

**SHRI DAVARA UNIVERSITY, RAIPUR**



**PROGRAM CURRICULUM**

**FOR**

**BACHELOR OF BUSINESS**

**ADMINISTRATION IN**

**HOTEL MANAGEMENT**

**SEMESTER-I**

**EFFECTIVE FROM THE SESSION**

**(2024-2025)**

SEMESTER I											
S.NO	COURSE CODE	COURSE TITLE	TEACHING HOURS PER WEEK				EXAMINATION SCHEME				
DISCIPLINE SPECIFIC COURSE (DSC)			L	T	P	C	THEORY		PRACTICAL		TOTAL MARKS
							EX	IN	EX	IN	
1.	BHM-101T	Foundation Course in Food Production -I	2	0	0	2	70	30	-	-	100
2.	BHM-102T	Foundation Course in Food & Beverage Service – I	2	0	0	2	70	30	-	-	100
3.	BHM-103T	Foundation Course in Rooms Division Operations– I	2	0	0	2	70	30	-	-	100
<b>LAB COURSE</b>											
4.	BHM-101P	Foundation Course in Food Production – I	0	0	4	2	-	-	-	-	100
5.	BHM-102P	Foundation Course in Food & Beverage Service – I	0	0	4	2	-	-	-	-	100
6.	BHM-103P	Foundation Course in Rooms Division Operations– I	0	0	4	2	-	-	-	-	100
<b>GENERAL ELECTIVE (GE)</b>											
7.	BHMGE-101	Computer Fundamental and MS Office	3	1	0	4	70	30	-	-	100
<b>ABILITY ENHANCEMENT COURSE ( AEC)</b>											
8.	BHMAEC-101	Environmental Studies	2	0	0	2	35	15	-	-	50
<b>VALUE ADDITION COURSE ( VAC)</b>											
9.	BHMVAC-101	Library and Information Resources	2	0	0	2	35	15	-	-	50



**FOUR YEAR UNDERGRADUATE PROGRAM (2024-28)**

**DEPARTMENT OF COMMERCE AND MANAGEMENT**

**COURSE CURRICULUM**

<b>PART-A: Introduction</b>		
<b>Program: Bachelor Of Business Administration in Hotel Management (Certificate/Diploma/Degree Honors)</b>	<b>Semester-1</b>	<b>Session: 2024-2025</b>
<b>Course Title</b>	<b>Foundation Course in Food Production-I</b>	
<b>Course Type</b>	<b>Discipline Specific course (DSC)</b>	
<b>Pre-requisite(if any)</b>	<b>As per program</b>	
<b>Course Learning Outcomes (CLO)</b>	<b>At the end of this course, the students will be able to</b> <ul style="list-style-type: none"> <li>➤ Discuss the Culinary voyage</li> <li>➤ Examine and tabulate the organization structure</li> <li>➤ Identify and examine Hygiene and safety</li> <li>➤ Enumerate the aims and objectives of cooking</li> </ul>	
<b>PART -B: Content of the Course</b>		
<b>Foundation Course in Food Production -I (Theory )</b>		
<b>Course Code</b>	<b>BHM-101T</b>	
<b>Credit Value</b>	<b>02 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>
<b>Total Marks</b>	<b>Max. Marks:=100</b>	<b>Min Passing Marks: 40</b>
<b>UNIT</b>	<b>Topics (Course contents)</b>	
<b>I</b>	<b>INTRODUCTION TO COOKERY:</b> Hygiene – Personal, Food, Environment, Uniforms & protective clothing, Safety procedure in handling kitchen equipment, Attitude & Personnel Ethics, Food Production – Industry, Traditional Cookery & Origin of modern cookery, Indian Culinary History, Ayurveda & Vegetarianism,	<b>14 (14hrs)</b>

<b>II</b>	<p><b>ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS &amp; OBJECTS OF COOKING FOOD:</b> Classical Brigade &amp; Modern Staffing, Duties and responsibilities of various chefs in Catering Establishments, Professional ethics and etiquettes in workplace, Aims of cooking (Including senses through food), Outcomes of cooking process, Techniques used in cooking, Basic principles of Safety Precautions, Waste Segregation,</p> <p><b>ROLE OF INGREDIENTS:</b> Fats &amp; Oils (Shortenings), Raising Agents, Flour – All purpose, Whole wheat, Multigrain, Millets, Gluten free, Sugar – Importance, Types, Cooking stages, Water – pH, Application in cooking, as commodity.</p>	<b>14 (14hrs)</b>
<b>III</b>	<p><b>BASIC COOKING PRINCIPLES: HEAT TRANSFER AND COOKING METHODS:</b> Moist Heat, Dry Heat, Dry Heat using Fat, Microwave;  <b>STOCKS:</b> Definition and Types, Components of stock, Method, Storage and Usage; <b>THICKENINGS &amp; SAUCES:</b> Definition, Thickening Agents, Basic Sauces and Derivatives, Proprietary and Contemporary sauces, Deglazing</p>	<b>13 (13hrs)</b>
<b>IV</b>	<p><b>SOUPS &amp; SALADS:</b> Definitions, Classification with examples, International Soups, Components of Salads, <b>PLANT BASED CULINARY ARTS,</b> Importance, Vegetables &amp; Fruits – Identification &amp; Classification, Effect of Heat, Storage, <b>UNDERSTANDING EGG AND FISH:</b> Classification &amp; Selection, Usage, Precaution, Cuts of Fish.</p>	<b>13 (13hrs)</b>
<b>Foundation Course in Food Production -I (Practical)</b>		
<b>Course Code</b>		<b>BHM-101P</b>
<b>Credit Value</b>	<b>02 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>
<b>Total Marks</b>	<b>Max. Marks:=100</b>	<b>Min Passing Marks: 40</b>
<b>UNIT</b>	<b>Topics (Course contents)</b>	
<b>I</b>	<p><b>ORIENTATION (INTRODUCTION TO KITCHEN):</b> Equipment - Identification, Description, Uses &amp; handling, Hygiene - Kitchen etiquettes, Practices, Garbage disposal, Safety and security in kitchen, Knife Handling precautions, <b>Végétales &amp; Fruits :</b> Vegetables – classification, Cuts - julienne, jardinière, macédoines, brunoise, paysanne, mignonnete, dices, cubes, shred, mirepoix, Preparation of salad dressing.</p>	<b>14 (14hrs)</b>
<b>II</b>	<p><b>BASIC COOKING METHODS AND PRE-PREPARATIONS:</b> Blanching of Tomatoes and Capsicum, Preparation of concasse, Boiling, Parboiling (potatoes, Beans, Cauliflower, etc), Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc., Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, Potatoes).</p>	<b>14 (14hrs)</b>

<b>III</b>	<b>STOCKS AND THICKENING &amp; BINDING AGENTS:</b> White and Brown stock, Fish stock, Emergency stock, Fungi stock, Thickenings – Roux (White, Blond, Brown), Beurre Manie, Panada, Liaison, Other starch/Protein, Sauce and Gravies: Béchamel, Espagnole, Velouté, Tomato, Hollandaise, Mayonnaise, Basic Gravies – White, Brown, : Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé, Broth; Simple Egg preparations: Scotch egg, Assorted omelletes, Oeuf Florentine, Oeuf Benedict, Oeufs Farcis, Oeuf Portugese.	<b>13 (13hrs)</b>
<b>IV</b>	<b>DEMONSTRATION &amp; PREPARATION OF SIMPLE MENU:</b> Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull’s Eye, Double fried), Poches, Scrambled, Omelette (Plain, Stuffed, Spanish), En cocotte (eggs Benedict),  <b>Fish:</b> Identification and Classification, Cuts & Folds of Fish, Simple potato preparations, Boiled, Baked, Mashed, Roasted, French fries, Allumettes, Lyonnaise potatoes; Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables; Fish Preparations: Fish orly, a la anglaise, colbert, meuniere, poached, baked.	<b>13 (13hrs)</b>

### **PART-C: Learning Resources**

Text Books, Reference Books and Others

Text Books Recommended-

1. Food Production Operations Book by Chef Parvinder S Bali.
2. 2 International Cuisine & Food Production Management by Chef Parvinder S Bali.
3. 3 Theory of Cookery by chef Krishna Arora.
4. Quantity Food Production Operations and Indian Cuisine.
5. Theory of Bakery and Patisserie by Parvinder S Bali.
6. 3. Principles of Food Production Operation by Yogesh Sinha.

### **PART -D: Assessment and Evaluation**

Suggested Continuous Evaluation Methods:

Maximum Marks: 100 Marks

Continuous Internal Assessment (CIA): 30 Marks

End Semester Exam (ESE): 70 Marks

Continuous Internal Assessment (CIA): 30 ( By Course Teacher)	Internal Test/Quiz:20+20 Assignment/ Seminar-10 Total Marks-30	Better marks out of the two Tot Quiz + obtained marks in Assignment shall be considered against 30 Marks
End Semester Exam (ESE):70	Two section A&B Section A :Q1 Objective 10*1=10 Marks Q2 Short answer type-5*4=20 Section B : Descriptive answer type qts 1 out of 2 from each unit- 4*10=40 Marks	

*Name Signature of Convener & Members (CBoS)*



**FOUR YEAR UNDERGRADUATE PROGRAM (2024-28)**

**DEPARTMENT OF COMMERCE AND MANAGEMENT**

**COURSE CURRICULUM**

<b>PART-A: Introduction</b>		
<b>Program: Bachelor of Business Administration in Hotel Management (Certificate/Diploma/Degree Honors)</b>	<b>Semester-1</b>	<b>Session: 2024-2025</b>
<b>Course Title</b>	<b>FOUNDATION COURSE IN FOOD &amp; BEVERAGE SERVICE –I</b>	
<b>Course Type</b>	<b>Discipline Specific course (DSC)</b>	
<b>Pre-requisite(if any)</b>	<b>As per program</b>	
<b>Course Learning. Outcomes (CLO)</b>	<p><b>At the end of this course, the students will be able to</b></p> <ul style="list-style-type: none"> <li>➤ List the various types of F&amp;B Operations.</li> <li>➤ Define Various F&amp;B Outlets.</li> <li>➤ Recall the courses of the French Classical Menu.</li> <li>➤ Memorize the accompaniments of classical dishes.</li> <li>➤ Translate the basic F&amp;B Terms in French.</li> <li>➤ List the attributes of a good waiter.</li> <li>➤ Repeat the Do'S and Don'ts of telephone handling.</li> <li>➤ Recall difference between the French Classical set up and the Indian cover set up.</li> </ul>	
<b>PART -B: Content of the Course</b>		
<b>FOUNDATION COURSE IN FOOD &amp; BEVERAGE SERVICE-I(Theory )</b>		
<b>Course Code</b>	<b>BHM-102T</b>	
<b>Credit Value</b>	<b>02 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>
<b>Total Marks</b>	<b>Max. Marks:=100</b>	<b>Min Passing Marks: 40</b>
<b>UNIT</b>	<b>Topics (Course contents)</b>	

<b>I</b>	<b>INTRODUCTION TO HOSPITALITY INDUSTRY</b> -Success trigger of hospitality industry, Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial/institutional/transport such as air, road, rail, sea, etc. Indian concept of hospitality (Values & ethics viz – a vis world), Overview of F & B Service in India	<b>14 (14hrs)</b>
<b>II</b>	<b>DEPARTMENTAL ORGANISATION &amp; STAFFING:</b> F & B Outlets- Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs – Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F & B operations – hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments) .	<b>14 (14hrs)</b>
<b>III</b>	<b>F &amp; B SERVICE EQUIPMENT</b> -Cutlery, Crockery, Glassware, Flatware, Hollowware & All other equipment used in F& B service (French terms related to the above). Preparation for service-Organizing. <b>MEALS &amp; MENU PLANNING</b> -Origin of menu, Objectives of menu planning, Types of menus, mise-en-scene & organizing mise-en-place. Courses of French classical menu, Sequence, French names of dishes, Types of meals, Early morning tea, Breakfast (English/American/Continental/Indian/ Buffet), Bruch, Lunch, Afternoon/high tea, Dinner, Supper.	<b>13 (13hrs)</b>
<b>IV</b>	<b>DINING SERVICES</b> –Silver service, Pre plated service, Cafeteria service, Room service, Buffet service, Gueridon service, & Live counters Lounge service, Food court, Butler service, Family service, Russian service, Indian form of service & Oriental service. <b>SALE CONTROL SYSTEM.</b> A) KOT/Bill control system b) Making bill c) Cash handling equipment d) Record keeping (Restaurant Cashier).	<b>13 (13hrs)</b>

**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE (Practical)**

<b>Course Code</b>		<b>BHM-102P</b>
<b>Credit Value</b>	<b>02 Credits</b>	<b>Credit =15 Hours-learning &amp; Observation</b>
<b>Total Marks</b>	<b>Max. Marks:=100</b>	<b>Min Passing Marks: 40</b>
<b>UNIT</b>	<b>Topics (Course contents)</b>	
<b>I</b>	<b>INTRODUCTION TO THE FOOD &amp; BEVERAGE DEPARTMENT</b> - Overview, Importance of grooming, Grooming standards & checklist, Familiarization & identification of food service areas & ancillary areas with tools & equipment, Soft skills—Importance & Service drivers	

**14  
(14hrs)**

<b>II</b>	<b>PREPARATION OF SERVICE</b> -Mise-en-scene, Mise-en-place, & Opening, operating & closing duties, <b>SOCIAL SKILLS</b> - Handling guest complaints, Telephone manners & Dining & service etiquettes. Listening skills, delighting the guest, Storytelling, Spontaneity, Gaining guest loyalty & seeing off the guest	<b>14 (14hrs)</b>
<b>III</b>	<b>APPLICATION OF MENU PLANNING EXERCISE FRENCH CLASSICAL MENU &amp; INDIAN MENU</b> -Examples from each courses, Cover of each course, Accompaniments.	<b>13 (13hrs)</b>
<b>IV</b>	<b>TABLE LAY-UP &amp; SERVICE</b> -A la carte cover, Table d'hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill. <b>SOCIAL SKILLS</b> - Listening Skills, delighting the guest- story telling, spontaneity, gaining guest loyalty & seeing off the guest. Handling guest complaints, telephone manners, dining & service etiquettes.	<b>13 (13hrs)</b>

### **PART-C: Learning Resources**

Text Books, Reference Books and Others

Text Books Recommended-

1. Food & Beverage Service Book by R. Singaravelavan.
2. Food & Beverage Management by Peter Alcott
3. John Walleg: Professional Restaurant Service
4. Food & Beverage Service Book by R. Singaravelavan.
5. Food & Beverage Service by John Cousin.
6. Sudhir Andrews: F & B Service Trg. Manual
7. Denni R. Lillicrap: F & B Service
8. 5. John Walleg: Professional Restaurant Service

### **PART -D: Assessment and Evaluation**

Suggested Continuous Evaluation Methods:

Maximum Marks:	100 Marks
Continuous Internal Assessment (CIA):	30 Marks
End Semester Exam (ESE):	70 Marks



Continuous Internal Assessment (CIA): 30 ( By Course Teacher)	Internal Test/Quiz:20+20 Assignment/ Semenar-10 Total Marks-30	Better marks out of the two test/ Quiz + obtained marks in Assignment shall be considered against 15 Marks
End Semester Exam (ESE):70	Two section A&B Section A :Q1 Objective $10 \times 1 = 10$ Marks Q2 Short answer type- $5 \times 4 = 20$ Section B : Descriptive answer type qts 1 out of 2frm each- $4 \times 10 = 40$ Marks	
<i>Signature of Convener &amp; Members (CBoS)</i>		



**FOUR YEAR UNDERGRADUATE PROGRAM (2024-28)**

**DEPARTMENT OF COMMERCE AND MANAGEMENT**

**COURSE CURRICULUM**

<b>PART-A: Introduction</b>		
<b>Program: Bachelor of Business Administration in Hotel Management (Certificate/Diploma/Degree Honors)</b>	<b>Semester-1</b>	<b>Session: 2024-2025</b>
<b>Course Title</b>	<b>FOUNDATION COURSE IN ROOM DIVISION OPERATIONS-I</b>	
<b>Course Type</b>	<b>Discipline Specific course (DSC)</b>	
<b>Pre-requisite(if any)</b>	<b>As per program</b>	
<b>Course Learning Outcomes (CLO)</b>	<p><b>At the end of this course, the students will be able to</b></p> <ul style="list-style-type: none"> <li>➤ Explain hospitality with reference to its importance, evolution and domestic and international Hotel companies.</li> <li>➤ Classify the hotels on the basis of specific parameters.</li> <li>➤ Illustrate the Organization structure of Hotels and Rooms Division department.</li> <li>➤ Differentiate between the types of rooms and clarify the basis of charging room tariff and different meal plans.</li> <li>➤ Explain hospitality with reference to its importance, evolution and domestic and international Hotel companies</li> <li>➤ Classify the hotels on the basis of specific parameters.</li> <li>➤ Illustrate the Organization structure of Hotels and Rooms Division department.</li> <li>➤ Differentiate between the types of rooms and clarify the basis of charging room tariff and different meal plans.</li> <li>➤ Elaborate the stages of guest cycle and related front Office function areas</li> <li>➤ Describe and demonstrate the procedure of reservation and guest registration.</li> </ul>	

- Determine the techniques of upselling and Service recovery process
- Discuss Interdepartmental cooperation- rooms division

**PART -B: Content of the Course**

**FOUNDATION OF ROOMS DIVISION OPERATIONS- I (A) (THEORY)**

<b>Course Code</b>		<b>BHM-103T</b>	
<b>Credit Value</b>	<b>01 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>	
<b>Total Marks</b>	<b>Max. Marks:=50</b>	<b>Min Passing Marks: 20</b>	
<b>UNIT</b>	<b>Topics (Course contents)</b>		
<b>I</b>	<p><b>INTRODUCTION TO HOSPITALITY &amp; HOTEL INDUSTRY-</b> Origin &amp; Evolution &amp; Domestic &amp; International hotel companies, Hotel organization- Full service/ limited service, Revenue &amp; Non revenue producing departments, Staff organization-Rooms division hierarchy (Including Engineering Department)</p>		<b>03 (03hrs)</b>
<b>II</b>	<p><b>CLASSIFICATION OF HOTELS-</b> Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership &amp; affiliation.</p> <p><b>TYPES OF ROOMS-</b>Room sizes (with reference to HRACC), SMART rooms &amp; Differently abled guest rooms, Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, Types of Room rates (Special rates). Meal plans-(EP, BP, CP, AP, MAP etc)</p>		<b>04 (04hrs)</b>
<b>III</b>	<p><b>GUEST CYCLE-</b>Stages of Guest cycle, related front office function areas. <b>Pre- arrival – Reservations -I</b> (Confirmed – Guaranteed / Non-guaranteed, Tentative/Waitlisted).<b>Pre-arrival – reservations –II</b> -Reservation procedure (FIT: DFIT &amp; FFIT, group, VIP).<b>Sources</b>-Direct, CRS, GDS, Intersell agencies. <b>Modes of reservations</b> –Verbal &amp; Written. Amendments &amp;cancellations</p>		<b>03 (03hrs)</b>
<b>IV</b>	<p><b>ARRIVAL –I</b> -Bell desk &amp; valet services, Functions, Procedures, <b>Arrival –II</b> –a) Creating registration record b) Assigning room&amp; rate c) Establishing the method of payment d) Issuing room key e) Fulfilling special requests, DFIT, FFIT, Walk-in, VIP &amp; Group, express check –In, self-registration, <b>Room selling techniques</b>-Upselling.</p> <p><b>DURING THE STAY-</b>Concierge, Mail &amp; message handling, Room change procedure, Special procedure, Wake-up call, Newspaper delivery &amp; transport arrangements. <b>Service recovery</b> -Guest relations, Handling complaints, Follow-up procedures, Complaint handling Apps/ escalation Matrix &amp; Root cause analysis.</p>		<b>04 (04hrs)</b>

**FOUNDATION OF ROOMS DIVISION OPERATIONS- I (B) (THEORY)****Course Code****BHM-103T****Credit Value****01 Credits****01 Credit =15 Hours-learning & Observation****Total Marks****Max. Marks:=50****Min Passing Marks: 20****UNIT****Topics (Course contents)****I****INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING.** Importance, Opportunities and application in the hospitality and allied sectors.**03  
(03hrs)****II****HOUSEKEEPING DEPARTMENT-** Areas of responsibility with a brief description of sub departments in housekeeping, Attributes of housekeeping personnel in keeping with the organization chart, Inter departmental coordination of rooms division with other departments.**04  
(04hrs)****III****PREPARING TO CLEAN-** A) Housekeeping pantry B) Significance C) Layout D) List of inventory-maintained E) Assembling supplies and stocking the cart/ caddy F) Room Status Reporting G) Setting priority of scheduling cleaning.**03  
(03hrs)****GUEST ROOMS: UPKEEP AND MAINTENANCE.** Sequence and procedure of cleaning A) Departure room B) occupied room C) Vacant room D) Differently abled room E) OOO/ DND/DL rooms F) Turndown service G) Second service**IV****DAILY ROUTINES** to be followed by Housekeeping Attendants in Morning, Evening and night shift. **Concept of invisible housekeeping- Housekeeping in hospitality sectors apart from hotels-** Hospitals, Residential apartments, Mall, Club, Shops, Suffices, F & B outlets, Institutes, Airports, Railway stations, Metro station & Cruise liners.**04  
(04hrs)****FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (A) (Practical)****Course Code****BHM-103P****Credit Value****01 Credits****01 Credit =15 Hours-learning & Observation****Total Marks****Max. Marks:=50****Min Passing Marks: 20****UNIT****Topics (Course contents)****I****GROOMING ETIQUETTE-** Introduction to service culture, Service product, Guest Relationship-Business protocol & Professionalism. Moments of Truth, Creating a WOW factor (Guest delight) & Guest satisfaction**03  
(03hrs)****II****SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL,** Job description & Job specifications, Layout of Front Office- FO equipment**04  
(04hrs)**

<b>III</b>	<p><b>APPLICABLE TAXES &amp; CHARGES-</b> Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS.</p> <p><b>RESERVATION PROCEDURES-</b>Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest &amp; room orientation-Check-in procedure, PMS, Formats</p>	<b>03 (03hrs)</b>
<b>IV</b>	<p><b>DURING THE STAY ACTIVITY PROCEDURES-</b> Mail handling, Message handling, Paging, Special requests, Room change procedure &amp; Complaint handling. Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons &amp; Mini bar.</p>	<b>04 (04hrs)</b>

**FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (B) (Practical)**

<b>Course Code</b>		<b>BHM-103P</b>	
<b>Credit Value</b>	<b>01 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>	
<b>Total Marks</b>	<b>Max. Marks: 50</b>	<b>Min Passing Marks: 20</b>	
<b>UNIT</b>	<b>Topics (Course contents)</b>		
<b>I</b>	<p><b>Introduction to the module/ Ice breaker-</b>Importance of cleaning and maintaining guest rooms &amp; Public Area, <b>Familiarization to cleaning Equipment</b> (manual &amp; mechanical) &amp; agents with minimum 5 popular brand names, <b>Guest room &amp; bathroom supplies</b> with positioning (layout of single, double, twin &amp; Suite room),</p>		<b>03 (03hrs)</b>
<b>II</b>	<p><b>Preparing to clean-</b>setting up of maids trolley/ caddy different types of pantry and set up.</p> <p><b>Guest room cleaning.</b> A) Bed making as per industry standards including Turndown service. B) Daily cleaning of Guest room &amp; bathroom. C) De-briefing &amp; going off Duty- Formats filled by a Housekeeping attendant- Room Status Report, Linen exchange slip, Room attendant work report, Key Register,</p>		<b>04 (04hrs)</b>
<b>III</b>	<p>Demonstration of entire shift operations. <b>Morning shift-</b> routine operations (Including the daily -cleaning of the following rooms). A) Departure room B) Occupied room. C) Vacant room. <b>Evening shift</b> – Routine operations</p>		<b>03 (03hrs)</b>
<b>IV</b>	<p><b>Dealing with special Situations</b> – entering a guest room, reporting maintenance, Lost and found, DND, service refused, scanty baggage, damage in the room, handling guest requests etc.</p>		<b>04 (04hrs)</b>

**PART-C: Learning Resources**

Text Books, Reference Books and Others

Text Books Recommended-

1. Hotel House Keeping Operations and Management by G. Raghubalan and Smritee Raghubalan.
2. Housekeeping Management by Matt A. Casado.
3. Managing House Keeping Operations by Aleta Nitschke and William D. Frye.
4. Hotel House Keeping operations by Sailender Rai and Rohit Bisht.
5. Hotel Hospital and Hostel House Keeping by Joan C Branson.
6. Front Office Operations – Colin Dix & Chris Baird.
7. Legal Aspect of Hospitality Management Second Edition, By John E.H. Sherry, Publisher Wiley & sons
8. Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
9. Front Office Management by Mr. Sbhhal Nagar
10. Front Office by Abbott, Butter Worth Hiemann
11. Front Office Operations: Jatashankar Tewari
12. Front Office Management by Bardi, John Willy and Sons

**PART -D: Assessment and Evaluation**

Suggested Continuous Evaluation Methods:

Maximum Marks: 100 Marks

Continuous Internal Assessment (CIA): 30 Marks

End Semester Exam (ESE): 70 Marks

Continuous Internal Assessment (CIA): 30 ( By Course Teacher)	Internal Test/Quiz:20+20 Assignment/ Semenar-10 Total Marks-30	Better marks out of the two test/ Quiz + obtained marks in Assignment shall be considered against 15 Marks
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End Semester Exam (ESE):70	Two section A&B Section A :Q1 Objective 10*1=10 Marks Q2 Short answer type-5*4=20 Section B : Descriptive answer type qts 1 out of 2frm each- 4*10=40 Marks
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***Signature of Convener & Members (CBoS)***



**FOUR YEAR UNDERGRADUATE PROGRAM (2024-28)**

**DEPARTMENT OF COMMERCE AND MANAGEMENT**

**COURSE CURRICULUM**

<b>PART-A: Introduction</b>		
<b>Program: Bachelor of Business Administration in Hotel Management</b>		<b>Semester-1</b>
		<b>Session: 2024-2025</b>
<b>Course Code</b>	<b>BHMGE-101</b>	
<b>Course Title</b>	<b>Computer Fundamental and MS office</b>	
<b>Course Type</b>	<b>General Elective (GE)</b>	
<b>Pre-requisite(if any)</b>	<b>As per requirement</b>	
<b>Course Learning Outcomes (CLO)</b>	After Completing this course, students will be able to: <ul style="list-style-type: none"> <li>➤ Study and use of basic concepts and terminology of information technology.</li> <li>➤ Organize files and documents on storage devices.</li> <li>➤ Acquire knowledge of ICT and Internet applications.</li> <li>➤ Develop information technology solutions by evaluating user requirements in advance trends of IT.</li> <li>➤ Acquire knowledge of MS-Excel, MS-PowerPoint and MS Access.</li> </ul>	
<b>Credit Value</b>	<b>04 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>
<b>Total Marks</b>	<b>Max. Marks:=100</b>	<b>Min Passing Marks: 40</b>
<b>PART -B: Content of the Course</b>		
Total No. of Teaching-learning Periods (01 Hr. per period) - 60 Periods (60 Hours)		
<b>UNIT</b>	<b>Topics (Course contents)</b>	

I	<p><b>Introduction to Computer:</b> History of computer, Generations and Classification, Basic Anatomy of Computer: Block Diagram, Central Processing Unit (CPU): Function of each Unit, Memory: Primary, Cache, Flash, Software and its needs, Types of S/W: System Software and Application Software, Types of Programming Language: Machine Language, Assembly Language, High Level Language their advantages and disadvantages, Language Processors/Translators: Assembler, Interpreter and Compiler, Fundamental of Information Technology: Data and Information, Concept of IT Application of IT, What is ICT?, Components of ICT, Impact of ICT in Society.</p> <p><b>Advanced Trends in IT:</b> Cloud Technology, Virtual LAN Technology, MCommerce.</p> <p>Nanotechnology, Virtual Reality, 3-D Printing, Internet of Things (IoT), Artificial Intelligence (AI), Machine Learning (ML), Cloud Computing, Quantum Computing, G Suite, GoI digital initiatives in higher education: SWAYAM, Swayam Prabha, National Academic Depository, National Digital Library of India, E-Sodh-Sindhu, Virtual labs, e-Yantra and NPTEL.</p>	15 (15hrs)
II	<p><b>MS-Word:</b> Introduction to word processing software and its features, Creating new document, Saving documents, Opening and Printing documents. Home Tab: Setting fonts, Paragraph settings, Various styles (Normal, No spacing, Heading1, Heading2, Title, Strong), Find &amp; Replace, Format painter, Copy paste and paste special. Insert Tab: Pages, Tables, Pictures, Clipart, Shapes, Header &amp; Footer, Word Art, Equation and Symbols. Page Layout Tab: Page setup, Page Background, Paragraph (indent and spacing). Mailing Tab: Create Envelops and Labels, Mail Merge. Review Tab: Spelling and Grammar check, New comment, Protect document, View Tab: Document views, Zoom, Window (New window, Split, Switch window).</p>	15 (15hrs)
III	<p><b>MS-Excel:</b> Introducing Excel, Use of Excel sheet, creating new sheet, Saving, Opening, and Printing workbook. Home Tab: Font, Alignment, Number, Styles and cells and editing, Conditional Formatting. Insert Tab: Table, Charts (column chart, Pie chart, Bar chart, Line chart) and Texts (header &amp; footer, word art, signature line). Page Layout Tab: Page setup options, Scale to fit (width, height, scale). Formulas Tab: Auto sum (sum, average, min, max), Logical (IF, and, or, not, true, false), Math &amp; Trig (sin, cos, tan, ceiling, floor, fact, mod, log), Sort and Filter options, Data validation, Group and ungroup. Review Tab: Protect sheet, Protect workbook, and Share workbook. View Tab: Page breaks, Page layout, Freezing Panes, Split and hide.</p>	15 (15hrs)
IV	<p><b>Working with PowerPoint and MS-Access</b></p> <p><b>PowerPoint:</b> Introducing PowerPoint, Use of PowerPoint presentation, Creating new slides saving. Opening and printing. Home Tab: New slide, Layout. Reset, Delete, Setting text direction, Align text, Convert to smart art, Drawing options. Insert Tab: Table, Picture, Clipart, Photo album, Smart art, Shapes and chart, Movie and sound, Hyperlink and action, Text box, Word art, Object. Design Tab: Page setup options, Slide orientation, Applying various themes, Selecting background style and formatting it. Animations Tab: Custom animation for entrance, Exit and emphasis, Applying slide transition, Setting transition speed and sound, Animation</p>	15 (15hrs)



	on rehearse timing. Slideshow & View Tab: Start slide, Show options, and Setup options. View tab: Presentation views, Colors and Window option. <b>MS-Access:</b> Introduction to DBMS, features of DBMS, creating blank databases, Saving it in accdb format, Defining data type in MS Access, Creating tables, creating reports, query wizard.	
<b>Keywords</b>	<b>Accounting, Capital, Revenue, Rectification of Errors, BRS, Final Accounting.</b>	

### **PART-C: Learning Resources**

Text Books, Reference Books and Others

Text Books Recommended-

- Computer Fundamentals, P.K. Sinha, BPB Publication, Sixth Edition.
- Fundamentals of Information Technology, Chetan Shrivastava, Kalyan Publishers.
- Fundamentals of Computers, V. Rajaraman, PHI Sixth Edition.
- Computer Fundamentals and Office Automation, Dr. Santosh Kumar Miri, Iterative International Publisher IIP.
- Computer Fundamentals Architecture and Organization, B. Ram, New Age International Publishers, Fifth Edition.
- Fundamentals of Information Technology, Alexis Leon and Mathews Leon, Vikash Publication.

**Text Books Recommended-**

- Introduction to Information Technology, V. Rajaraman, PHI publication.
- Fundamental of IT, Leon and Leon, Leon Tec world.
- Introduction to Information Technology, Aksoy and Denardis, Cengage learning. Computers Today, Suresh K. Basandra, Galgotia Publications.
- OFFICE 2013 in Simple Steps, Kogent Solution Inc., DremTech Press.
- Information Technology The breaking wave, Dennis P.Curtin, Kim Foley, Kunai Sen and Cathleen Morin, TMH.
- Access 2010 in Simple Steps by Kogent Learning Solutions Inc.

### **PART -D: Assessment and Evaluation**

Suggested Continuous Evaluation Methods:

Maximum Marks:	100 Marks
Continuous Internal Assessment (CIA):	30 Marks
End Semester Exam (ESE):	70 Marks

Continuous Internal Assessment (CIA): 30 ( By Course Teacher)	Internal Test/Quiz:20+20 Assignment/ Semenar-10 Total Marks-30	Better marks out of the two test/ Quiz + obtained marks in Assignment shall be considered against 15 Marks
End Semester Exam (ESE):70	Two section A&B Section A :Q1 Objective 10*1=10 Marks Q2 Short answer type-5*4=20 Section B : Descriptive answer type qts 1 out of 2frm each- 4*10=40 Marks	

**Signature of Convener & Members (CBoS)**



**FOUR YEAR UNDERGRADUATE PROGRAM (2024-28)**

**DEPARTMENT OF COMMERCE AND MANAGEMENT**

**COURSE CURRICULUM**

<b>PART-A: Introduction</b>		
<b>Program: Bachelor of Business Administration in Hotel Management (Certificate/Diploma/Degree Honors)</b>	<b>Semester-1</b>	<b>Session: 2024-2025</b>
<b>Course Code</b>	<b>BHMOVAC-101</b>	
<b>Course Title</b>	<b>Library and Information Resources</b>	
<b>Course Type</b>	<b>Value Addition Course (VAC)</b>	
<b>Pre-requisite(if any)</b>	<b>As per requirement</b>	
<b>Course Learning Outcomes (CLO)</b>	<ul style="list-style-type: none"> <li>➤ Acquainted with library resources and their various types.</li> <li>➤ Understood general and reference sources.</li> <li>➤ Familiar with electronics and open resources.</li> <li>➤ Able to evaluate library resources and locate answer to reference queries. Able to evaluate of Web-Based Resources.</li> </ul>	
<b>Credit Value</b>	<b>02 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>
<b>Total Marks</b>	<b>Max. Marks:=50</b>	<b>Min Passing Marks: 20</b>
<b>PART -B: Content of the Course</b>		
<b>Total No. of Teaching-learning Periods (01 Hr. per period) - 30 Periods (30 Hours)</b>		
<b>UNIT</b>	<b>Topics (Course contents)</b>	
<b>I</b>	<b>Understanding Library Resources</b> <ul style="list-style-type: none"> <li>• Concept, Definition, Scope</li> <li>• Types of Library and Information Sources</li> <li>• Documentary and Non-Documentary Sources</li> <li>• Primary, Secondary and Tertiary Sources</li> </ul>	<b>08 (08hrs)</b>

<b>II</b>	<b>General and Reference Sources</b> <ul style="list-style-type: none"> <li>• Meaning, Definition, Scope</li> <li>• General Resource Materials</li> <li>• Reference Sources-Nature and types</li> <li>• General Sources vs. Reference sources</li> </ul>	<b>07 (07Hr)</b>
<b>III</b>	<b>Electronic and Open Access Resources</b> <ul style="list-style-type: none"> <li>• E-resources-meaning, concept and definition</li> <li>• Types, nature and scope</li> <li>• Open access resources-nature and accessibility</li> <li>• Web based resources-nature and accessibility</li> </ul>	<b>08 (08Hr)</b>
<b>IV</b>	<b>Evaluation of Library Resources</b> <ul style="list-style-type: none"> <li>• Need and Purpose of Evaluation</li> <li>• Criteria for Evaluation</li> <li>• Evaluation of Documentary Resources</li> <li>• Evaluation of Web-Based Resources</li> </ul>	<b>07 (07Hr)</b>

**Keywords** Accounting, Capital, Revenue, Rectification of Errors, BRS, Final Accounting.

### **PART-C: Learning Resources**

Text Books, Reference Books and Others

Text Books Recommended-

1. Bupp, R. C. & Smith, L.C. Reference & Information Services, 2nd Ed. US.Libraries Unlimited,2011.
2. Cassell, K. A. & Hiremath, U.Reference & Information Servicesinthe21stCentury:AnIntroduction,2 nd Ed. US, American Library Association, 2011.
3. Kaushal,C.&Mahapatra, R.K. Open Access E-Resources in Library & Information Science. New Delhi, Ess Ess Publication, 2013.
4. Kumar, K. Library Manual, 4th Ed. New Delhi, S. Chand, 2018.
5. Kumar, PSG.InformationSources and Services-Theory and Practice. Vol.6.NewDelhi:BR Publishing Corporation, 2004.
6. Ranganathan, SR. Library Book Selection. New Delhi. EssEss Publications, 2006
7. Ranganathan, SR. Library Manual. New Delhi. EssEss Publications, 2008
8. Sharma,(J.S.)and Grover(DR). Reference Services and Sources of Information. New Delhi. Ess Ess Publications, 1987.

9. Singh, G. Information Sources, Services & Systems. New Delhi, Prentice Hall India Learning, 2013.

Online Resources-

- [https://ebooks.lpude.in/library\\_and\\_info\\_sciences/DLIS/Yea](https://ebooks.lpude.in/library_and_info_sciences/DLIS/Yea)
- AND INFORMATION SCIENCE.pdf
- eGyanKosh:BLI-221 Library. Information and Society Microsoft Word-LG-Lesson 1 Lib(nios.ac.in)
- Microsoft Word-BLIS-101.1 (uou.ac.in)
- 0 [http://14.139.237.190/other\\_pdf/BLIS\\_01\\_N.pdf](http://14.139.237.190/other_pdf/BLIS_01_N.pdf)(UPRTOU)
- [http://14.139.237.190/other\\_pdf/BLIS-01.pdf](http://14.139.237.190/other_pdf/BLIS-01.pdf)(UPRTOU) eGyanKosh: □□□□ □ □22 □ □□□□□ □□□ □□□□□ □□□ □□□
- LCh-001H.pdf(nios.ac.in)
- LCh-002H.pdf(nios.ac.in)
- e-PGPathshala(inflibnet.ac.in)
- refl-1(lpude.in)
- 0eGyanKosh:BLIS-05 Referenceand InformationSources
- [pssou.ac.in/read\\_e\\_book?id=424c49425f3036](http://pssou.ac.in/read_e_book?id=424c49425f3036)
- [http://14.139.237.190/other\\_pdf/BLIS\\_06.pdf](http://14.139.237.190/other_pdf/BLIS_06.pdf)(UPRTOU)

**PART -D: Assessment and Evaluation**

Suggested Continuous Evaluation Methods:

Maximum Marks:	50 Marks
Continuous Internal Assessment (CIA):	15 Marks
End Semester Exam (ESE):	35 Marks

Continuous Internal Assessment (CIA): ( By Course Teacher)	Internal Test/Quiz:10+10 Assignment/ Sememar-05 Total Marks-15	Better marks out of the two test/ Quiz + obtained marks in Assignment shall be considered against 15 Marks
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End Semester Exam (ESE):70	Two section A&B Section A :Q1 Objective 5*1=5 Q2 Short Answer Type 5*2=10 Section B : Descriptive answer type qts 1 out of 2 from each- 4*5=20 Marks
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**Signature of Convener & Members (CBoS)**



**FOUR YEAR UNDERGRADUATE PROGRAM (2024-28)**

**DEPARTMENT OF COMMERCE AND MANAGEMENT**

**COURSE CURRICULUM**

<b>PART-A: Introduction</b>		
<b>Program: Bachelor of Business Administration in Hotel Management (Certificate/Diploma/Degree Honors)</b>	<b>Semester-1</b>	<b>Session: 2024- 2025</b>
<b>Course Code</b>	<b>BHMAEC-101</b>	
<b>Course Title</b>	<b>Environmental Studies</b>	
<b>Course Type</b>	<b>Ability Enhancement course (AEC)</b>	
<b>Pre-requisite(if any)</b>	<b>As per requirement</b>	
<b>Course Learning Outcomes (CLO)</b>	<ul style="list-style-type: none"> <li>➤ CO 01: relate the basic concept of the environment</li> <li>➤ CO 02: explain environmental alterations</li> <li>➤ CO 03: develop skills in environmental measurement</li> <li>➤ CO 04: examine correction measures of the environment</li> </ul>	
<b>Credit Value</b>	<b>02 Credits</b>	<b>01 Credit =15 Hours-learning &amp; Observation</b>
<b>Total Marks</b>	<b>Max. Marks:=50</b>	<b>Min Passing Marks: 20</b>
<b>PART -B: Content of the Course</b>		
<b>Total No. of Teaching-learning Periods (01 Hr. per period) - 60 Periods (60 Hours)</b>		
<b>UNIT</b>	<b>Topics (Course contents)</b>	
<b>I</b>	<b>Basic Composition:</b> 1. Abiotic and Biotic components of the environment 2. Biodiversity Concept, types, and measures about its protection 3. Basic concept of Bio-Geo Chemical Cycle 4. Energy Flow in an ecosystem	<b>07 (7hrs)</b>
<b>II</b>	<b>Alterations in Environment</b> 1. Concept and components of the pond ecosystem	<b>07 (7hrs)</b>

	2. Air pollution and measures for its control 3. Water pollution and measures for its control 4. Global warming, Climate change, and possible measures	
<b>III</b>	<b>Measurements of Environmental Components</b> 1. Soil composition and methods of its analysis 2. Water analysis methods for DO, BOD, COD 3. Water analysis methods for pH, TDS, Turbidity, Salinity, and Alkalinity 4. Information about environmental factors-PM-10, PM-2.5, NO <sub>2</sub> , O <sub>3</sub>	<b>08 (8hrs)</b>
<b>IV</b>	<b>Application Measures</b> 1. Useful microbes to control water pollution 2. Useful microbes to control soil pollution 3. Concept of Biodegradation 4. Concept of Phytoremediation	<b>08 (8hrs)</b>
<b>Keywords</b>	Ecosystem, Pollution, Climate Change, Biodegradation	

### **PART-C: Learning Resources**

Text Books, Reference Books and Others

Text Books Recommended-

1. Ecology and Environment, 8th Edition, P.D.Sharma, Rastogi Publication, Meerut.
2. Environmental Biology, 2nd Edition, P.D.Sharma, Rastogi Publication, Meerut.
3. Environmental Biology and Toxicology, 2nd Edition, P.D.Sharma, Rastogi Publication, Meerut.
4. Environmental Studies, 1st Edition, S.V.S.Rana, Rastogi Publication, Meerut.
5. Environmental Biotechnology, 1<sup>st</sup> Edition, S. V. S. Rana, Rastogi Publication, Meerut.

#### **Online Resources-**

- e-Resources / e-books and e-learning portals
- Online Resources-
- e-Resources/ e-books and e-learning portals

### **PART -D: Assessment and Evaluation**

**Suggested Continuous Evaluation Methods:**

Maximum Marks: 50 Marks

Continuous Internal Assessment (CIA): 15 Marks

End Semester Exam (ESE): 35 Marks

Continuous Internal Assessment (CIA):  
( By Course Teacher)

Internal Test/Quiz:10+10  
Assignment/ Semenar-05  
Total Marks-15

Better marks out of the two  
test/ Quiz + obtained marks in  
Assignment shall be  
considered against 15 Marks

End  
Semester  
Exam  
(ESE):70

Two section A&B

Section A :Q1 Objective 5\*1=5 Q2 Short Answer Type 5\*2=10

Section B : Descriptive answer type qts 1 out of 2 from each- 4\*5=20 Marks

***Signature of Convener & Members (CBoS)***