Attn.
- Hospitality Today : Rocco; Andrew Vladimir, Pables E, Attn.
- Tourism and the hospitalities Joseph D. Fridgen
- Welcome to Hospitality Kye-Sung Chon, Roymond Sparrowe
- Hospitality Mgt. Kevin Baker, Jeremy Hayton
- Hotels for Tourism Development Dr. Jagmohan Negi
- Principles of grading and classification of hotels, tourism restaurant & resorts Dr. J. Negi
- Professional Hotel Management, Jagmohan Negi, Publisher : S. Chand & Co. Delhi
- Tourism and hospitality in 21<sup>st</sup> century, Ranga, Mukesh and Chandra, Ashish. New Delhi: Discovery publishing house, 2003.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 105**

**BASICS OF FRONT OFFICE OPERATIONS**

External Marks: 50  
Time : 3 Hrs

**Course Objective :**

- The course is aimed at familiarizing the students with various functions of front office to develop work ethics towards customer care and satisfaction. Special efforts will be made to inculcate practical study skills

**Teaching Practices:**

Class room lectures, Assignments, Cases, discussions and practice sessions simulated conditions.

**Course Contents:**

**Unit 1:**

Significance and importance of the front office department, organization of the department and functions of each section.

Activity flow chart Organisation structures of front office for different types of hotels, job specification and descriptions therein

**Unit 2:**

Equipments used at front office - classification and principle specification of each

**Unit 3:**

Guest Service standards at front Office, basic study of functions at front desk, bell desk and room reservations

Knowledge of rooms and plans, Uses of forms, registers and records maintained at front Office.

Knowledge of Property Management Systems as required by Hotels i.e. Fidelio software.

**Unit 4:**

Basic laws governing Front Desk Operations

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Selected References:**

- Front office management in hotel, Chkravarti B.K., CBS publishers and distributors, 1999.
- Front office : procedures, social skills, yield and management, Abbott, Peter and Lewry, Sue, New Delhi: Butterworth-Heinemann.
- Principles of hotel front office operations, Baker Sue, Huyton Jeremy, Bradley Pam, London and New York: Continuum, 2000.
- Case studies in rooms operations and management, Huyton, Jeremy and Baker, Sue, Melbourne : Hospitality Press, 2001.
- Managing Front office operations, Michael L. Kasavana, Richard M. Brooks, Educational Institute of American Hotel & Lodging Association, (EI-AH&LA, USA).

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 105A**

**BASICS OF FRONT OFFICE OPERATIONS- PRATICAL**

Internal Practical: 50  
Time : 3 Hrs

**Course Objective :**

The learner is expected to know

All equipment for use in Front office operations- Their functions and correct use with safety standards  
All major registers forms and records used in different sections of the department.

**Teaching Practices:**

Demonstration and Practicals .

**Course Contents:**

**Social skills:**

- Know DO'S and Don'ts of conducting themselves in the front office
- Telephone handling (different situations and needs).
- Inter department and intra department co-ordination/linkages
- Handling situations
- Develop and ability to communicate and conduct well

**Work skills :**

- A general awareness of the operations of Front office
- Room reservation for handling requests from enquiry to the confirmation using various methods of receiving requests and maintaining records.
- Information handling and the Front desk and basic function for guest arrivals during stay of the guest and at departure.
- Bell desk functions.

**Bachelor of Business Administration  
(Hospitality Management)  
Paper Code: 106**

**MANAGING HOUSEKEEPING OPERATIONS**

External Marks: 50  
Time : 3 Hrs

**Course Objectives::**

- The course familiarizes students with the organization of housekeeping, its systems and function. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.

**Teaching Practices:**

Class room lectures, assignments. Cases, Discussions and visit to hotels of different classification.

**Course Contents:**

**Unit 1:**

Housekeeping- Introduction, Importance and Significance.  
Sections of Housekeeping and their functions.  
Inter and Intra-departmental co-ordination of housekeeping.

**Unit 2:**

Organisation structure of the department in different types of Hotels.  
Job description and specifications for different job positions.  
Layout of housekeeping department.

**Unit 3:**

Equipment- classification and their use.  
Linen and Uniform Room Pre-Preparing activities on floors and central housekeeping. Systematic method of making rooms and bathrooms ready

**Unit 4:**

Linen-brief specifications and uses of each type  
Detailed study of cleaning and maintaining different types of floors, metal, wood and other surfaces.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Selected References:**

- Housekeeping training manual, Andrews, Sudhir, New Delhi : Tata Mcgraw-Hill Publication Company, 1985.
- Hotel, Hostel and hospital housekeeping, Branson, Joan C. and Lennox, Margret, London : ELST, 1988.
- Managing Housekeeping operations, Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert, EI-AH&LA, USA.



**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 106A**

**MANAGING HOUSEKEEPING OPERATIONS-(PRACTICAL)**

Internal Practical: 50  
Time : 3 Hrs

**Course Objectives:**

To make student learn about equipments and procedures used for housekeeping

**Teaching Practices:**

Demonstrations and Practicals

**Course Contents :**

**Equipment & Supplies**

- The functions, correct use, standards, upkeep and maintenance of all equipments and all hand-tools for use in housekeeping operations.
- the functions, correct use, safety standards of all cleaning supplies
- linen and guest supplies

**Social skills**

- know DOS and DONTS of personal conduct on the floors and in the rooms
- handling situations
- develop an ability to communicate.
- Inter Department and intra Department co-ordination

**Demonstrate and Practice**

- Basic steps and skills required for setting up trolleys and floors pantry
- Know forms. Registration and records maintained at the floor pantry and room attendants trolley
- cleaning of rooms and bathrooms during departure, stay-on and others with emphasis on key tasks and correct sequence
- Practice bed making, care-upkeep of carpets, dusting-wiping-cleaning of surfaces
- Learn skills for polishing floors, metal, wood and other surfaces.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 107**

**PERSONALITY DEVELOPMENT AND COMMUNICATION SKILLS**

Internal Theory: 50  
Internal Practical: 50  
Time : 3 Hrs

**Course Objective:**

The course will introduce to the role and importance of effective communication at work .It presents principles of communication responsible for good interpersonal interaction. Students will be prepared to communicate effectively in variety of contexts and different environment.

The modules are structured around the communication tasks managers are required to perform to be effective on job.

**Teaching Practices:**

Class room lectures, Assignments, Cases, Discussions and Seminars.

**Course Contents :**

**Unit 1:**

Principles of correct use of languages-words, sentences, paragraphs, continuity and flow.  
Communication- Concept & Process, Forms of communication –verbal ,visual and non-verbal body language-Kinesics, Proxemics, para-language.

**Unit 2:**

Commercial correspondence-business letters, faxes, memo, C.V., email, reports memorandums, meetings, documentation etc.  
Telephone equipments and telephone handling for business purposes.

**Unit 3:**

Job and personal hygiene standards, methods to maintain these standards

**Unit 4:**

Attributes, Attitudes and personality traits for successful hotel/hospitality career.  
Developing these traits.  
Social skills standards, tactful handling of situations and unexpected events required in hospitality, industry using communication to adapt with tourists of different cultures

2nd sem

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 201**

**HOPITALITY MARKETING**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Contents:**

**Unit 1:**

**Introduction to Marketing**

Definition, difference in selling/marketing; core marketing concepts; production, product, selling, marketing, social concept; marketing environment

**Unit 2:**

**New product development**

Product level; classification; product mix; new product and its development; branding; product positioning; product launching strategies; pricing decision and strategies, identifying marketing segment and selecting target markets.

**Unit 3:**

**Channel types and functioning**

Evaluating channel alternatives; developing channel members; channel dynamics; retailing wholesaling and market logistics; web marketing; sales force decisions

**Unit 4:**

**Sales promotion and market research**

Advertising and sales promotion; public relations; personal selling; definition of market research; suppliers of MR; process; forecasting and demand measurement.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Suggested Readings:**

- Kotler Philip, Marketing Management: Analysis, planning, implementation and control, Prentice Hall of India, New Delhi
- Kotlet Philip and Armstrong, Gary, Principles of Marketing; Prentice Hall of India
- Saxena, Rajan, Marketing Management; Tata McGraw Hill, New Delhi
- Staton, Willian et al. Fundamentals of Marketing; McGraw Hill International Edition
- Wilson, Richard and Gilligan Colin, Strategic Marketing Management-Planning, Implementation and Control; Viva Books Pvt. Ltd. New Delhi
- Marketing Management; V. S. Ramakumari MAC MILLAN India Ltd.
- Hospitality Marketing, Wearne, Neil, Global Books & Subscriptions Services.
- Marketing & Sales Strategies for Hotels and Travel Trade, Dr. Jagmohan Negi, S. Chand & Co.
- Marketing for Hospitality & Tourism, Kotler Philip, Pearson Education Asia.
- Contemporary tourism and hospitality marketing, Sethi, Praveen, New Delhi, Rajat Publication, 1999.
- Marketing in the Hospitality Industry, Ronald A. Nykiel, EI-AH&LA, USA.
- Contemporary hospitality marketing, William lazer, Roger Laygon, EI-AH&LA.
- Global marketing strategies, Jeannet, Jean Pierre, Jaico Publishing House, Delhi.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-202**

**BUSINESS COMMUNICATION**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objectives :**

- This course is designed to provide a comprehensive view of the role and importance of communication in a business organisation. Students will be exposed to the various forms of business communication (for example verbal/written, internal/external etc) as well as the techniques and characteristics of effective communication. There will be a special emphasis on the application of technology and the ethical & cross-cultural considerations in communication practices.

**Course Contents :**

**Unit 1:**

**Introducing The Concept**

Meaning, nature and scope of communication,  
Process of communication,  
Characteristics of business communication,  
Importance of Effective B.C.,  
Objectives of B.C. Types/pattern of B.C.  
Principles of B.C.,

**Unit 2:**

Media/Channels of B.C.  
Barriers to B.C. and overcoming methods

**Unit 3**

**Types of communication-** introduction, types, importance, advantages and disadvantages.  
**Use in business**

**Unit- 4**

**Written Communication-I**

(a) Business Letter Writing,  
(b) Business report writing  
Importance, Need, Types, Techniques, Languages  
Structure, Planning and drafting.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Suggested Readings :**

- Business Communication, Lesikar, Pettit (AITBS)
- Theory & Application
- Business Communication, K.K. Sinha Galgotia Publishing House
- Communication for Business, Shirley Taylor, Pearson Education Asia
- Effective Business Communication, Asha Kaul, Prentice Hall of India
- Business Communication, Rajinder Pal, Himalayan Publishing House

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 203**

**HUMAN RESOURCE MANAGEMENT**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Contents:**

**Unit 1:**

**Foundations of HRM**

Concept of HRM and HRD; role of HR practitioner; managing the HR function; contribution of HR function to organizational success; evaluating HR functions.

**Unit 2:**

**HR policies**

Job, role and competence analysis; human resource planning; recruitment and selection; induction; redundancy, outplacement and dismissal; maintenance and welfare activities - employee health and safety, fatigue and welfare activities.

**Unit 3:**

**Human resource development:**

Learning and development; personal development planning; training; management development; career management; HR approaches to improving competencies.

**Unit 4:**

**Employee compensation**

Aims, components, factor influencing employee compensation; internal equity, external equity and individual worth; pay structure; incentive payments; employee benefits and services; performance appraisal; 360 degree feedback.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.



### **Suggested Readings:**

- Pattanayak/Human Resource Management, Prentice Hall of India.
- Dessler/Human Resource Management, 7<sup>th</sup> Edition, Prentice Hall of India.
- Armstrong, Michael, A Handbook of Human Resource Management, Practice Kurgan page, 1999.
- Aswathappa K. Human Resource and Personal Management, Tata McGraw Hill, New Delhi.
- Casio, W. F. Managing Human Resources, McGraw Hill Inc, 1946.
- Fisher, Schoen Feldt & Shaw, Human Resource Management, Houghton Mifflin, 1996.
- Ivancevich, Hohn. M, Human Resource Management, Irwin/McGraw Hill 1996.
- Monappa, Arun, Managing Human Resource, Macmillan India Ltd. New Delhi.
- Rao, V. S. P. Managing People, Amexcel Publishers Pvt. Ltd. 2000.
- Worther, William and Davis, Keith, Human Resource and Personal Management, McGraw Hill, NY 1993.
- HRM in Tourism and Hospitality, Ross, Darren Lee.
- Human Resources Development and Management in the Hotel Industry, Dr. Jagmohan Negi, Frank Bros & Co.
- Human Resource Management, Dessler, Gary, Prentice Hall of India.
- Human Resources Management : An experiential approach, Bernardin, H. John, Tata McGraw- Hill Publication Co.
- Human Resource Management: Evaluation and the Challenges ahead, B.K. Sharma, Viva Books Pvt. Ltd.
- Strategic human resource management: a general managerial approach, Greer, Charles R., 2<sup>nd</sup> Edn., New Delhi, Pearson Education, 2001.
- Managing hospitality human resources, Robert H. Woods, EI-AH&LA, USA.
- International Human Resource Management in the Hospitality Industry, Sybil Hofmann, Colin Johnson, Michael lefever, EI-AH&LA, USA.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 204**

**BASICS OF FOOD PRODUCTION**

External Marks: 50  
Time : 3 Hrs

**Course Objectives :**

- The course is designed to introduce the learners to food production through fundamentals of food composition, food preparation and food planning. Knowledge of managerial and operational principles and practices of planning, operating and evaluating food operations will be imparted through a balance of theory and practice.

**Teaching Practices:**

Class Room lectures Assignments, Cases Discussion and Visit to Hotels of different classification.

**Course Contents:**

- Unit – 1**      **Cooking:** –Introduction, Definition, importance, Aims and objectives.  
Qualities of F&B production employees, Different sections of kitchen in different hotels and their duties and responsibilities.  
**Organizational Hierarchy of different hotel kitchens.**
- Unit- 2**      **Ingredients used in cooking:** Cereals and Grains, Fruits and Vegetables, Sweetners, Egg, Milk and Milk Products, Spices and condiments - Introduction, Types, Purchasing and Storing considerations.
- Unit- 3**      **Equipments-** Classifications, Selection criterion  
**Pre-Preparation Techniques:** Introduction, and Types.  
**Fuel-** Introduction, Types, characteristics, advantages and disadvantages.
- Unit- 4**      **Cooking Methods**  
Terms used in cookery

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 204A**

**BASICS OF FOOD PRODUCTION- (PRACTICAL)**

Internal Practical: 50  
Time : 3 Hrs

**Course Objectives:**

- The Course is designed to introduce the learners to the functions and correct equipments used in food production. A knowledge of all major ingredients/commodities cooking along with methods of cooking will be provided.

**Teaching Practices:**

Demonstration and Practical .

**Course Contents :**

- 1. Mis-en-Place functions**
  - Care, upkeep and maintenance of equipment
  - Stores functions
  - Basic methods and techniques used for preparing ingredients ( vegetables, fruits ,meats and cereals) into various shapes, sizes ready for cooking.
  - Basic skills as whipping, beating, folding , mincing, trussing chicken.
  - Basic knowledge of preparing mise-en-place for Indian kitchen.
- 2. Food Production functions**

Basic methods of cooking and assembling dishes from various cuisines.
- 3. Pantry Operations**

Introduction into preparing and dispensing basic beverages, toasting bread and other allied items
- 4. Sauces and dressings**
  - Basic sauces ( hot and cold) with common derivatives.
  - Salad dressings with common derivatives.
- 5. Soups**
  - Stocks and their applications
  - Common soups of each types with accompaniments and garnishes.
- 6. Hot Range**

A few fundamental dishes including snacks-continental and Indian with accompaniments.

**Note**

- 1) Basic Indian preparations as dals, rice and a few selective vegetarian and non-vegetarian included.
- 2) Include fundamental and easy to assemble and serve dishes but with application of different methods of cooking

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 205**

**BASICS OF F&B SERVICE**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- The course aims to inculcate knowledge of food service principles, procedures among trainees.

**Teaching Practice:**

Class room lectures, Assignments, Cases, Discussions and visits to hotels of different classifications.

**Course Contents:**

- Unit – 1**      **F&B Services:** –Introduction, Importance, Function, Sections  
Classification of catering establishment- commercial and non commercial
- Unit- 2**      **Departmental Organization & Staffing** – Organization Structure of F&B  
Services in different types of Hotels.  
Job Descriptions and Job specifications of different F&B service positions,  
attributes of F&B personnel
- Unit- 3**      **Food & Beverage Service equipments:** Introduction, Classification and  
features.
- Unit-4**      **Food & Beverage Service:** Introduction, Classification and features.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Suggested Readings:**

- Andrews S. 1981: Food & Beverages Service Training.
- Fuller 1983: Modern Restaurant Service a Manual for Students and Practitioners,\*\*\*\* London
- Fuller, J. Curee A.J. 1983: The Waiter Hutchinson, London
- Lillicrap D.R. 1983: Food and Beverage Service, Edward Arnold, Melbourne.
- Magris, Marzia and McCreery, Cathy 2001 : Introduction to Food & Beverage Services.

**(Hospitality Management)**  
**Paper Code: 206**

**HOUSEKEEPING MANAGEMENT**

External Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- To provide knowledge of various cleaning methods and to ensure standards of cleaning. To emphasized on supervision skills knowledge and to perform administration functions in housekeeping department.

**Teaching Practices:**

Class room lectures, assignments, cases, discussions and practice sessions under simulated conditions.

**Course contents:**

**Unit 1:**

The role and importance of housekeeping in accommodation operations.  
standard cleaning methods, procedure manual and mechanical, manpower planning for housekeeping department.

**Unit 2:**

Cleaning procedure for floor, public areas and guest rooms,  
pest control for rooms and public areas.

**Unit 3:**

Knowledge of forms, registers ad records maintained on the floors and public areas, room keystand key control Reports and their preparations.  
Flower arrangements- principles, characteristics, knowledge of various flower and their uses  
Types of arrangements in guest rooms & other areas

**Unit 4:**

Handling procedure relating to guests.  
inter-deparmental and intra- departmental coordination  
Administrative and control functions of housekeeping

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Selected References:**

- Housekeeping training manual, Andrews, Sudhir, New Delhi : Tata Mcgraw-Hill Publication Company, 1985.

- Hotel, Hostel and hospital housekeeping, Branson, Joan C. and Lennox, Margret, London : ELST, 1988.
- Managing Housekeeping operations, Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert, EI-AH&LA, USA.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper Code: 206A**

**HOUSEKEEPING MANAGEMENT- (PRACTICAL)**

Internal Practical: 50  
Time : 3 Hrs

**Teaching Practices:**

**Demonstrate and practical**

- Cleaning, polishing and upkeep of various surfaces floors, metal , wood glass mirror and others
- Systematic cleaning of public areas, different shifts and different functions with special significance of use of floor polishing and other heavy duty machines.
- Checking of rooms & public areas ,and ensuring standards of housekeeping .
- Preparing reports and check lists on floors and central housekeeping
- Preparing indents of materials , exchanging of linen and other allied functions
- Flower arrangements for rooms, public areas and special occasions
- Handling situations relating to day to day operations
- Administrative and control function.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-207**

**INTRODUCTION TO TOURISM INDUSTRY**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objective :**

- The course is aimed to introduce the basic concepts of tourism to the beginners and to serve as a comprehensive resource for the seasoned professionals.

**Course Contents :**

**Unit 1: Overview of travel and Tourism Industry**

The nature of the travel and Tourism Industry; Why people travel; Factors which motivates and influence travelers; destination requirement to satisfy and support travel and tourism.

**Unit 2: The Economic and social significance of Tourism**

Contribution to national economy; growth in GDP; Employment potential; Development of rural and backward areas.

**Unit 3: Status of India Tourism**

India's share in international tourism arrival; Domestic Tourism, out bound tourism; Major issues and concerns to develop tourism; Tourism Policy; Scope of career opportunities.

**Unit 4: Tourism Infrastructure**

The need to augment capacity of existing Airports; Airlines; Accommodation; Railways and surface transport.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.



**Suggested Readings :**

- Tourism and the hospitality Industries, Joseph D. Fridgen.
- Infrastructure of Tourism in India, Rattan Deep Singh, Kanishka Publishers.
- Introduction to Tourism and Hotel Industry, Mohammad Zulficar, Vikas Publication House.
- Progress in Tourism, Recreation and Hospitality, Vol. 1-3, C.P. Cooper; CBS Publishers and Distributions.
- Tourism : The business of Travel Cook, Roy A, Yale, Laura J, Marqua, Joseph J., Prentice Hall of India.
- Tourism and Hospitality in 21<sup>st</sup> Century, Ranga, Mukesh and Chandra, Ashish, Discovery publishing House, New Delhi.
- Tourism Development:Principles and Practics A.K. Bhatia Sterling Publishers, Delhi.
- Tourism Development and its impact, S.P. Bansal, Shri Sai Printographers.  
Publisher : NRI Publication New Delhi.
- Frontiers of new tourism, Bezbaruah, M.P., New Delhi, Gyan Publishing House.
- Millennium trends in travel and tourism, Sethi, Praveen, Delhi, Rajat Publication.

3rd sem

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-301**

**FINANCIAL MANAGEMENT**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Contents:**

**Unit 1:**

**Nature of Financial Management:**

Introduction; finance functions; goals of financial management; risk & return trade off; organisation of finance functions.

**Time value of Money:**

Reasons for time value of money; future value of a single amount; future value of an annuity; present value of a single amount; present value of an annuity; multi period compounding.

**Unit 2:**

**Basics of Capital Budgeting:**

Nature of investment decisions; importance of investment decisions; investment evaluation criteria; capital budgeting techniques – NPV, IRR, Payback and accounting rate of return.

**Cost of Capital:**

Meaning and significance of the cost of capital; The concept of cost of capital; opportunity cost; component cost of capital: - debt, equity, preference capital, and retained earnings; weighted average cost of capital.

**Unit 3:**

**Capital Structure:**

Sources of finance; meaning of capital structure; factors influencing capital structure; theories of capital structure: - NI, NOI, MM, and traditional approaches venture capital.

Leverages: Meaning and types: - operating and financial leverage; EBIT – EPS Analysis; concept of composite leverage.

**Unit 4:**

**Working Capital Management:**

Concepts of working capital; need for working capital; determinants of working capital; computation of working capital; an elementary knowledge of components of working capital management: - cash management, receivables management and inventory management.

Dividend Policy Decisions: Introduction; meaning of dividend; aspects of dividend policy; practical considerations in dividend policy; forms of dividends.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Suggested Readings:**

- Van Horne/Financial Management & Policy, 12<sup>th</sup> Edition, Prentice Hall of India
- Financial Management by I. M. Pandey (IMP) – Vikas Publishing house
- Financial Management – Theory & Practice by Prasanna Chandra (PC) – Tata McGraw Hill
- Financial Management – Text and Problems by M. Y. Khan & P. K. Jain (KJ) – Tata McGraw Hill Publishing Co. Ltd.
- Financial Management (Taxmann's) by – Ravi M. Kishore
- Management Accounting – Principles and Practice – R. K. Sharma & Shashi K. Gupta – Kalyani Publishers.
- Financial Management by P. V. Kulkarni & B. G. Sathyaprasad (PVK) – Himalaya Publishing House.

# **Bachelor of Business Administration (Hospitality Management)**

**Paper code-302**

## **FOOD PRODUCTION TECHNIQUES**

External Marks: 50

Time : 3 Hrs

### **Course Objectives:**

- This course is designed to give the knowledge of food planning . preparation and food & beverage costing for the learners of food production. Teaching practices: class room lectures . assignments. Cases, discussions and seminars.

### **Course Contents:**

- Unit-1** **Larder-** Introduction and importance in hotel kitchens. Equipments  
**Fish-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.  
**Poultry-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.
- Unit – 2** **Lamb/Mutton-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.  
**Beef/Veal and Pork-** Introduction, Types, Selection criterion, Nutritional value, and Cuts.
- Unit-3** **Stock-** Introduction, Classification, and their recipes  
**Soup-** Introduction, Classification, and their recipes  
**Sauce-** Introduction, Classification, and their recipes
- Unit – 4** Baking – Introduction & importance  
Baking Ingredients - Flours, sugar & sweeteners, Fats, Thickeners, Flavourings, Milk & milk products, eggs  
Cake and Pastry- Introduction, Ingredients, types and Methods

### **Text & References**

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

### **Selected References:**

- Around the world cookbook : over 350 authentic recipets from the world’s best-loved cuisines, Ainley, Sarah, London: Lorenz books, 1999.
- Basic baking, Dubey, S.C., New Delhi: The Society of Indian Bakers, 2002.
- Catering college delights: Vegetarian, Chakravarti, B.K. New Delhi: CBS Publishers.
- Soup : simply sensational, Drennan’s Mathew, London: Aquamarine, 2000.
- Step-by-step baking : good housekeeping, Farrow, Joanna, London : Ted Smart Publication, 1999.
- Stock marketing analysis intelgent investor : how to win the dalal street gama, Yassaswy, N.J., New Delhi : Vision books, 1995.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-302A**

**FOOD PRODUCTION TECHNIQUE- (PRACTICAL)**

Internal Practical: 50  
Time : 3 Hrs

**Course objectives:**

- At the end of the program the learner is expected to know preparation of bakery and confectionery.

**Training practices**

Demonstration and practice

**Course Contents:**

**Pantry operations**

1. Extension to pantry operation including sandwiches . burgers and other allied preparations.
2. Extension to assembling salad platters – simple and composite
3. Extension to assembling popular cold beverages

**Hot Range**

4. Extension of learning western cuisine in areas of preparation of soups, fish , chicken and lamb selections, vegetarian pasta and farinaceous dishes.
5. Extension of learning Indian cuisine in areas of preparation of Tandoori and classical Handi cuisine in relation to fish , chicken and lamb selection, vegetarian fare and rice selections.
6. Basics of learning Chinese cuisine from various regions.

**Bakery Confectionery**

Basics of learning and skills of bakery – confectionery operations

Mise-en-place functions

- Setting up ovens ready at correct temperature
- Setting up respective work stations ready for production.

**Demonstrate & Practice**

**Pre-preparation**

1. Basic methods of combining and mixing ingredients.
2. Preparation of basic doughs
3. Preparation of fundamental pastes
4. Preparation of fundamental cake mixes.

**Preparation**

1. Preparation of bread rolls and basic yeast products
2. Preparation of basic cake as tea cakes and sponge
3. Basic icings techniques in preparing and icing cakes
4. Preparation of tarts, pies and flans using crust and sweet pastes.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-303**

**FOOD & BEVERAGE SERVICE**  
**(RESTAURANT & BAR OPERATIONS)**

External Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- This course is designed to give the knowledge of restaurant and bar operation and types of food services

**Teaching practices:**

Classroom lectures, assignments, cases, discussion and seminars.

**Course contents:**

**Unit 1:** Restaurants : Types full service, specialty, quick service /fast foods, family , Ethnic, casual dining, theme, celebrity.

Trends in restaurant development

**Unit 2:** Menu planning, advertising and merchandising

Human resource planning for food and beverage service areas

**Unit 3:** Bars: Bar setup, inventory control, Laws relating to Beverages  
Restaurant and hotel bars, night clubs

**Unit 4:** Food beverage management for casual dining restaurants

Food and beverage management for ethnic, celebrity, specialty, fast foods and other type of restaurants

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Suggested Readings:**

- Andrews S 1981 Food and beverage service training.
- Fuiler J 1983 Modern restaurant service a manual for students and practitioner Hutchison London.
- Fuller J Curee A.J.1983, Warter, Hutchinson, London.
- Lillicrap D R 1983, Food and beverage service, Edward Arnold, Melbourne.
- Bartender's guide to cocktails, Steaben, Russell and corsar, Frank, New Delhi, Global books and subscription services, 1999.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-303A**

**FOOD & BEVERAGE SERVICE**  
**(RESTURANT & BAR OPERATIONS) – (PRACTICAL)**

Internal Practical: 50  
Time : 3 Hrs

**Course objectives:**

At the end of the program the trainee is expected to know all forms of restaurant service and bar operations, setting up and maintenance of tables and bars.

Teaching practices demonstrate and practice

Setting up food service outlets for different themes and different types of cuisines.

Supervising mis-en- place conducted by the juniors

Handling table reservation and allotment of tables

Receiving guests and escorting them to their tables

Menu Explaining, selling and merchandising dishes of the menu

Serving dishes and beverages of the menu for different types of orders received by different styles of service

Assessing Banquet setup and party catering outlets

Handling situations and unexpected events during the course

Assistant Captains/Sr. captains in handling day-to-day functions

Setting of different types of bars

Bar operation and handling guests

**Suggested Readings continued.....**

- Complete restaurant management guide, Gordon, Robert T, New Delhi: Global Books and subscription services, 1999.
- Food and Beverage manager, Cullen, paul, New Delhi : Global Books And Subscription Services, 2001.
- Food and beverage services, Dhawan, Vijay, Frank Bros. & Co. 2002.
- Waiter's handbook, Brown, Graham and Nepner, Karon, Australia : Hospitality press.
- Profitable menu planning, drysdale, John A., New Jersey : Prentice-Hall, 1994.
- Restaurant service basics, Dahmer, Sondra J. and Kahl, Kurt W., New York : John wiley & sons Inc., 2002.
- Strategic questions in food and beverage management, Wood, Roy C., London : Butterworth-Heinemann, 2000.
- Management of food and beverage operations, Jack D. Ninemeier, EI-AH&LA, USA.
- Managing Service in food and beverage operations, Ronald F. Cichy, Paul E. Wise, EI-AH&LA, USA.
- Managing bar and beverage operations, Lendal H. Kotschevar, Mary L. Tanke, EI-AH&LA, USA.



**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-304**

**FRONT OFFICE MANAGEMENT**

External Marks: 50  
Time : 3 Hrs

**Course objectives:**

- The course is aimed at familiarizing the students with various functions of front office & to develop work ethics toward customer care & satisfaction . special efforts will be made to inculcate practical skills.

**Teaching Practices:**

Class room lectures, assignments cases, discussions & practice sessions under simulated conditions.

**Course contents:**

**Unit 1:**

Communication and its importance in the Front office.

Concept of reservation, reservation process, amendments in reservation, cancellations, room availability charge etc.

**Unit 2:**

Front desk operations & functions before guest arrival ,on guest arrival, during stay and at departure.

Sources of groups , issues in handling groups, procedures in handling groups

Handling of guest problems and difficult situations in the hotel.

**Unit 3:**

Cash and billing operations, manual and computer accounting, foreign exchange handling (Cash / Credit / Debit Card transaction).

Telephone services – telephone equipment , telephone manners, telephone procedures & use of right procedures.

**Unit 4:**

Role and functions of lobby manager

Guest relations- complaint handling and follow up procedure for emergency situation handling.

Front office security.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit.

If a case study is included in the question paper then it will carry marks equivalent to two questions.

The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Suggested Readings:**

- Sudhir Andrew – front office training manual- tata McGraw Hill Publishing Co Ltd.
- Michael L Kasavana .Richard M Brooks managing Front officer operations , Educational institute of American Hotel & Lodging Association.
- Roco M angelo, Andrew N Vladimir- Hospitality today an introduction , educational institute of American Hotel & lodhing Association.
- William S Gray,Salvatore C Liquor Hotel and Motel Management and operation , Prentice Hall , Englewood Cliffs New Jersey 07632.
- Denneyl G Ruther ford , Hotel and Motel Management and operations, Van Nostrand Reinbold, New York.
- R N Kaul, Dynamics of Tourism, Vol 2. The Accommodation, Sterling Publishing Pvt Ltd, New Delhi.
- Front Office Management in Hotel, Chakravarti B.K.,
- CBS Publishers and Distributors.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-304A**

**FRONT OFFICE MANAGEMENT-(PRACTICAL)**

Internal Practical: 50  
Time : 3 Hrs

**Course objectives:**

- At the end of the program the trainee is expected to know all forms , registers and records maintained in a hotel for front desk operation. All Graphics maintained at the desk, all equipment used at the desk.

**Teaching practices:**

Demonstrate and practice

**Course contents:**

- Skill to handle guest arrival (Fits and groups) including registering the guests and rooming the guest functions.
- Skills to handle telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups)
- Basic cash- billing functions-manual and computerized)

**Bachelor of Business Administration  
(Hospitality Management)  
Paper code-305**

**FOOD AND BEVERAGE SERVICES  
(Banqueting Management)**

External Marks: 50  
Time : 3 Hrs

**Course Objective :**

This course is designed to give the knowledge of banquet operation and management .

Teaching practices :Class rooms lectures ,assignments, cases ,discussions and practice session under simulated condition.

**Course content :**

**Unit 1:**Concept of banquet, types, functions, modern trends, theme catering in banquet business

**Unit 2:**

Banquet menu planning and designing, meaning, types, factors affecting and pricing.  
Menu merchandising and selling tools. Buffet planning.

**Unit 3:**

Mise-en- place , banquet and party, banquet planning ,banquet services, meaning , types,  
service of alcoholic beverage and non- alcoholic beverage.

**Unit 4:**

Management in control of banquet and party catering, record and other functions  
Use of computers in banquet operation and management

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit.  
If a case study is included in the question paper then it will carry marks equivalent to two questions.  
The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Selected References:**

- Andrews S 1981: Food and Beverage Service Training.
- Fiuter J 1983: Modern Restaurant service: A manual for students and practitioners  
Hutchison, London.
- Fuller J Curee. A.J 1983: The waiter, Hutchison, London.
- Lillicrap DR 1983: Food and Beverage Service Arnold, Melbourne.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-305A**

**FOOD AND BEVERAGE SERVICES**  
**(Banqueting Management) – (Practical)**

Internal Practical: 50  
Time : 3 Hrs

**Course objectives:**

At the end of the Programme the trainee is expected to know all forms of food and beverage services in banquet.

1. Know extension of service skills from the 1<sup>st</sup> and 2<sup>nd</sup> year. Demonstration and practice.
2. Planning for different types of banquets and buffets.
3. How to brief and develop the staff.
4. How to step, manage and control banquet – parties for different occasion
5. How to set up different types of bar mixed drinks and serve
6. Function as restaurant managers.
7. Stewarding

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-306**

**HOTEL FRENCH**

Internal Marks: 50  
Internal Practical: 50  
Time : 3 Hrs

**Course Objectives:**

The objective of the course will be to acquaint the learner with basic elements of grammar through which they may be able to frame simple sentences to write and speak.

**Teaching practices:**

Class room lectures, assignments, cases, discussions and practice sessions under simulated conditions.

**Course Contents:**

Present tense  
Future tense  
Past tense  
Immediate future  
Recent past  
Imperative  
Imperfect  
Conditional tense of vouloir, pouvoir  
Comparative  
Superlative  
Article  
Nouns  
Adjective  
Demonstrative adjective  
Possessive adjective  
Adverbs  
Pronoun

**Selected References:**

- sans frontiers part I ,cle International by Philippe Dominique Jacky girardet et al campus international by Jacky giroardet ,Jacques peeheur.
- A vobe service part I by Rajeswari Chandrasekhar, Rekha Hangal ed al published by general book depot Delhi.
- **Hotel and Restaurant French**
- Viva Voce examination of the hotel and restaurant French on the basis of the theory paper.
- French for management and tourism industry, Bhattacharya, S., Frank Bros. & Co., 2001.

5th sem

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-501**

**LEGAL FRAME WORK FOR HOSPITALITY INDUSTRY**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- The paper aims to provide an exposure to important laws that govern the hotel industry directly and indirectly the knowledge of legal dimensions arising in the hotel industry ranging from the establishment of a hotel to the hotel operations and services to the customers makes sense in order to understand the complex character of the hotel industry.

**Teaching Practices:**

Class room lectures, Assignments, Cases, Discussions and practice sessions under simulated conditions.

**Course contents:**

**Unit 1:**

Role of ethics and law in Business with special reference to hotel industry  
The companies Act.1956 Meaning and nature of company, Classification of companies, Incorporation of companies, Memorandum and Articles of association, Prospectus.

**Unit 2:**

Indian contract Act 1872, Definition of Contract Offer and acceptance, Essentials of a valid contract, Void agreements, Performance of Contract, Breach of contracts Significance of the act for the hotel industry.  
Consumer Protection Act 1986, Definitions, Consumer disputes Redressal Agencies at District State and national levels then jurisdiction composition , power and functions, penalties and Appeals.

**Unit 3:**

The Prevention of food Adulteration Act, 1954 Definition. Central committee for Food Standards Central Food Laboratory, Analysis of food , offences and penalties under the act.

**Unit 4:**

Laws relating to Food and Beverage, laws relating to front desk.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.



**Selected References:**

- Gulshan S.S Mercantile Law
- Kapoor ND Mercantile Law,
- Trade Union Act 1926; Industrial Dispute Act 1947; Workman's Compensation Act; Industrial Employment (Standing Order) Act 1946; Payment and Wages Act 1936; Payment of minimum wages Act 1948; Payment of Bonus Act] 1965; Employees State Insurance Act (ESI) 1948; Employees Provident Fund Act 1952; Payment of Gratuity Act 1972, **Universal Law Publishing Co.**
- Hotel and Tourism Law, Dr. Jagmohan Negi, Frank Bros. & Co.
- Elements of Co. Law, Kapoor, G.K., New Delhi : Taxmann Allied Services, 2003.
- Socio-environmental and legal issues in tourism, Malhotra, R.K., New Delhi : Anmol Publications P. Ltd. 1998.

**Bachelor of Business Administration  
(Hospitality Management)  
Paper code-502**

**PROJECT AND FACILITIES PLANNING**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- The course aims at familiarizing students with different aspects of projects and facilities planning in a hotel. The concepts of feasibility study; cost and market analysis and environmental standards keeping in mind the ongoing trends in the hotel industry have been covered in the course structure.

**Teaching Practices**

Class room's lectures, assignments, cases, discussions and practice session under simulated condition.

**Course contents:**

**Unit 1:**

Concept objectives and significance of project. Planning and project planning in the context of hotels. Basic consideration in planning and operations of a hotel project.

**Unit 2:**

Feasibility study, market feasibility, economic and financial feasibility, technical feasibility, preparation of project feasibility reports market demand and demand forecast.

**Unit 3:**

Planning and development of hotel building plans with particular reference to various facilities available. Architecture and interior designers role in hotel planning control measures.

**Unit 4:**

Establishing administrative and operational systems, policies, procedures and programmes for operation of a project. A detailed study of every aspect, prelaunch marketing campaign. A general overview.

**Unit 5:**

Project cost analysis, capital costs, sources of finance, financial pattern, tariff structure. Profitability and depreciation. Franchising, management contract.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

### **Selected References:**

- Government of India, ministry of programme implementation, a manual of project implementation New Delhi 1980
- Kamnra Krishan K. Economics of Tourism new Delhi Kanishka publisher and distributors 2000.
- Kerzner Harold project management for executives New York Van Nostrand Reinhold co. 1982.
- Kharbanda O. P F A Stallworths etal project cost control in action New Jersey Prentice Hall,1981.
- Koontz, Harold and Heinz Weihrich Managemnt new York Mc Graw Hill 1988
- Lock, Dennis, project management England Gower 1984
- little I M D and J A mirrlees Project Appraisal and planning for developing countries London Heinemann 1974.
- modder J J etal project management with CPM , PERT and precedence Diagram New Ork Van Nostrand Reinhold 1964.
- Prasanna Chandra projects preparation appraisals , budgeting and implementation. New Delhi Tata Mc Graw Hill 1987
- Staffurth Czed Project cost control usin networks London . the operation research society and the chartered institute of management accountants 1975
- Stallworthy E A and O P Kharbanada total project management from concept in completion , England Gower 1983
- Stukenbruck L C the implementation of project management, pennsylvanic project management institute, 1981
- Taylor W J and T F wathng successful project management London business books 1979
- Tumbling C R Construction Cost Estimates New oprk . The American Society of Civil Engineers 1985
- Weldon ( rev b L W J Owler and J L Brown Cost Accounting and costing methods London Macdonald & Evans, 1960.
- Baker, Kevin Project evaluation and feasibility analysis : for hospitality operations, Hospitality Press, Melbourne.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-503**

**FOOD PRODUCTION MANAGEMENT & CONTROL**

External Marks: 50  
Time : 3 Hrs

**Course Objectives:**

This course is designed to give the knowledge of fixed & beverage management practices. Food & beverage cost and revenue control technique for the learner of food production.

**Teaching practices:**

Class room lectures . assignments. Cases, discussions & seminars

**Course contents:**

**Unit 1:**

An overview of various management practices adopted in Indian hotel industry for food production.  
Quality food production techniques for banquet , bakery & confectionary.  
Use of computers in food & beverage operations

**Unit 2:**

Menu policy, planning and pricing.  
Costing, budgeting and control.

**Unit 3:**

Food & beverage cost controlling meaning – process & methods  
Food and beverage control checklist emphasis on international & oriental cuisines – china , Japan, Thai.

**Unit 4:**

Quality control cycle, meaning methods & process.  
Quality control for raw materials  
Quality assurance of product and services

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Selected References:**

- Arora K. 1977: Theory of cooking, Frank Bros. & Co. Delhi
- Escoffier. 1979 : The complete guide to the art of modern cookery, virtue and co. ltd. Sureey.
- Halliday. EG and Noble I.T 1959: How's and Why's of cooking. The university & Co.
- Hughes. D and Bannion M. 1970 : Introductory Foods . The Macmillan Co. Ltd. New York
- Understanding cooking . Arnold . Hanemann India
- Philip T.E 1981: modern cookery for teaching and the trade . vol-I . orient Longman Ltd. Bombay
- Saulnier L.. 1914: Le Repertoire de la cuisine . Leon Jaggai and sons Ltd. London.
- Planning and control for food and beverage operations, Jack D. Ninemeier, EI-AH&LA, USA.
- The art and science of culinary preparation, Jerald W. Chesser, EI-AH&LA, USA.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-503A**

**FOOD PRODUCTION MANAGEMENT & CONTROL – (PRACTICAL)**

Internal Practical: 50  
Time : 3 Hrs

**Course Objectives:**

- The course is designed to introduce the students to manage and control food and beverage operations and to understand the quality production techniques. Further it emphasizes to use modern information technology in cuisines of western, Indian and Asian countries.

**Teaching Practice:**

demonstration and practical.

**Course contents:**

- Know extension of food production skills from the first and second year.
- Demonstration and practice. Food carving. Chateau. Gardmanager.
- Mise – en- place functions for different kitchens.
- Mise – en- place functions for bakery confectionary.
- Preparation of selected recipe from different cuisines to prepare 3 course menu with special emphasis on garnishing and presentation.
- Preparation of different types of cake and bakery products.
- Application of special methods of cooking.
- Application of administration of the kitchen – indents, receiving and maintaining all records.
- Functions as chef de partie, sous chef and executive chef.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-504**

**INFORMATION TECHNOLOGY IN HOSPITALITY INDUSTRY**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objective:**

The course is designed to help students to examine the current hotel computerization trend including the latest technologies advances and software packages. Student shall stimulate and actual front desk experience by using the system and managing hypothetical guest accounts.

**Teaching Practices:**

Classroom lectures, assignment, cases, discussions, and visit to hotels of different classification.

**Course contents:**

**Unit 1:** Introduction to use of information technology in hospitality industry: use of networks, extranet: Internet, centralized and global reservation system, intranet; property management systems

**Unit 2:** Computer for communication in hotels; application in MS word, MS excel and power point for hospitality.

**Unit 3:** Front office operations; performing front office operation with the help of computers, features of packages used at front office.  
Back office management; use of property management system to manage all back office operations

**Unit 4:** Restaurant management; restaurant management system and their application for sales and yield management and billing.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Suggested References:**

- Management information system, Lucey T., New Delhi : BPB Publication, 1997.
- Management information systems : managing information technology in the e-business enterprise, Obrien, James A., New Delhi : Tata McGraw-Hill Publication Company, 2002.
- Managing Computers in the Hospitality Industry, Michael I. Kasavana, John J. Cahill, EI-AH&LA, USA.

**Bachelor of Business Administration  
(Hospitality Management)**

**Paper code-505  
SERVICE MARKETING**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- The subject of Service Marketing will open the area for the students to know about the field other than the goods marketing. The main income source of developed countries is well-established service industry. This will help the students in performing better will selling the intangible products.

**Course contents:**

**Unit 1:** Marketing of Services: Conceptual Framework, Basic Issues Involved in Marketing of Services Designing Strategy for Marketing; Marketing of Financial Services: The Indian Scene: Branding and Advertising of Financial Services; Consumer Banking; Experiences of Indian and Foreign Banks, Credit Cards.

**Unit 2:** Hospitality and Health Services: Marketing of Hospitality and Tourism Services; Management and Marketing of Tourism in India; Health Services, the Indian Scene; Marketing of Family Planning.

**Unit 3:** Educational Services: Marketing of Educational Services; Marketing of Professional Education; Marketing of Professional Support Services; Implications for Advertising Agencies.

**Unit 4:** Educational Utilities: Marketing of Logistics; Marketing Approach in India; Is the Customer Always Right? Cases of Marketing of Services of Indian and Foreign Banks, Travel and Tourism Agencies and Hospitals and Telecom Organizations.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

**Selected References:**

- Service Marketing - Rampal and Gupta, Excel Publications.
- Service Marketing - Ravi Shankar, Excel Publications.
- Service Quality Management in Hospitality, kandapully, jay Mok, Connie and Sparks, Baverley, Delhi, Jaico Publishing House, 2004
- Service Management Operations, Strategy, and Information Technology, Fitzsimmons, Mona J.; Fitzsimmons, James A., U.S.A. McGraw-Hill, 1998.



**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-506**

**ORGANISATION BEHAVIOUR**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Contents:**

**Unit 1:**

**Organisation Behaviour:**

Concept, Foundation of Organisation Behaviour, Theoretical framework for OB, Contemporary challenges to OB in 21<sup>st</sup> Century.

**Unit 2:**

**Group Dynamics**

Types of Groups, reason for the formation of group, group cohesiveness, group conflicts, team building, Individual differences: Causes of individual differences

**Perception**

Concept, perceptual selectivity, managerial implications of perception.

**Unit 3:**

**Conflict**

Meaning, process of conflict, types of conflict (Individual, group and organizational level)

**Change**

Resistance to change, Management of change, role of change agent, Stress ( causes, effect and coping strategies.

**Unit 4:**

Power and politics, leadership-concept, theories, Charismatic leadership, transformational leadership, leader style, roles and activities of leadership, leadership skills, organizational culture.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit

**Suggested Readings:**

- Robbins, Stephan, P, organizational behavior, Prentice hall of India Ltd, N. Delhi, 1997.
- Robbins/Essentials of Organizational Behavior, Prentice hall of India.
- Aswathappa, K. Organizational Behavior, HPH, Mumbai, 1997.
- Chandan, J.S., Organizational Behavior, Vikas Publishing House, Pvt. Ltd. 1994.
- Davis, Keith and Newstorm, J.W., Human Behavior at work, McGraw Hill, 1985.
- Griffin, R.W. and Moorhead, G., Organizational Behavior, Houghton Mifflin Co. 1999.
- Luthans, Fred, Organizational Behavior, McGraw hill, 1998.
- Wagner, J.A.III and Hollenbeck, J.A. Management of Organizational Behavior, Prentice hall inc. Englewood cliff NJ 1992.
- Mckenna, Eugene, Business psychology and organizational behaviour-A student's handbook, 3<sup>rd</sup> Edn., Psychology Press 2002.

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-507**

**ROOM DIVISION MANAGEMENT**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- This course is designed to give the knowledge of banquet operations and management.

**Teaching practices:**

Class rooms lectures, assignments, cases, discussions and practice session under simulated condition..

**Course Contents:**

**Unit 1:**

Administrative and management functions of Room Division Managers.  
Importance of Leadership especially in front office. Principles of sales and marketing for hotel industry.

**Unit 2:**

Establishing room rates - different methods and strategies adopted.  
Pricing strategies adopted by hotels – high and low demand tactics

**Unit 3:**

Cost analysis, budget and budgetary control. Preparation of various statutory statements  
Audit and Audit Control  
Night Auditors functions, duties and responsibilities

**Unit 4:**

Revenue Management (Yield Management) – concept elements of yield management  
Group and transient room sales  
Forecasting room revenue by understanding nature  
Application of computers in Rooms Division Management.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit.  
If a case study is included in the question paper then it will carry marks equivalent to two questions.  
The candidates will be required to attempt five questions in all, selecting at least one question from each unit

**Selected References:**

- Michael L Kasavana . Richard M Brookes. Managing front officer operations educational institutes of American hotel and lodging association.
- Roeo M. Angelo. Andrew N Vladimir: hospitality today: An introduction. Educational institute of American hotel and lodging association.
- Willian S Ray. Salvatore C. Liquor: hotel and motel management and operation. Prentice hall, Englewood Cliffs New Jersey 07632.
- Denneys G Ruther ford. Hotel management and operations van Nostrand Reinbold. New York
- R N kaul. Dynamics of tourism. Vol 2. the accommodation, Sterling publishing Pvt. ltd new Delhi.
- Huyton, Jeremy and Baker, Sue, Case studies in rooms operations and management, Melbourne : Hospitality Press, 2001.
- Chakravarti B.K., Front office management in hotel, CBS publishers and distributers, 1999.
- Abbott, Peter and Lewry, Sue, Front office : procedures, social skills, yield and management, New Delhi, Butterworth-Heinemann, 1999.

6TH SEM

**Bachelor of Business Administration**  
**(Hospitality Management)**  
**Paper code-601**

**EVENT MANAGEMENT**

External Marks: 50  
Internal Marks: 50  
Time : 3 Hrs

**Course Objective:**

- The course is designed to introduce the learner to event management-concepts, types, planning, marketing of events, convention services and managing food and beverage for the events, the course aims at imparting the knowledge to the student through a balanced mix of theory and practice of event management.

**Teaching Practices:**

Classroom lectures, assignment, cases, discussions, and visit to hotels of different classification.

**Course contents:**

**Unit 1:**

**Introduction to Event management**

Event management-meaning, concept, and objectives. Types of events-conference, convention, exhibition and others, meeting planning-meaning and process; role and contribution of event management in hospitality industry; the event business of tomorrow and hospitality industry.

**Unit 2:**

**Planning Events**

The nature of planning; planning for one time events; planning the setting. Location and site; the operation plan; developing the strategic plan; event planning principle- theme, logistics, graphics and special effects. developing a marketing plan; the diff. Between sales and marketing; the importance of marketing; the marketing plan, steps of the marketing plan.

**Unit 3:**

**Convention services**

The service function; the convention service manager and other convention service staff; guest room-reservation system; room assignment; preparing the event, function rooms and meeting setups; audio visuals requirements; budgeting and financial control for the events; convention billing and post convention review/performance.

Food services- Type of food function ; menu planning; managing food for the events; factor affecting for the food and beverage decisions; food and beverage services for various types of events; staffing requirements for serving the food and beverage; food and beverage control procedure; display and exhibitions.

**Unit 4:****Module-4 Human resource management**

The HR planning process; need assessment; policies and procedures; job description; recruitment and selection; training and professional development; supervision and evaluation; termination; outplacement; and maintenance function; motivating and managing the volunteer; career in event management.

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions. The candidates will be required to attempt five questions in all, selecting at least one question from each unit

**Selected References:**

- Donald getz, event management & event tourism 1999
- Goldbaltt jj ; the art of science ;new york 1990
- Watt dc event management in leisure and Tourism Harlow, Essex; audition welsy ltd;1998
- Event Management : for tourism, cultural, business and sporting events, Wagen, Lynn Van Der, Melbourne, Hospitality Press, 2001.
- Successful event management : a practical handbook, Shone, Anton and Parry, Bryn, London and New York : Continuum, 2001.

**Bachelor of Business Administration  
(Hospitality Management)**

**Paper code-602**

**SPECIALISED CATERING OPERATIONS  
(Institutional Catering)**

External Marks: 50  
Time : 3 Hrs

**Course Objectives:**

- The course is designed to introduce the students to various specialized catering operations and management in India. the aim of course is to increase the knowledge of the learners both operational and managerial in food and beverage sector which will couple with balanced mix of theory and practice.

**Teaching Practices:**

Classroom lectures, assignment, cases, discussions ,and visit to hotels of different classification.

**Course Contents :**

**Unit 1:**

Off premises catering: meaning, types and conduct of party  
menu planning, hiring of service personnel, making a list of service equipment requirements,

**Unit 2:**

**Operations and management of:**

Highway catering  
Airline catering  
Cruise catering  
Railway catering

**Unit 3:**

**A detailed study of:**

Institutional catering  
Industrial catering  
Hospital catering  
Catering to armed force  
Prison catering  
Other welfare sector catering, old-age homes and orphanages

**Unit 4:**

**Operation and management of:**

Fast food operations  
Take away service, Home delivery, Mobile vans,  
Q.S.R  
Food court

The external examiner will set 8 questions in all, selecting not more than 2 questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to two questions.

The candidates will be required to attempt five questions in all, selecting at least one question from each unit

**Selected References:**

- Arora, Krishna, 1977: Theory of cooking, Frank Bros & Co. Delhi
- Understanding cooking, Arnold, Hanemann, India
- Saulnier L., 1914: le repertoire de la cuisine
- Devi Maheshwari World best curry recipes, Singapore: Times editions.
- Foskett, David Ceserani, Victor and Kinton, Ronald, Theory of catering, London, Hodder And Stughton.
- Kinton Ronald, Theory of catering, London: ELST, 1999.
- Philip Thangan E, Modern cookery for teaching and trade., Bombay : Orient Longman, Vol. 1 & Vol. 2, 1988.
- Ronald F. Cichy, Quality Sanitation Management, EI-AH&LA, USA.



**Bachelor of Business Administration  
(Hospitality Management)  
Paper code-602A**

**SPECIALITY CATERING OPERATIONS- (Practical)  
(Institutional Catering)**

Internal Practical: 50  
Time : 3 Hrs

**Course objectives:**

- At the end of the programmed students are expected to know all forms of specialty catering operations; management of specialty catering operations and service aspects of catering operations.

**Teaching practice:**

Demonstration and practical

**Course Contents :**

**Unit 1:**

Knowledge of extension of food production skills from the first, second and third years.

Knowledge about the production and service equipments

Mise-en-place function for airline, cruise, railway, institutional, industrial, and other specialty catering kitchens.

Menu planning

Managing and developing staff

Knowledge of nutritive values

Functions as chef, sous chef and executive chef.