

SCHEME AND SYLLABUS
of
Two Year
MASTER IN HOTEL MANAGEMENT PROGRAMME
(Programme Code-23)
(As Per National Education Policy-2020)
From the Academic Session 2025-26



DEPARTMENT OF HOTEL MANAGEMENT
Bhagat Phool Singh Mahila Vishwavidyalaya, Sonapat

Accredited with B++ Grade by NAAC

CURRICULUM & SCHEME OF EXAMINATIONS

For

Two Year MHM

(As per NEP-2020)

MHM-First Semester

MHM-First Semester											
Course Code	Course Type	Course Title	Workload			Credit	Division of Marks				Total Marks
			L	T	P		Internal Marks		External Marks		
							T	P	T	P	
MHM-01	CC	Basics of Food Production	3	-	2	4	15	15	35	35	100
MHM-03	CC	Basics of Food and Beverage Service	3	-	2	4	15	15	35	35	100
M-MHM-105	CC	Basics of Front Office	3	-	2	4	15	15	35	35	100
M-MHM-2107	CC	Basics of Accommodation Operation	3	-	2	4	15	15	35	35	100
M-MHM-2109	DSC	Soft Skills in Hospitality Industry	4	-	-	4	30	-	70	-	100
M-MHM-2111	VAC	Environment and Ecology	2	-	-	2	15	-	35	-	50
Total credits						22	Total Marks				550

MHM- Second Semester

	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks				Total Marks
				L	T	P		Internal Marks		External Marks		
								T	P	T	P	
	M-MHM-2102	CC	Regional Cuisines of India	3	-	2	4	15	15	35	35	100
2	M-MHM-2104	CC	Advance Food and Beverage Operations	3	-	2	4	15	15	35	35	100
3	M-MHM-2106	CC	Advance Front Office Operations	3	-	2	4	15	15	35	35	100
4	M-MHM-2108	CC	Advance Accommodation Management	3	-	2	4	15	15	35	35	100
5	M-MHM-2110	DSC	Bar Management	4	-	-	4	30	-	70	-	100
6	M-MHM-2112	SEC	Art of Mixology	-	-	-	2	-	15	-	35	50
Total credits							22	Total Marks				550
Note: An internship course of 04 credits of 4-6 weeks duration is to be taken in the 6th semester.												

Note: An internship course of 04 credits of 4-6 weeks duration during summer vacation after 2nd semester is to be completed by every student. Internship can be either for enhancing the employability or for developing the research aptitude.

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MHM-Third Semester

Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks					
				L	T	P		Internal Marks		External Marks		Total Marks	
								T	P	T	P		
1	M-MHM-2201	CC	Bakery and Confectionery	3	-	2	4	15	15	35	35	100	
2	M-MHM-2203	CC	Food& Beverage Control Management-I	3	-	2	4	15	15	35	35	100	
3	M-MHM-2205	DSC	Room Division Management	3	-	2	4	15	15	35	35	100	
4	M-MHM-2207	DSC	Tourism Marketing	4	-		4	30	-	70	-	100	
5	M-MHM-2209	DSC	Airline operation	4	-	-	4	30	-	70	-	100	
6	M-MHM-2211	OEC	Principles and Practices of Management	2	-	-	2	15	-	35	-	50	
Total credits							22	Total Marks				550	

MHM-Fourth Semester

MHM-Fourth Semester												
Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks				
				L	T	P		Internal Marks		External Marks		Total Marks
								T	P	T	P	
1	M-MHM-2202	CC	International Cuisines	3	-	2	4	15	15	35	35	100
2	M-MHM-2204	CC	Food and Beverage Control Management-II	3	-	2	4	15	15	35	35	100
3	M-MHM-2206	DSC	Hospitality Revenue Management	3	-	2	4	35	15	35	15	100
4	M-MHM-2208	DSC	Event Management	4	-	-	4	30	-	70	-	100
5	M-MHM-2210	DSC	Customer Relationship Management in Hotel Industry	4	-	-	4	30	-	70	-	100
6	M-MHM-2212	SEC	Biscuits and Cookies	-	-	-	2	-	15	-	35	50
Total credits							22	Total Marks				550

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Scheme of Semester IV when a student opts for Dissertation or Project Work

Sl. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks					
				L	T	P			Internal Marks		External Marks		Total Marks
									T	P	T	P	
1	M-MHM-2206	DSC	Hospitality Revenue Management	4	-	-	4	30		70		100	
2	M-MHM-2208	DSC	Event Management	4	-	-	4	30		70		100	
3	M-MHM-2210	Dissertation	Dissertation/ Project Work	-	-	-	12	-		Viva voce	Project work	300	
										90	210		
6	M-MHM-2212	SEC	Biscuits and Cookies	-	-	-	2	15		35		50	
Total credits							22	Total Marks				550	

OR

Sr. No	Course Code	Course Type	Course Title	Workload			Credit	Division of Marks					
				L	T	P		Internal Marks		External Marks		Total Marks	
								T	P	T	P		
1	M-MHM-2202	CC	International Cuisines	3	-	2	4	15	15	35	35	100	
2	M-MHM-2206	DSC	Hospitality Revenue Management	4	-	-	4	30		70		100	
3	M-MHM-2210	Dissertation	Dissertation/Project Work	-	-	-	12	-	-	Viva voce	Project work	300	
6	M-MHM-2212	SEC	Biscuits and Cookies	-	-	4	2	-	15	90	210		
Total credits							22	Total Marks				550	

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Syllabus
1st Semester
Basic of Food Production
(M-MHM-2101)

Total Credits: 4

L - T - P

3 - 0 - 2

External Theory Marks: 35

External Practical Marks: 35

Internal Theory Marks: 15

Internal Practical Marks: 15

Time allowed: 3hrs

Course Outcomes: After completion of this course students will be able to:

CO1: Know the history and roots of Indian Cuisine.

CO2: Understand basic preparations of Indian Foods.

CO3: Acquire basic Indian food cooking techniques used in professional kitchens.

CO4: Understand different types of seasoning used in Indian food preparations.

Unit-I

Introduction to Professional Cookery:

Culinary History and Origin of modern cookery practices, Aims and objectives of cooking, Mise-en-Place and methods of mixing (Beating, Blending, Rubbing, Creaming, Folding, Stirring, Rolling), Texture-faults and remedies, Essentials of Continental food preparations and Essentials of Indian food preparations.

Unit –II

Kitchen Commodities:

Raw materials-Introduction, Classification and uses according to their functions, Purchasing Specification for Food & Beverage, Principle of Food storage, Extensive study of Kitchen ingredients and various characters of Vegetables, Fruits, Egg, Rice, Pulses, Cereal, salt, sweetening agent, fats & oils, raising & leavening agents, Milk, composition of milk and storage, types of milk and cream.

Unit-III

Classification of Cooking Methods:

Various Methods of cooking (Moist, Dry, Frying, microwave cooking), Microwave cooking advantage & Disadvantage, Effect of cooking on food items & nutrients and Care & Precautions to be taken.

Unit-IV

Kitchen Organization & Management:

Kitchen Management: Kitchen Management Skills, Personal Hygiene, Safety procedures to be followed in Kitchen, Kitchen organization- brigade, Liaison of kitchen with other departments. Duties of kitchen staff/functions of various sections

of kitchen, Kitchen equipment and tools/cleaning and maintenance, Types of kitchens, Layout of receiving area and wash-up area.

Practical Component:

- Knowledge about various commodities
- Mise-en place & Methods of cooking
- Demonstration of stocks and their basic preparations
- Demonstration & basic preparation of Basic Mother Sauces.
- Demonstration and basic preparation of Soups
- Demonstration of basic vegetables cuts

Recommended Readings:

1. Chef Parvinder S. Bali. Food Production Operations, 3rd ed, Oxford Higher Education, 2021, Print.
2. Wayne Gisslen, Professional Cooking, 5th Edition, Wiley 2002. Print
3. David Foskett, Patricia Paskins, Andrew Pennington, Neil Rippington, The Theory of Hospitality and Catering, 14th ed, Hachette Learning, 2021.
4. David Foskett, Practical Cookery, Hodder Education, 2029

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

~~Practical component shall be evaluated on the basis of practical cum viva voce examination.~~

Basics of Food & Beverage Service
(M- MHM-2103)

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks: 35
Internal Theory Marks: 15
Internal Practical Marks: 15
Time allowed: 3hrs

Course Outcomes: After completion of the course students will be to:

CO1: Get knowledge on the origins and development of food service in hotels, restaurants.

CO2: Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service.

CO3: Identify functions of Food and Beverage departments.

CO4: Understand the Food and Beverage service equipment and ancillary sections in hotels.

Unit – I

Food & Beverage Service Organization & Management:

F&B Services: –Introduction, Importance, Function, Sections Classification of catering establishment- commercial and non-commercial, 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- II

Food & Beverage Service Equipments:

Classification and features. Types of food Service Methods: Table Service Silver/English, Family, American, Butler/French, Russian, Self Service-Buffer & Cafeteria, Specialized Service-Gueridon, Tray, Trolley, Lounge, Room, etc., Single Point Service-Take Away Vending, Kiosks, Food Courts & Bars (Brief Overview).

Unit -III

Restaurant Service:

Restaurant –Introduction, types, functioning, order taking and serving food, controlling, Room Service: Introduction, Cycle of Service, Forms & formats, order taking process, breakfast cards, order taking to clearance, Billing Methods, KOTs & BOT's.

Unit-IV

Menu Planning:

Menu: Introduction, Types-Ala Carte & Table D'hote, Menu Planning, considerations and constraints, Menu Terms, Menu Design, Classical French Menu, Table Cheeses: Introduction, Types, Service, Storage

Practical Component:

- English/ Silver Service.

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- Pre-plated service
- Taking the order
- Taking restaurant reservations/ Bookings
- Receiving & Seating guests.
- Setting Room Service tray for different meals
- Laying the table covers.
- Napkin folding (10 folds)

Recommended Readings:

1. Dennis Lillicrap. & John Cousins, Food & Beverage Service, 9th ed., 2014. print
2. R. Singaravelavan, Food and Beverage Service, 2nd ed, oxford University Press India, Publication, 2016, print.
3. S John Cousins & Suzanne Weekes Food and Beverage Service, 10th ed, U.K. Hodder Education, 2020, Print
4. S. N. Bagchi and Anita Sharma. Textbook of Food and Beverage Service. 3rd ed. India: Aman Publications, 2015, Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

**Basics of Front Office
(M-MHM-2105)**

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks: 35
Internal Theory Marks: 15
Internal Practical Marks: 15
Time allowed: 3hrs

Course Outcomes: After completion of this course students will be able to:

- CO1:** Have knowledge of various sub sections and layout of Front office
- CO2:** Understand functions and operations of front office
- CO3:** Acquire the knowledge of reservation procedure and systems.
- CO4:** Familiarize with the guest cycle activities and registration process.

Unit- I

Front Office Organization and Management:

Layout of the front office, Functions of various sub-sections: Reservation, Reception, information, cash and Bills, Travel desk, Communication Section, Bell desk, Concierge, Inter and Intra- department coordination. Duties and responsibilities of Front office personnel: Front office Manager, receptionist, Bell Boys.

Unit- II

Basic Information for Front Desk Agents:

Different types of rooms. Food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk. Classification of Hotels on different basis; Star Categorization, Heritage, On the basis of Location, Clientele, Level of services, on the basis of size. in a large hotel.

Unit-III

Room Reservation:

Sources & Modes of Reservation, Types of Reservation, Systems of Reservation Amendments and cancellations procedures, Group reservation, overbooking. Modes of Payments. Importance of Reservation, Activities in Guest cycle.

Unit-IV

Guest Registration:

Pre-registration activities, Registration Procedure, Identification of guest, Formation of registration records, Room and rate assignment, Establishment of mode of settlement of bills, completion of check-in procedure, room keys are issued. Check-in Procedure in manual, semi-automated and fully automated system.

Practical Component:

-
- Appraisal of Front Office Equipments and Furniture (Rack counter, Bell Desk)
 - Filling up of Various Performa
 - Welcoming of Guests, Telephone Handling

- Role play, Reservations
- Arrivals & Departure
- Luggage handling, Message and Mail Handling
- Paging, HMS Training

Recommended Readings:

1. R. S. Schmidgall, Hospitality Industry Managerial Accounting, 8th ed., 2016. Print.
2. Chakravarti B. K., Front Office Management in Hotel, 1st ed. CBS, 2018. Print
3. Sudhir Andrews. Front Office Training manual. 3rd ed. India: Tata Mac Graw Hill, 2017. Print.
4. Jatashankar Tewari, Hotel Front Office: Operations and Management, 2nd ed. India: Oxford University Press, 2016. Print

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Basics of Accommodation Operation
(M- MHM 2107)

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks :35
Internal Theory Marks: 15
Internal Practical Marks:15
Time allowed: 3hrs

Course Outcomes: After the completion of the course the students will be able to:

- CO1:** Acquire knowledge of cleaning of guest rooms.
- CO2:** Learn about organization structure of Housekeeping department
- CO3:** Develop competencies among students to handle various tasks and functions concern with housekeeping department in hotels.
- CO4:** Know various tools and equipment used in cleaning.

Unit -I

Accommodation Operation and Management:

Definition, Importance of Housekeeping, Responsibility of the Housekeeping department, a career in Housekeeping department. Organizational of Large/Medium/Small Hotel, Role' of Housekeeping Personnel, Job Description, Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff.

Unit – II

Functions of Accommodation Operation:

Briefing, Debriefing, Gate pass, indenting from stores, Inventory of Housekeeping Items, Housekeeping control desk, Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest queries, problem, request, General operations of control desk.

Unit – III

Guest Room:

Layout of guest room (Types), Layout of corridor and floor pantry, Types of guest rooms, Guest Room Features, Room amenities and Services.

Unit – IV

Cleaning Procedures:

Characteristics of a good cleaning agent, pH scale and cleaning agent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.

Practical Component:

- Rooms layout and standard supplies. (Amenities)
- Identification of cleaning equipments both manual and Mechanical, Use of different Brushes, brooms, mops, identification of cleaning agents.
- Maids Trolley: Set Up, Stocking and usage.
- Bed Making: - Identifying of linen; - Step by step procedure for making bed

Recommended Readings:

1. G. Raghubalan & Smritee Raghubalan, Hotel Housekeeping: Operations and Management, 3rd Edition, Oxford University Press, 2015.
2. Thomas J. A. Jones, Professional Management of Housekeeping Operations, 5th Edition, Wiley, 2007.
3. Rosemary Hurst, Housekeeping Management for Hotels and Residential Establishments, 1st Edition, Cengage Learning, 1990.
4. Aleta A. Nitschke & William D. Frye, Managing Housekeeping Operations, 4th Edition, American Hotel & Lodging Educational Institute, 2008.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Soft Skills in Hospitality Industry
(M-MHM-2109)

Total Credits: 4
L – T – P
4 - 0 - 0

External Theory Marks: 70
Internal Theory Marks: 30
Time allowed: 3hrs

Course Outcomes: After the completion of the course the students will be able to:

CO1: Demonstrate effective verbal & non-verbal communication tailored to the hospitality industry.

CO2: Exhibit cultural sensitivity and professionalism in guest interactions.

CO3: Apply grooming standards and etiquette suitable for the hospitality environment.

CO4: Build and maintain professional relationships with guests and colleagues.

Unit-I

Communication and Interpersonal Skill:

Professional tone, language, and vocabulary, greeting guests: First impressions and maintaining a professional demeanor, overcoming language barriers, Practical exercises in role allocation and conflict resolution, best practices for guest communication via phone and email, Developing active listening skills.

Unit - II

Professionalism and Guest Relations:

Grooming standards for hospitality professionals, Table manners and serving etiquette, Managing stress and staying productive, Practical approaches to handling difficult guests, Personalizing guest experiences, Retaining guests through proactive engagement, Understanding and managing emotions in high-pressure scenarios.

Unit – III

Leadership Skills:

Understanding Leadership and Its Importance; Models of Leadership; Basic Leadership Skills (Motivation, Teamwork, Negotiation, Networking).

Unit – IV

Managerial Skills:

Basic Managerial Skills, Planning for Effective Management, Team Management, Recruiting and Retaining Talent, Time Management, Conflict and Stress Management. Self-management Skills.

Recommended Readings:

1. Gopalaswamy Ramesh & Mahadevan Ramesh, The Ace of Soft Skills: Attitude, Communication, and Etiquette for Success, 1st Edition, Pearson, 2010.
2. Debra Paul, James Cadle & Philip Gallagher, Developing Soft Skills, 1st ed, BCS, The Chartered Institute for IT, 2018.
3. D. Sudha Rani, Soft Skills and Life Skills: The Dynamics of Success, 1st ed, Pearson, 2016.

4. Daniel Goleman, Working with Emotional Intelligence, 1st Edition, Bantam Books, 1998.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of two marks each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 14 marks.

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Environment and Ecology

M-MHM -2111

Total Credits:4

L – T – P

2 – 0 – 0

External Theory Marks: 35

Internal Theory Marks: 15

Time allowed: 1.5 hrs

Course Outcomes: After completion of this course students will be able to:

CO1: Know about the Environment, Sustainability and Ethics

CO2: Acquire basic knowledge about Ecology, Ecosystem and functions of Ecosystem.

Unit-I

Environment, Sustainability and Ethics:

Introduction, Definition, Types of environments, Importance of environment, Scope of Environmental Sciences. Concept of Sustainability, Origin and History, Drivers of change, Pillars of Sustainability, Guiding principles of sustainability, Sustainable Development Goals, Criteria and indicators of sustainability, Approaches to sustainable development, Ethics, Theories of environmental ethics, Role of ethics, Globalization and sustainable development.

Unit-II

Ecology, Ecosystem and Ecosystem Functions:

Introduction, Ecology, Types of ecology, Importance of Ecology, Relationship with discipline of science and humanities, Scope of Ecology. Concepts in Ecology, Structure of Ecosystem, Components of Ecosystem, Characteristics of Ecosystem, Types of Ecosystems, Importance of Ecosystem. Biogeochemical cycles, Productivity and Energy Flow, Ecological pyramids, Ecosystem perturbation, Fire and burning, Industrialization, Over-exploitation of natural resource, Habitat fragmentation & destruction and Deforestation and fragmentation

References:

1. Pd Sharma, Ecology and Environment Unknown Binding, Rastogi Publications.
2. Arend Kolhoff, Asha Rajvanshi, Roel Slootweg, Vinod B. Mathur, Biodiversity in Environmental Assessment: Enhancing Ecosystem Services for Human Well-Being, Cambridge University Press.
3. Pranav Kumar & Usha Mina, Fundamentals of Ecology and Environment, Pearson Education, 2024

Instructions for paper setter/examiner:

The examiner shall set 5 questions in all covering the whole syllabus excluding practical component. From section -A Question no-1 will compulsory covering both the units and shall carry five small questions of three marks each. From section-B four questions will be set from both the two units and the examiner will set two questions from each unit. Each question shall carry 10 marks.

2nd Semester
Regional Cuisines of India
(M-MHM -2102)

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks: 35
Internal Theory Marks: 15
Internal Practical Marks: 15
Time allowed: 3hrs

Course Outcomes: After completion of this course students will be able to:

- CO1:** Know the basic food preparations of Eastern Cuisines of the India.
CO2: Acquire knowledge about different food preparations of Western Cuisines of the India.
CO3: Gain Knowledge of various food preparations of Northern Cuisines of the India.
CO4: Acquire basic Indian food preparations of South Indian Cuisines of the Country.

Unit-I

Eastern Cuisines:

West Bengal, Bihar and Orisha: its historical background, Community, Seasonal availability, Special equipment's, Staple diets and Specialty preparations for festivals and special occasions.

Unit-II

Western Cuisines:

Gujarati, Rajasthani, Goan, Maharashtra: its historical background, Community, Seasonal availability, Special equipments, Staple diets and Specialty preparations for festivals and special occasions.

Unit-III

Northern Cuisines:

Mughlai, Awadhi, Punjabi, Kashmiri: its historical background, Community, Seasonal availability, Special equipments, Staple diets and Specialty preparations for festivals and special occasions. Tandoor, making of Tandoor, preparation of Tandoori Indian Breads.

Unit-IV

South Indian Cuisines:

Hyderabadi, Andhra, Tamilanadu, Chettinad: its historical background, Community, Seasonal availability, Special equipments, Staple diets and Specialty preparations for festivals and special occasions.

Practical Component:

- Preparation of basic gravies and commonly used Indian Masala.
- Preparing three course of menus of various regions of the India.

Recommended Readings:

1. Parvinder S Bali, Quantity Food Production Operations and Indian Cuisine, 1st ed., 2011. Print.
2. Madhur Jafferey, A Taste of India 1st ed., 1988. Print
3. Pankaj Misra, Assortment of recipes for Haryanvi Cuisine, 1st ed., 2023, print.
4. Vikas Khanna, My Great India Cook Book, 1st ed. 2012. print

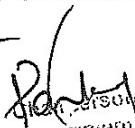
Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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Advance Food & Beverage Operation
(M - MHM 2104)

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks: 35
Internal Theory Marks: 15
Internal Practical Marks: 15
Time allowed: 3hrs

Course Outcomes: After the completion of the course the students will be able to:

CO1: Know the origin, functions, and types of menus, including classical French courses.

CO2: Understand menus considerations, guest's needs, pricing, and regulations.

CO3: Apply appropriate covers, accompaniments, and French culinary terms in menu writing.

CO4: Demonstrate restaurant setup and service management before and after operations.

Unit -I

Menu & French Classical Menu:

Origin of Menu, Functions of Menu, Types of Menu, Other Types of Menus, French Classical Courses, Appetizer (Hors d'oeuvre), Soup (Potage), Eggs/Pastas (Oeufs/Farineux), Fish (Poisson), Entrée, Joint (Relevé), Sorbet, Roast (Rôti), Vegetables (Légumes), Sweets (Entremets), Cheese/Savoury (Fromage/Savoureux), Fruits (Dessert), Coffee (Café), À la Carte Sequence

Unit -II

Menu Planning:

Introduction to menu planning, Points Considered While Planning the Menu, Competition, Policy of the Establishment, Customer, Operational Aspects, Gastronomic Standpoint, Nutritional Aspect, Government Regulations, Compiling À la Carte Menu, Extensive Choice, Pricing, Waiting Time, Guests' Feedback, Menu as a Sales Tool.

Unit -III

Table Cover and Accompaniments:

Introduction to cover, accompaniments for selected dishes, French Culinary Terms, names of French Dishes, types of Cheese, Cheese Platter, and service of Cheese.

Unit -IV

Restaurant preparation before and during operation:

Mise en Scène, Mise- en- place, Lounge, Still Room, Pantry, Hot Plate, points to be consider while laying Cover, Furniture, Linen, Cutlery, Glassware's and Crockery.

Practical Component:

- Briefing & Debriefing

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- Table layouts and service sequences
- Various menu services
- À La Carte and table d'hôte menu.
- Room Service, Breakfast Service.

Recommended Readings:

1. R. Singaravelavan, Food and Beverage Service, 2nd Edition, Oxford University Press, 2011.
2. Sandeep Munjal & Sanjay Sharma, The Food and Beverage Hospitality Industry in India: An Emergent Segment, 1st Edition, Apple Academic Press, 2020.
3. Bernard Davis, Andrew Lockwood, Peter Alcott, & Ioannis S. Pantelidis, Food and Beverage Management, 5th edition, Routledge, 2018.
4. John Cousins, Dennis Lillicrap, & Suzanne Weekes, Food and Beverage Service, 9th Edition, Hodder Education, 2014.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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Advance Front Office Operations
(M –MHM 2106)

Total Credits: 4
L - T – P
3 - 0 - 2

External Theory Marks:35
External Practical Marks:35
Internal Theory Marks: 15
Internal Practical Marks:15
Time allowed: 3hrs

Course Outcomes: After completing this course students will be able to:

- CO1:** Understand the concept of front office accounting and process of night auditing.
CO2: Acquire the knowledge of various types of accounts, folios, vouchers, ledgers maintained by hotel front office.
CO3: Understand the Night audit process and various accounting systems as well as maintenance and settlement of guest accounts.
CO4: Understand the Concept and strategies of yield management.

Unit- I

Guest Accounting:

Types of Accounts maintained at the front office- Guest account, non-Guest account, Ledger, Guest Leger, City Ledger, Cash paid out, Front office cashiering, Guest check out procedures, Express check out, The guest folio, Accounting cycle. Foreign currency awareness and handling procedures.

Unit-II

Night Auditing, Control of Cash & Credit:

Night Audit process. Various night audit reports- High balance reports, occupancy reports, house count. Bed occupancy report, domestic occupancy percentage, foreigner occupancy reports. Duties and responsibilities of a night auditor.

Unit-III

Yield Management:

Concept of yield management, Objective and benefits of yield, Elements of yield management. High demand & low demand strategies used in hotel industry. Forecasting: Benefit of forecasting, Data required for forecasting. Yield Management Team.

Unit-IV

Check-out and Bill settlement:

Guest check-out procedures, Express check-out, Settlement of bills- Cash Settlement: currency notes Traveller checks, personal checks, demand draft, debit card. Credit Settlement: Credit card, travel agent voucher, corporate billing, Bill to company.

Practical Component:

- Billing Functions: Manual and Computerized.
- Skill to handle guest departure.
- Handling emergency situations.

- Handling foreign exchange.
- Property Management System.

Recommended Readings:

1. Chakravarti B. K., Front Office Management in Hotel, 1st ed. CBS, 2018. Print
2. R. S. Schmidgall, Hospitality Industry Managerial Accounting, 8th ed., 2016. Print.
3. M. L. Kasavana and Cahill, Managing computers in hospitality industry, 3rd ed., 1997, print.
4. Sudhir Andrews. Front Office Training manual. 3rd ed. India: Tata Mac Graw Hill, 2017. Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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Chaitanya
Department of H.O.E. Management
BPSMV, Khanpur, Kalan (Sonapat)

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Advance Accommodation Management
(M - MHM 2108)

Total Credits: 4

L - T - P

3 - 0 - 2

External Theory Marks: 35

External Practical Marks: 35

Internal Theory Marks: 15

Internal Practical Marks: 15

Time allowed: 3hrs

Course Outcomes: After the completion of the course the students will be able to:

CO1: Inspect, supervise, and delegate housekeeping tasks effectively.

CO2: Manage linen and uniform inventory, storage, and par stock.

CO3: Apply design principles, colour schemes, and furniture arrangements.

CO4: Evaluate laundry operations, processes, and stain removal techniques.

Unit -I

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.

Unit -II

Linen & Uniforms:

Linen: Selection of linen, Types of Linen, sizes and Linen exchange procedure, Layout, Storage Facilities and conditions, Linen Inventory system, Par stock: Factors affecting par stock, calculation of par stock, Discard Management, , types of Uniform, Importance, characteristics, selection, par stock.

Unit – III

Interior Decoration:

Interior Decoration: Importance, Definition & Types, Classification, Principles of Design: harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture. Colours: Color Wheel, Importance; Characteristics, Classification of colors, Color Schemes. Floor Coverings, Finishing, Ceilings & their Maintenance, Wall Coverings, Windows, Lighting: Classification, Types & Importance, Applications, Furniture Arrangements: Principles, Types of joints, Selection.

Unit – IV

Laundry Management:

In-house Laundry vis 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

Practical Component:

- Laundry equipment handling
- Laundry operations
- Handling different types of fabrics in manual & mechanical laundry
- Special decorations & Flower Arrangements

- Stain Removal: Different types of stains to be removed by hand using different chemicals.

Recommended Readings:

1. G. Raghubalan & Smritee Raghubalan, Hotel Housekeeping: Operations and Management, 3rd Edition, Oxford University Press, 2015.
2. Thomas J. A. Jones, Professional Management of Housekeeping Operations, 5th Edition, Wiley, 2007.
3. Rosemary Hurst, Housekeeping Management for Hotels and Residential Establishments, 1st Edition, Cengage Learning, 1990.
4. Aleta A. Nitschke & William D. Frye, Managing Housekeeping Operations, 4th Edition, American Hotel & Lodging Educational Institute, 2008.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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Department of H.O.E. Management
BPSMV, Khanpur, Kalan (Sonapat)

**Bar Management
(M-MHM-2110)**

Total Credits: 4

L - T - P

3 - 0 - 2

External Theory Marks: 35

External Practical Marks: 35

Internal Theory Marks: 15

Internal Practical Marks: 15

Time allowed: 3hrs

Course Outcomes: After the completion of the course the students will be able to:

CO1: Understand bar operations, design, and legal requirements.

CO2: Use bar equipment, glassware, and mixology techniques effectively.

CO3: Serve alcoholic and non-alcoholic beverages responsibly.

CO4: Handle customer service and payment procedures efficiently.

Unit - I

Bar and Bar Operation:

Introduction, definition, A brief history of bars and alcoholic beverages, Development of bars, Modern Bar design, layout and location, Ownership types – pubs and bars, Legal aspects affecting beverage businesses, Roles of the bartender, Job description.

Unit – II

Bar and Service Equipment:

Front & Back of Bar, large & small equipments and Glassware used in Bar, Techniques of Mixology, Preparation Classic and Contemporary Cocktails, Garnish.

Unit - III

Serving Alcoholic and Non-Alcoholic Beverages:

Beverage service procedures, Beverage service laws, Principles and Practice of Bar, staff training, Service of Beer, Whiskey, Rum, Gin, Brandy, Wines, Non-alcoholic beverages -water, mineral water, aerated water, bitters, juices and syrups.

Unit - IV

Guest Bill and Payment Process:

Handling Cash and Payments in Bars- Payment systems used in the bar, Procedures and controls for receiving payments in the bar, Cash counting, floats and cash drawer, Fraudulent and dishonest activities

Practical Component:

- Large & small equipments.
- Different types of Glassware used in Bar
- Techniques of Mixology.
- Garnish of Beverages.
- Preparation of Classical Cocktail & Mocktails.

Recommended Readings:

1. R. Singaravelavan, Food and Beverage Service, 2nd Edition, Oxford University Press, 2011.

2. Sandeep Munjal & Sanjay Sharma, The Food and Beverage Hospitality Industry in India: An Emergent Segment, 1st Edition, Apple Academic Press, 2020.
3. Bernard Davis, Andrew Lockwood, Peter Alcott, & Ioannis S. Pantelidis, Food and Beverage Management, 5th Edition, Routledge, 2018.
4. John Cousins, Dennis Lillicrap, & Suzanne Weekes, Food and Beverage Service, 9th Edition, Hodder Education, 2014.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

**Art of Mixology
(M-MHM -2112)**

Total Credits:2

L - T - P

0 - 0 - 4

External Practical Marks :35

Internal Practical Marks:15

Course Outcomes: After the completion of the course the students will be able to:

CO1: Gain Knowledge about the different types of Non-Alcoholic beverages.

Co2: Gain Knowledge about the different Mocktail Preparations.

Unit-I

Non-Alcoholic Beverages:

Types of Beverages, classification of Non-Alcoholic Beverage: Coffee, Tea, Milk based drinks, Aerated Drinks, Squashes, Juices, Natural Mineral Water, Syrups.

Unit-II

Mocktail Preparations:

Classification, preparation techniques (stirring, shaking, muddling, blending, layering), recipes of recipes of popular Mocktails.

Recommended Readings:

1. Dr J.M.S. Negi, Financial & Cost control techniques in hotel & Catering Industry, 1st ed., 2000. Print.
2. Lea R Dopson, Food & Beverage Cost Control-, 7th ed., 2019, Print.
3. Bernard Davis & Stone, Food& Beverage Management ,3rd ed.,1998, Print
4. Dennis R. Lillicrap. &John. A., Food & Beverage Service, 9th ed., 2014, Print

Instructions for paper setter/examiner:

The students shall be evaluated on the basis of practical cum viva voce examination.

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Department of Hotel Management & Catering Technology
BPSWV, Khairpur, Talwar, Jodhpur.

Industrial Exposure after the completing on of 2nd semester

Course Outcomes: After completion of the training, the students will be able to:

CO1: Understand the functions and operations of different core Department of the hospitality industry.

CO2: Gain the practical skills in the students required in the hospitality industry.

Duration of Exposure: 4-6 weeks

Students who are unable to complete a minimum of 4-6 weeks of industrial training would be treated as 'absent' in industrial training and results. Once the student has been selected/ deputed for industrial exposure by the university she shall not undergo IE elsewhere. In case students make direct arrangements with the hotel for industrial training, these will necessarily have to be approved by the university. Students selected through campus interviews will not seek industrial exposure on their own. There will be no interchange of candidates from one hotel/ training unit to other of their own. The training after second semester can be with operational training in reputed hotels, Airlines, Resorts, and similar industry in accordance with course curriculum so as to enable a candidate sharpen her professional skills in the chosen area. Prior written approval to be taken from the Chairperson for Industrial exposure.

Academic credits for industrial training shall be based on following of the student

- Training certificate.
- Logbook and training report
- Power Point presentation on a CD based on the training.

Students have to submit the following documents after completing their industrial training to the office of the Department to conduct viva voce examination.


Instructions for paper setter/examiner:

Practical component shall be evaluated on the basis of practical cum viva voce examination

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Chairperson
Department of H.C.E. Management
BPSMV, Khanpur, Kalan (Sonipat)

3rd Semester
Bakery and Confectionery
(M-MHM-2201)

Total Credits: 4

L - T - P

3 - 0 - 2

External Theory Marks: 35

External Practical Marks: 35

Internal Theory Marks: 15

Internal Practical Marks: 15

Time allowed: 3hrs

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic ingredients used in bakery kitchen.

CO2: Under basic and authentic bread rolls reparations.

CO3: Knowledge of various yeast dough products.

CO4: Acquire basic of pastry and its types.

Unit-I

Basics of Bakery:

Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Cocoa and Chocolate; Fruits. Professional Bakery Equipments & Tools, Production Factors; Staling.

Unit-II

Bread Making and Yeast Dough Products:

Basics of Bread making, Problems associated with Breadmaking. Preparations of French bread, Italian Breads, Hard Roll, Soft Roll, Whole wheat Bread, Raisin Bread, Cheese Bread; Pita Bread, Lavash bread. Yeast Dough- Introduction, Danish Pastry, Yeast-Raised Cakes; Croissants, Yeast-raised Doughnuts and common problems associated with Doughnuts.

Unit – III

Icings:

Introduction, Tools and Equipments used in Icing, classifications of Icings, preparations of Icings,

Unit-IV

Pastries:

Introduction, classification of Pastries: Flaky and Puff Pastry, Choux Paste, Eclairs, Cream Rolls & Profit Rolls, Common problems associated with making of Pastries.

Practical Component:

- Equipment and Tools, Hygiene Management in Bakery Operations
- Safety & Security Practices followed in bakery
- Basics of Bakery and Confectionery in a Professional Hotel.
- Preparation of various types of Breads, Different Types of Rolls, Pastries and Yeast based products.

Recommended Readings:

1. William J. Sultan, Practical Baking, 5th Edition by Wiley Publications, 1989, print.
2. Mastering the Art and craft, Baking and Pastry, 3rd ed., 2015. Print.
3. The Culinary Institute of America (CIA) In the Hands of a Baker, 1st ed., 2013 print.
4. The Golden Book of Baking by barronsduc, 1st ed., 2009.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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Chaudhary
Department of H.O.E. Management
BPSMV, Khanpur, Kalan (Sonapat)

Food & Beverage Control-I
(M- MHM-2203)

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks:35
External Practical Marks:35
Internal Theory Marks: 15
Internal Practical Marks:15
Time allowed: 3hrs

Course Outcomes: After studying the unit, student should be able to:-

CO1: Understand the concept of Break-Even-Analysis and Sales

CO2: Know about the Concept of Budgetary Control.

CO3: Understand the basics of Restaurant Planning.

CO4: Get Knowledge about Buffet and its functions.

Unit – I

Food and Beverage Control:

Objectives of Food and Beverage Control, Problems associated with F & B Control, Personnel Management, Concept of Cost & Sales- Definition of Cost, Elements of Cost, Classification of Cost, ways of expressing sales concepts, Bread- even analysis.

Unit – II

Budgetary Control:

Objectives, types of Budget, Budgetary Control process, Budget preparations for F & B Operations, Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Food Production Control, Food/ Bev Cost Control, Food/ Bev Sales Control.

Unit – III

Restaurant Planning:

Planning & Operating various Food and Beverage Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling.

Unit – IV

Buffet:

Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off Premises Catering, Hospital Catering, Industrial & Institutional

Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas:
Introduction, Menu, Cover & Service.

Practical Component:

- Restaurant Set –ups of different types & services
- Service of Afternoon & High teas
- Buffet Lay –up, theme Buffets set up
- Cocktail parties
- Role Plays & Situation handling in Restaurant
- Gueridon Service

Recommended Readings:

1. Dr J.M.S. Negi, Financial & Cost control techniques in hotel & Catering Industry, 1st ed., 2000. Print.
2. Lea R Dopson , Food & Beverage Cost Control-,7th ed., 2019, Print.
3. Bernard Davis & Stone ,Food& Beverage Management ,3rd ed.,1998, Print
4. Dennis R. Lillicrap. & John.A. ,Food& Beverage Service, 9th ed.,2014, Print

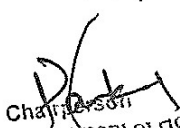
Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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Charanjit Singh
Department of H.O.E. Management
BPSMV, Khanpur, Kalan (Sonapat)

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**Room Division Management
(M- MHM-2205)**

Total Credits: 4
L - T - P
3 - 0 - 2

External Theory Marks: 35
External Practical Marks: 35
Internal Theory Marks: 15
Internal Practical Marks: 15
Time allowed: 3hrs

Course Outcomes: After completion of this course student will be able to:

- CO1:** Familiar the students with the budget requirement and allocation process for capital and Operational budget.
- CO2:** Explore digital tool and techniques i.e. uses of Property Management System (PMS) and its module in daily operation.
- CO3:** Gain knowledge of budget and the ways of allocating budget to different hotels.
- CO4:** Inculcate necessary skill set for application of various issues related to Human Resource in hospitality industry.

Unit- I

Hotel Distribution System:

Online Travel Agency (OTA), Global Distribution system (GDS), Central Reservation system (CRS). Communicating with various sections: verbal, written & verbal, Interdepartmental Coordination with other departments: Housekeeping, Engineering and Maintenance, Food & Beverage, Safety & Security.

Unit-II

Computers in Hotels:

Property Management System (PMS) and its module, uses of computers in Hotels, Reservation module, front desk module, room module, cashier module etc., different property management systems- Micros Fidelio, Micros Opera, Shawman, IDS Fortune, Amadeus adopted by Hotels.

Unit-III

Budgeting:

Types of budget & budget cycle, budget preparation for front office, Factors affecting budget planning, Capital & operations budget for front office, Refining budgets, budgetary control, Forecasting room revenue, advantages & disadvantages of budgeting.

Unit –IV

HR Practices in Front Office:

Human Resource Management in Front Office: Human Resource planning, Job Analysis Job description and specification. Recruitment, Selection and orientation and HR challenges in Hospitality industry – employee retention, employee motivation.

Practical Component:

- Property Management System
- Night Auditing
- Reservation by OTA, CRS, GDS
- Preparation of various reports

Recommended Readings:

1. Robert H. Browning, Hotel Revenue Management: From Theory to Practice, 1st ed., 2023. Print.
2. Jatashankar Tewari. Hotel Front Office: Operations and Management, 2nd ed. India: Oxford University Press, 2016. Print
3. Sudhir Andrews. Front Office Training manual. 3rd ed. India: Tata Mac Graw Hill, 2017. Print.
4. Amitabh Devendra, Hotel Laws, 1st ed., 2013. Print

Instructions for paper setter/examiner:

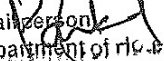
The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

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Chairperson
Department of Hotel Management
BPSMV, Khanpur, Kalan (Sonapat)

Tourism Marketing
(M-MHM -2207)

Total Credits: 4
L – T – P
4 – 0 – 0

External Theory Marks: 70
Internal Theory Marks: 30
Time allowed: 3hrs

Course outcome: After completion of this course student will be able to:

- CO1:** Get an overview of the concept of marketing and its role in the promotion of tourism.
- CO2:** Get exposure of various tour packages and the use of technology in marketing.
- CO3:** Gain knowledge about various marketing strategies adopted by tour operators.
- CO4:** Gain knowledge about Sales Promotion & Direct Marketing

Unit -I

Overview of Marketing:

Definition and meaning, Marketing concepts, Marketing for goods and Services, highlighting the differences- Marketing Management Philosophies, Characteristics of services and their implications- 8Ps of Service Marketing– Application of Technology in Marketing.

Unit -II

Marketing Information Systems and Market Segmentation:

Concept, salient features, components and functions-Market research and its steps- Market segmentation: meaning and bases of segmentation, Market Targeting and Market Positioning.

Unit -III

Product Development and Pricing in Marketing:

Product Mix concept, components and characteristics - Brand: definition (brand name, logos and symbols, trade mark, copy right), Branding, Branding Strategies -New Product Development Product levels- Stages of PLC, Factors to be considered in pricing, General Pricing approaches, pricing policies and strategies.

Unit -IV

Promotion and Publicity:

Role of media in promotion, Public Relations Advertising, Personal selling and Sales Promotion, Direct Marketing, Designing and Printing of tour brochure.

Recommended Readings:

1. Philip Kotler, John T. Bowen, James Makens, Seyhmus Baloglu. Marketing for Hospitality and Tourism, 8th ed., Pearson, 2020, Print.

2. Alastair M. Morrison. Marketing and Managing Tourism Destinations, 2nd ed., Routledge, 2019, Print.
3. S. Medlik. Tourism and Hospitality in the 21st Century, Routledge, 2001, Print.
4. Manjula Chaudhary. Tourism Marketing, Oxford University Press, 2010, Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of two marks each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 14marks.

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BPSMV, Khanpur, Kalan (Sonapat)

Airline Operation
(M-MHM-2209)

Total Credits: 4
L – T – P
4 – 0 – 0

External Theory Marks: 70
Internal Theory Marks :30

Course Outcomes: After completion of the course, the learners will be able to:

- CO1:** Understand the basics of Airline operations.
- CO2:** Utilize Global Distribution Systems for reservations and fare calculations.
- CO3:** Issue airline tickets, manage travel documentation, and handle special passenger needs.
- CO4:** Apply customer service skills and industry regulations in airline ticketing.

Unit -I

Introduction to Airline Ticketing:

Overview of the Airline Industry, Role of Airline Ticketing Agents, Understanding Airline Terminology and Codes (IATA, ICAO, Airport Codes) Types of Airline Tickets (One-way, Round Trip, Open Jaw, etc, Airline Alliances and Their Importance

Unit -II

Reservation Systems and Fare Calculation:

Introduction to Global Distribution Systems - Amadeus, Galileo, Sabre, Passenger Name Record (PNR) Creation and Modification, Flight Schedule and Seat Availability Checking, Fare Structures and Classes of Service, Fare Calculation and Currency Conversion Baggage Policies and Allowances

Unit - III

Ticket Issuance and Travel Documentation:

Types of Ticketing (Paper Ticket, E-Ticket, MCO, EMD), Ticketing Process and Components of an Airline Ticket Special Passenger Handling (UM, PRM, VIP, CIP) Passport, Visa, and Travel Regulations, Cancellation, Refund, and Rebooking Procedures.

Unit - IV

Customer Service and Industry Regulations:

Effective Communication and Customer Handling, Conflict Resolution in Airline Ticketing Aviation Safety and Security Regulations (DGCA, IATA, ICAO), Code of Conduct for Airline Ticketing Professionals, Ethical Practices and Fraud Prevention in Airline Ticketing.

Recommended Readings:

1. Doris S. Davidoff & Philip G. Davidoff, Air Fares and Ticketing, 3rd Edition, Pearson, 1995.
2. Jagmohan Negi, Air Travel Ticketing and Fare Construction: With Examination Questions, 1st Edition, Kanishka Publishers, Distributors, 2015.

3. Claudine Dervaes, Domestic Travel & Ticketing, Cengage Learning, 1998.
4. Tarun Chetwani, Ticketing and Travel Agencies, 1st Edition, Ramesh Publishing House, 2005.
5. Jitendra K. Sharma, Flight Reservation and Airline Ticketing, 1st Edition, Kanishka Publishers, Distributors, 2007.


Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry ~~seven small questions of two marks each. Students will attempt any four questions by~~ selecting at least one question from each unit. All questions shall carry 14 marks.

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Chairperson
Department of Hotel Management
(Kalyan Sonpao)

4th Semester
International Cuisines
(M- MHM -2202)

Total Credits: 4

L - T - P

3 - 0 - 2

External Theory Marks: 35

External Practical Marks :35

Internal Theory Marks: 15

Internal Practical Marks: 15

Time allowed: 3hrs

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic ingredients used in bakery kitchen.

CO2: Basic and authentic bread rolls reparations.

CO3: Knowledge of various yeast dough products.

CO4: Acquire basic of pastry and its types.

Unit- I

Starters, Salads, Salad Dressings and Sandwich:

Classification of Starters, Canapés & Crudités. Salad Dressings, Types of Salads: Leafy Salads, Vegetable Salads, Mixed Vegetable Salads, Compound Salads. Parts of Sandwiches, Types of Bread, Types of filling, Spreads and Garnishes, Types of Sandwiches, Making and storing of Sandwiches

Unit -II

Cuisine of France:

Introduction, cooking equipment's, regions of France and the influences of geography and indigenous food sources on the particular regional cuisines, Escoffier's contributions to classical cuisine and usage of food products, condiments, derivatives of mother sauces in French cuisine.

Unit-III

Cuisine of China:

Chinese cooking principles, processes: stir-fry, steaming, frying, broiling, seasoning and different seasoning and condiments used in Chinese Cuisine. Five schools of Chinese cooking, Similarities and differences in regional cuisines: Tang, Cantonese, Hunan, Szechuan and Peking.

Unit-IV


Frozen Desserts and Meringues:

Types and classification of frozen desserts, Ice-creams: Definitions, Methods of preparation and Additives and preservatives used in Ice-cream manufacturing. Making

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Department of Hotel Management
MCMV, Khanpur Kalan (Sonapat)

of Meringues, Factors affecting the stability, Cooking of Meringues, Types of Meringues and Uses of Meringues.

Practical Component:

- Preparation of basic Salads, sandwiches & canapés.
- Preparation of 2-3 menus of each International Cuisine including frozen desserts and Bread preparations.

Recommended Readings:

1. The Culinary Institute of America. International Cuisine, 2nd ed., Wiley, 2008, Print.
2. Gisslen Wayne. Professional Cooking, 9th ed., Wiley, 2018, Print.
3. Sarah R. Labensky, Alan M. Hause. On Cooking: A Textbook of Culinary Fundamentals, 6th ed., Pearson, 2018, Print.
4. Paul Bocuse, The Complete Bocuse, Flammarion, 2018, Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

Practical component shall be evaluated on the basis of practical cum viva voce examination.

Food And Beverage Control Management-II

M-MHM-2204

Total Credit:4

L – T - P

35

3 - 0 - 2

External Theory Marks:

External Practical Marks: 35

Internal Practical

Marks:15 Internal

Theory Marks:15

Course Outcomes: After the completion of the course the students will be able to:

CO1: Understand the principles of food and beverage control and its role in profitability. **CO2:** Apply effective purchasing, inventory management, and cost reduction techniques. **CO3:** Utilize costing, budgeting, and pricing strategies for food and beverage operations. **CO4:** Know about fraud prevention, revenue control, and audit measures in F&B management

Unit -

I Introduction to Food & Beverage

Control:

Importance of Food & Beverage Control in Hotels, Objectives and Functions of Control Systems, Cost Dynamics: Fixed, Variable, Direct, and Indirect Costs, Role of Cost Control in Profitability, Control Cycle: Purchasing, Receiving, Storing, Issuing, Producing, and Selling.

Unit -

II Purchasing and Inventory Control:

Principles of Food & Beverage Purchasing, Vendor Selection, Procurement Process, and Purchase Specifications, Inventory Management: FIFO, LIFO, and Inventory Turnover, Techniques of Stocktaking and Inventory Valuation, Waste Management and Cost Reduction Strategies

Unit -

III Food & Beverage Costing and Budgeting

Methods of Food & Beverage Costing, Standard Recipe Costing and Yield Management, Break-even Analysis and Cost-Volume-Profit Relationship, Budgeting for Food & Beverage Operations, Pricing Strategies and Their Impact on Profitability

Unit -

IV Fraud Prevention and Revenue Control:

Common Frauds in Food & Beverage Operations, Internal Control Measures to Prevent Pilferage and Waste, Cash and Revenue Control Procedures, Importance of Technology in F&B Control, Role of Internal and External Audits in Cost Control.

Practical Component:

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- Calculation of food cost, beverage cost, and cost percentages using real-time data.
- Break-even analysis for a restaurant or hotel F&B outlet.
- Inventory Management & Stock Taking:
- Hands-on training in FIFO and LIFO inventory methods.
- Physical stock verification and variance analysis.
- Purchasing & Procurement Simulation:
- Vendor selection and purchase order creation based on menu requirements.
- Price comparison and procurement cost control exercises.
- Menu Costing & Pricing Strategies:
- Standard recipe costing and yield analysis.

Recommended Reading:

1. Jagmohan Negi, Food and Beverage: Management and Cost Control, 1st Edition, Kanishka Publishers, 2016.
2. IBPBOOKS.IN
3. Tarun K. Bansal, Food and Beverage: Operations to Management, 1st Edition, Oxford Book Company, 2014.
4. Lea R. Dopson & David K. Hayes, Food and Beverage Cost Control, 7th Edition, Wiley, 2019.
5. Bernard Davis, Andrew Lockwood, Ioannis Pantelidis, & Peter Alcott, Food and Beverage Management, 6th Edition, Routledge, 2018.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 7 marks.

~~Practical component shall be evaluated on the basis of practical cum viva voce examination.~~

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Hospitality Revenue Management

(M- MHM-2206)

Total Credits: 4

L - T - P

4 - 0 - 0

External Theory Marks: 70

Internal Theory Marks: 30

Time allowed: 3hrs

Course Outcomes: After completion of this paper students will be able to:

CO1: Understand the concept and strategies of Revenue Management

CO2: Understand the new technologies in hotels.

CO3: Understand the concept of yield management.

CO4: understand the role of Front office in Sales to maximize revenue.

Unit-1

Revenue Management:

Customers' Knowledge and Behaviour, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, Tools, Tactics, and Resources.

Unit-II

Technology used Guest Rooms:

Historical view and the new generation room, Energy Management and Climate Control, Communication System, Other Technologies, Emerging trends in guest rooms.

Unit-III

Yield Management:

Concept of yield management, Objective and benefits of yield, Elements of yield management. High demand & low demand strategies used in hotel industry. Forecasting: Benefit of forecasting, Data required for forecasting. Yield Management Team.

Unit- IV

Front office Sales & Forecasting:

The role of front office in hotel sales; need for sales, Identification of markets. various market segments. Maximization revenue through Direct Sales - Travel Agents, Tour Operators. Sales techniques-personal selling, creative selling, and other selling tools and techniques. What is forecasting, Data required for forecasting.

Recommended Readings:

1. Jatashankar Tewari. Hotel Front Office: Operations and Management, 2nd ed. India: Oxford University Press, 2016. Print.

2. Robert H. Browning, Hotel Revenue Management: From Theory to Practice, 1st ed., 2023. Print.

3. Sudhir Andrews. Front Office Training manual. 3rd ed. India: Tata Mac Graw Hill, 2017. Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of two marks each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 14 marks.

Event Management
(M-MHM-2208)

Total Credits: 4
L – T – P
4 - 0 - 0

External Theory Marks: 70
Internal Marks: 30

Course Outcomes: After the completion of the course the students will be able to:

- CO1:** To encompass all facets of event management & experiential marketing.
CO2: To have an overall knowledge of the Event Management and assess the Event Management and related problems.
CO3: To develop a strong knowledge base of Event Management and its management in Hotels.
CO4: To provide knowledge of Specialized Events related to theme parties.

Unit-I

Event Management:

Concept, Definition and Frameworks, Categories and Typologies Characteristics of Events, Social – Economical and Developmental implications of Events, Market Demand and Supply for Event, Requirement of Event Manager, Analyzing the events, Technical Staff, Developing Record Keeping Systems, Establishing Policies & Procedures

Unit-II

Event Planning:

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.

Unit-III

Event Operation:

Event People, Clarifying Roles, Developing content Guidelines, Participant Tips, Reference Checks, Requirement Forms, Fees, Honorariums, Expense Reimbursement, Travel Arrangements, Worksheets.

Unit- IV

Specialized Events:

Specialized Events of Hotels Indian Weddings Management: understanding India and its weddings system. Planning and Managing Indian weddings Theme parties: meaning, types, various considerations while organizing theme parties, understanding the concepts Business Meeting, various meeting setups, organizing business meetings.

Recommended Readings:

1. Donald Getz. Event Studies: Theory, Research and Policy for Planned Events, 3rd ed., Routledge, 2020, Print.
2. Joe Goldblatt. Special Events: Creating and Sustaining a New World for Celebration, 7th ed., Wiley, 2013, Print.

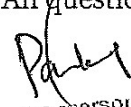
3. Glenn A. J. Bowdin, Johnny Allen, William O'Toole, Rob Harris, Ian McDonnell. Events Management, 3rd ed., Routledge, 2011, Print.
4. Shone Anton, Parry Bryn. Successful Event Management: A Practical Handbook, 5th ed., Cengage Learning, 2019, Print.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of two marks each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 14 marks.

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Customer Relationship Management
(M-MHM-2210)

Total Credits: 4
L – T – P
4 - 0 - 0

External Theory Marks: 70
Internal Marks: 30

Course Outcomes: On completion of this course, the students will be able to:

- CO1.** Understand the basic concepts of Customer relationship management.
- CO2.** To understand marketing aspects of Customer relationship management.
- CO3.** Learn basics of analytical Customer relationship management.
- CO4.** Understand basics of operational Customer relationship management.

Unit-1

Concepts and Context of CRM:

Concepts, Nature, Importance of CRM in hospitality, Concepts of customer life cycle, business environment of CRM: Legal, ethical, economic, competitive and social.

Unit-II

Key Concepts of CRM:

Customer satisfaction loyalty, customer defection, word-of-mouth; closed loop marketing and touch point analysis, data mining and modelling, customer lifetime value benefits and difficulties in developing and implementing CRM.

Unit-III

Managing Customer Relationships:

Building customers relationship management customer acquisition and requisites for effective acquisition customer adoption and customer retention, Preventing and dealing with customer inactivity and customer defection, customers win back strategies.

Unit-IV

Developing CRM Strategy:

Customer Interaction Management: Concepts, Factors influencing customers Interaction Management, Electronic Data Interchange, Specific skills for customer interaction Management, Internet, Call Centre: Features and Functions of Call Centre; Call Centre Planning.

Recommended Readings:

1. Francis Buttle & Stan Maklan, Customer Relationship Management: Concepts and Technologies, 4th Edition, Routledge, 2019.
2. Metin Kozak & Seyhmus Baloglu, Customer Relationship Management in the Hospitality and Tourism Industry, 1st Edition, Goodfellow Publishers, 2011.

3. David M. Raab, the Customer Relationship Management Survival Guide, 1st Edition, Information Today Inc., 2015.
4. John E. G. Bateson & K. Douglas Hoffman, Customer Relationship Management: A Strategic Approach, 1st Edition, Cengage Learning, 2010.

Instructions for paper setter/examiner:

The examiner shall set nine questions in all covering the whole syllabus excluding practical component. Question no-1 will compulsory covering all the units and shall carry seven small questions of two marks each. Students will attempt any four questions by selecting at least one question from each unit. All questions shall carry 14 marks.

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Biscuits and Cookies
(M- MHM -2212)

Total Credits: 2
L - T - P
O - O - 4

External Practical Marks: 35
Internal Practical Marks: 15

Course Outcomes: After completion of this course students will be able to:

- CO1:** Get knowledge of basic making of Biscuits.
CO2: Gain knowledge of basic making of Cookies.

Unit-I

Making of Biscuits:

Different Ingredients required for making of Cookies, Ingredients required for Making of Biscuit, general steps for Biscuit making, method of mixing of hard sweet dough, short and soft dough of biscuit dough, Different biscuit shapes using sheeting, laminating method, cutting method and wire-cutting method. Biscuit baking process, Chocolate coating types biscuit.

Unit-II

Making of Cookies:

Characteristics of good Cookies, mixing of cookies doughs, Cookies based on mixing method- batter type cookies (drop/short cookies, stiff batter cookies, short bread cookies), Foam type cookies (meringue cookies, sponge cookies). Preparations of different shapes of Cookies from dough. Common faults and remedies for cookies making.

Recommended Readings:

1. William J. Sultan, Practical Baking, 5th Edition by Wiley Publications, 1989, print.
2. Mastering the Art and craft, Baking and Pastry, 3rd ed., 2015. Print.
3. The Culinary Institute of America (CIA) In the Hands of a Baker, 1st ed., 2013 print.

Instructions for paper setter/examiner:

The students shall be evaluated on the basis of practical cum viva voce examination.

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3rd semester
Principles and Practice of Management
(M -MHM -OEC)

Total Credits: 2
L - T - P
2 - 0 - 0

External Theory Marks: 35
Internal Theory Marks: 15
Time allowed: 1.5 hrs

Course Outcomes: After completion of this course students will be able to:

CO1: Know the basic of Management and Planning.

CO2: Acquire basic knowledge about Staffing and Controlling

Unit-I

Introduction to Management and Planning:

Definition, Functions, Process, Scope and Significance of Management. Nature of Management, Managerial Roles, Managerial Skills and Activities, Significance of Values and Ethics in Management. Planning – Meaning and Definition, Features, Steps in Planning Process, Approaches, Principles, Importance, Advantages and Disadvantages of Planning, Types of Plans, Types of Planning, Management by Objectives.

Unit-II

Staffing and Controlling:

Staffing – Meaning, Nature, Importance, Staffing Process – Manpower Planning, Recruitment, Selection, Orientation and Placement, Training, Remuneration, Performance Appraisal, Promotion and Transfer. Controlling -Meaning, Features, Importance, Control Process, Characteristics of an Effective Control System,

Recommended Readings:

1. Harold Koontz, Heinz Weihrich. Essentials of Management: An International Perspective, 10th ed., McGraw Hill, 2015, Print.
2. Stephen P. Robbins, Mary Coulter. Management, 14th ed., Pearson, 2020, Print.
3. Ricky W. Griffin. Management: Principles and Practices, 12th ed., Cengage Learning, 2016, Print.
4. P. C. Tripathi, P. N. Reddy. Principles of Management, 6th ed., McGraw Hill, 2017, Print.

Instructions for paper setter/examiner:

The examiner shall seven questions in all covering the whole syllabus. Question no-1 will compulsory covering all the units and shall carry seven small questions of one mark each. Students will attempt any four questions by selecting at least two questions from each unit. All questions shall carry 7 marks.

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