



आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश
IFTM University, Moradabad, Uttar Pradesh
NAAC ACCREDITED

SCHOOL OF BUSINESS MANAGEMENT

**DEPARTMENT OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY**

**BACHELOR OF HOTEL MANAGEMENT & CATERING
TECHNOLOGY**

[II YEAR, III YEAR AND IV YEAR]

[FOR ACADEMIC SESSION 2020-21]

IFTM UNIVERSITY

N.H.-24, Lodhipur Rajput, Delhi Road, Moradabad, Uttar Pradesh-244001
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SCHOOL OF BUSINESS MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

Study & Evaluation Scheme of
Bachelor of Hotel Management & Catering Technology (BHMCT)
[II, III and IV Year]
[for Academic Session 2021-22]

Summary

Programme:	<i>Bachelor of Hotel Management & Catering Technology (BHMCT)</i>
Course Level:	<i>Degree (Under Graduation)</i>
Duration:	<i>Four years (Eight semesters) Full time</i>
Medium of Instruction:	<i>English</i>
Minimum Required Attendance:	<i>75%</i>
Maximum Credits:	<i>276</i>

Programme Outcomes (POs):

Students completing this programme will be able to:

- Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.
- Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.
- Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.
- Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
- Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.
- Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

Preamble

The advent of liberal economic policy has ushered in significant socio-economic changes in the Indian society. This has undoubtedly resulted in the boom of tourist traffic providing better avenues for the growth of the Hotel and Catering industry in India. Hence there is a dire need and scope for trained personnel. Being a service industry it would require the staff having specific skills and competencies to manage the Hotel to international standards.

Bachelor of Hotel Management & Catering Technology Programme is going to be introduced in the Academic Year 2015 – 2016. It is well -suited for all hotel management professionals who wish to upgrade their qualifications in order to gain a competitive advantage in their careers.

It has been estimated that most of the people tend to leave the hotel industry due to lack of growth. This leads to higher attrition levels and is a major bane for this sector. To give a boost for the career advancement one needs higher levels of managerial skills and knowledge which would be met by giving a program which has a curriculum aimed at developing the conceptual skills of the students.

India's hotel industry can be compared with the best hotels in the world. However, the hospitality based educational programmes offered by various Institutes still focus on hotels only. Today there is a move from hotel to hospitality. The term 'Hospitality' is more holistic and encompasses much more than four primary functional areas in a hotel namely Front Office, Housekeeping, Food & Beverage Service and Food Beverage Production. A Hotel is merely a type of establishment as opposed to hospitality, which is a phenomenon that prevails across diverse type of establishment such as Hotels, Restaurants, Airlines, Convention Centers, Events Destinations and related services.

Keeping the above in mind and the uphill growth of the tourism industry, this unique course will be able to meet the need of the industry & academia at all levels, offering full time course for new entrants.

Study and Evaluation Scheme

Programme: Bachelor of Hotel Management & Catering Technology (BHMCT)

Semester III

Sr. No.	Subject Code	Subject	Credit	Evaluation Scheme		
Theory				Internal 30	External 70	Total
1	BHMCT301	Food Production -III	4	30	70	100
2	BHMCT302	Food & Beverage Services -III	4	30	70	100
3	BHMCT303	Front Office Operations - III	4	30	70	100
4	BHMCT304	House Keeping Operations - III	4	30	70	100
5	BHMCT305	Nutrition and Food Science	4	30	70	100
6	BHMCT306	Computer Applications	4	30	70	100
7	BHMCTUDM	Disaster Management	--	30	70	100*
Practical						
1	BHMCT301P	Food Production –III	4	30	70	100
2	BHMCT302P	Food & Beverage Services–III	4	30	70	100
3	BHMCT303P	Front Office Operations – III	4	30	70	100
4	BHMCT304P	House Keeping Operations – III	4	30	70	100
Total			40	300	700	1000

***Qualifying Paper**

Semester IV

Sr. No.	Subject Code	Subject	Credit	Evaluation Scheme		
Theory				Internal 30	External 70	Total
1	BHMCT401	Food Production -IV	4	30	70	100
2	BHMCT402	Food & Beverage Services -IV	4	30	70	100
3	BHMCT403	Front Office Operations - IV	4	30	70	100
4	BHMCT404	House Keeping Operations - IV	4	30	70	100
5	BHMCT405	Hotel Engineering	4	30	70	100
6	BHMCT406	Research Methodology	4	30	70	100
Practical						
1	BHMCT401P	Food Production –IV	4	30	70	100
2	BHMCT402P	Food & Beverage Services–IV	4	30	70	100
3	BHMCT403P	Front Office Operations – IV	4	30	70	100
4	BHMCT404P	House Keeping Operations – IV	4	30	70	100
Total			40	300	700	1000

Semester V

Sr. No.	Subject Code	Subject	Credit	Evaluation Scheme		Total
				Internal	External	
1	BHMCT501P	Training Report Evaluation and viva voce	8	60	140	200
2	BHMCT502P	Log Book Evaluation	8	60	140	200
3	BHMCT503P	Viva Voce and Presentation	8	60	140	200
Total			24	180	420	600

Semester VI

Sr. No.	Subject Code	Subject	Credit	Evaluation Scheme		
Theory				Internal 30	External 70	Total
1	BHMCT601	Food Production -V	4	30	70	100
2	BHMCT602	Food & Beverage Services -V	4	30	70	100
3	BHMCT603	Front Office Operations - V	4	30	70	100
4	BHMCT604	House Keeping Operations - V	4	30	70	100
5	BHMCT605	Contemporary Ecological and Environmental Issues	4	30	70	100
6	BHMCT606	Principles of Management	4	30	70	100
Practical						
1	BHMCT601P	Food Production –V	4	30	70	100
2	BHMCT602P	Food & Beverage Services –V	4	30	70	100
3	BHMCT603P	Front Office Operations – V	4	30	70	100
4	BHMCT604P	House Keeping Operations – V	4	30	70	100
Total			40	300	700	1000

Semester VII

Sr. No.	Subject Code	Subject	Credit	Evaluation Scheme		
Theory				Internal 30	External 70	Total
1	BHMCT701	Specialization Group I Elective –I	4	30	70	100
		Specialization Group I Elective –II				
2	BHMCT702	Hospitality Marketing	4	30	70	100
3	BHMCT703	Human Resource Management	4	30	70	100
4	BHMCT704	Hotel Law	4	30	70	100
5	BHMCT705	Facility Planning	4	30	70	100
6	BHMCT706	Entrepreneurship Development	4	30	70	100
Practical						
1	BHMCT701P	Elective –I	4	30	70	100
		Elective –II				
Total			28	210	490	700

Semester VIII (On-The-Job Training)

Sr. No.	Subject Code	Subject	Credit	Evaluation Scheme		Total
				Internal	External	
1	BHMCT801P	Training Report Evaluation and viva voce	8	60	140	200
2	BHMCT802P	Log Book Evaluation	8	60	140	200
3	BHMCT803P	Viva Voce and Presentation	8	60	140	200
Total			24	180	420	600

LIST OF ELECTIVES*

1. BHMCT701 E1 A1: Kitchen Management
2. BHMCT701 E1 A2: Bar Management
3. BHMCT701 E2 A1: Front Office Operations
4. BHMCT701 E2 A2: Housekeeping Operations

** The Specialization groups offered by the school may be subject to change as per the requirement of the program and availability of the resources. Students of VII semester are required to select any one subject from specialisation group I (Elective I) and one subject from specialisation group I (Elective II).*

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 301: FOOD PRODUCTION – III

Objective: This course of study aims at introducing the students to ‘Indian Cookery’ with specific reference to Indian Regional Cuisine & Tandoori Preparation.

UNIT I

(8 Sessions)

Introduction to Indian Cookery: Concept, history, dimensions. Spices used in Indian Cookery- types and role of Spices in Indian Cookery.

UNIT II

(10 Sessions)

Introduction to Regional Cuisines I: Factors Affecting Regional Cuisine, Cuisine of Different States **Eastern** (North eastern Cuisines, Bihar, Purvanchal, and Bengal), **Western** (Maharashtra, Gujarat, and Goa) **and North Indian** (Kashmir, Punjab Rajasthan, Uttar Pradesh: with specific reference to Mughlai and Awadhi.) **Cuisines. Introduction to Tandoor:** Preparation & care of Tandoor, Mise-En-Place for Tandoori Preparation, Recipes of Prominent Tandoori Dishes, Tandoori Breads.

UNIT III

(10 Sessions)

Introduction to Regional Cuisines II: Central (Madhya Pradesh, Chattisgarh) **and South Indian** (Andhra Pradesh, Hyderabad, Karnataka, Kerala Cuisine,) **Cuisines.**

UNIT IV

(12 Sessions)

Raising Agents & Shortenings: Types of Raising Agents & Shortenings Agents, role of Raising and Shortenings, Advantages & Disadvantages of Raising & Shortenings Agents.

Introduction to Bakery & confectionary: Meaning and preparation of dough, types of Dough, Yeast dough, Faults & remedies. Sugar- types & role, cooking of Sugar. Paste- types of Paste, Cakes- Cake making methods, faults & remedies.

Practicals:

1. Preparation of basic masalas and gravies
2. Preparation of regional cuisines
3. Preparation of Tandoori items
4. Bread making- white brown, multi grain

Course Outcomes:

Students completing this course will be able to:

1. Define the history of cooking, its modern developments and develop brief idea of various cuisines.
2. Prepare and experiment of Indian Cuisine with various spices.
3. Know the culture, eating habits, preparation of popular dishes from the cuisines of India.
4. Describe properties and functions of the basic ingredients used in bakery.

Suggested Readings:

1. Arora Krishna: Theory of Cookery; Frank Bros & Co.
2. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
3. Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
4. Modern Cookery for Teaching and the Trade Vol. I & Vol. II – Thangam E. Philip (Mumbai, Orient Longman).
5. Chef's Manual of Kitchen Management – John Fuller.
6. Le Repertoire De La Cuisine – L.Saulnier.

Web Sources:

1. <https://medium.com/@sofiacomas/role-of-indian-spices-in-indian-history-8c8de47d6203>
2. <https://en.wikipedia.org/wiki/Tandoor>
3. <http://ihmgwalior.blogspot.com/2012/10/bakery-theory-notes.htm>
4. <https://www.dovesfarm.co.uk/hints-tips/types-of-raising-agents>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
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BHMCT 302: FOOD & BEVERAGE SERVICES – III

Objective: The framework of this paper has been designed with the aim to develop professional skills of the students required for serving the various alcoholic beverages to the guests. With the study of present module, the students will also be able to understand control methods and procedures involving F & B Service.

UNIT I

(10 Sessions)

Alcoholic Beverages - Beers and other Fermented and Brewed Beverages: Definition, characteristics, classification of alcoholic beverages, Types of Beer, Beer Manufacturing Process, Brands (Indian and International), Service of different types of Beer, Sake, cider and Perry.

UNIT II

(10 Sessions)

Spirits: Introduction & definition, Types of Manufacturing process – (Pot Still & Patent Still) Production of Spirits, Service of Spirit, Proof Spirit – English, American & gay Lussac.

UNIT III

(10 Sessions)

Introduction to Cheese: Types, Production, Brands and Service, Storage.

UNIT IV

(10 Sessions)

Gueridon Flambé Service: History of Gueridon, definition, Advantage / Disadvantages, Types of trolleys, Gueridon Equipment.

Control Methods: Necessity and functions of control system; control measures, Billing methods - duplicate and triplicate system, KOTs and BOT', computerized KOT's

Practicals:

1. Practice of social skills; dress code, Flambé
2. Preparation of BOT & KOT.,
3. Understanding Beer & Spirit labels.
4. Service of Beer – (Bottle, Can, and Draught), Service of Spirit.

Course Outcomes:

Students completing this course will be able to:

1. Take Orders of Food and Spirits & Serve alcoholic beverages.
2. Describe how beer is made and the role of each of its ingredients.
3. Distinguish between fermented and distilled beverages and identify them.
4. Define and explain such familiar but mysterious terms as: bottled in bond, aged in wood, sour mash, single malt, London dry, neutral spirits, VSOP, and more.
5. Define “proof” and relate it correctly to alcohol content.

Suggested Readings:

1. Lillcrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder&
2. Stoughton Educational.
3. Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.
4. Essential Table Service for Restaurants – John Fuller
5. The Waiter – A.J.Curry
6. Modern Restaurant Service – John Fuller
7. Beverage Management – Michael Coltman
8. Table and Bar – Jeffrey Clarke

Web Sources:

1. <https://www.ihmnotessite.net/3-food-beverage-service>
2. rkftmu.blogspot.com/2017/09/course-bhmct-subjectfood.htm
3. <https://www.bngkolkata.com/web/cheese/>
4. <https://www.bngkolkata.com/web/tag/food-and-beverage-service-notes/>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
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BHMCT 303: FRONT OFFICE OPERATIONS - III

Objective: This module aims at exposing students with payment, Credit, cashiering, meetings, and Bell Services at the Hotel.

UNIT I (12Sessions)

Accounting for hotel room division: Reservation / Stay & check-out-Advances/Settlements etc.

Credit Card: meaning, concept, types, method of accepting Credit Cards, Precautions.

UNIT II (8 Sessions)

Conferences & Conventions: Bookings/Formats/Execution/Closure.

UNIT III (10 Sessions)

Operational Reports & Credit Control Methods: Cashier's Reports, Credit Control, Method of settling guest's accounts.

UNIT IV (10 Sessions)

Foreign Exchange: Introduction to regulation regarding foreign exchange, Encashment certificate, Accepting foreign exchange, Exempted guests.

Practicals:

1. Practice regarding Handling: Credit Cards/Debit cards
2. Meetings, Luggage, Paging
3. Accepting Payments.

Course Outcomes:

Students completing this course will be able to:

1. Understand how accounting is conducted for hotel room division.
2. Learn the bookings, execution and closure formats in a hotel.
3. Understand the integrated functions of front office staff in the hotel.
4. Gain knowledge pertaining to the roles & responsibilities of the front office staff.

Suggested Readings:

1. Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
3. Check in Check out – Jerome Vallen
4. Front Office Procedures – Peter Abbott & Sue Lewry
5. Basic Hotel Front Office Procedures – Peter Renner
6. Managing Front Office Operations – G. E. Steadman
7. Front Office Operations and Management – Dennis L. Foster

Web Sources:

1. <https://www.ihmnotessite.net/3-front-office>
2. <https://ihmstudymaterial.blogspot.com/p/3rd-semester-front-office-notes-1.html>
3. <https://www.scribd.com/doc/275846358/Front-Office-1st-Sem-Notes>
4. <https://www.msihmctrs.in/bhmct.pdf>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
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BHMCT 304: HOUSEKEEPING OPERATIONS – III

Objective: This module exposes to students to the various vital areas of housekeeping, ranging from ‘stain removing’; ‘laundry operations’; ‘floral arrangements’ and ‘cleaning of public areas’ to ‘pest control’.

UNIT I

(10 Sessions)

Laundry: Laundry operations: nature, scope, significance and guiding principles, Duties and responsibilities of Laundry staff - laundry manager, staff in charge, dry cleaning supervisor, spotter cum Presser, laundry clerk, valet runner and laundry attendants. Equipment layout and planning of laundry, Flow Process of Industrial Laundry, Stages in wash cycle; dry cleaning, Role and classification of Laundry agents, Guest Laundry services; collection and delivery.

UNIT II

(10 Sessions)

Stain Removal: classification of stains, General rules for stain removal; classification of stain removals, Methods of removing stains from different surfaces, Precautions and limitations.

Beds & Linen: Types of Beds, Types of linen & their sizes.

UNIT III

(10 Sessions)

Cleaning of Public Areas: Cleaning of lobby, cloak room, restaurants, bar, banquet hall, administrative offices, Lifts, elevators, staircases, corridors, and, front and Back Areas; material and methods, Cleaning Process, Upkeep of public areas

UNIT IV

(10 Sessions)

Pest Control: Types of pest found in hotels, Areas of infestation; consequences of infestation, Prevention and control measure; risks and precautions, Responsibility of housekeeping in pest control.; Pest control - rats, termite and insects/bugs.

Practicals:

1. Exercises involving -Stain removal – removal of ink, blood, turmeric, oil and grease etc.
2. Laundry Procedures for bed sheets, pillow cover, napkins, upholsteries and towels etc.
3. Dry Cleaning – woolens, silk and satin
4. Public area cleaning – poolside, lobbies, corridors, common conveniences, stairs, lifts and escalators.

Course Outcomes:

Students completing this course will be able to:

1. Identify stain removing technique for different nature of stains and fabrics
2. Describe commercial laundry set up and operations in hotel
3. Describe various types of beds and mattresses
4. Understand various pests and their treatment.
5. Analyse various cleaning routine in guest rooms and public area.

Suggested Readings:

1. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
2. Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
3. A.C. David, Hotel and Institutional Housekeeping.
4. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
5. Accommodation and Cleaning Services, Vol.I & Vol.II, David Allen, Hutchinson.

Web Sources:

1. <https://www.dbrau.org.in/...19/.../Hotel%20Management%20-%20IV%20semester.pdf>
2. https://www.academia.edu/1408229/Hotel_management_and_operations
3. <https://www.bhg.com>Laundry&Linens>StainRemoval>
4. <https://www.rentokil-pestcontrolindia.com/hospitality/hotel-pest-prevention/>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
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BHMCT 305: NUTRITION AND FOOD SCIENCE

Objective: After the study of this module, the students will be able to know the effects of microorganisms on food and apply the acquired knowledge in preserving food against contamination, intoxication and spoilage.

UNIT I **(8 Sessions)**

Introduction to Food Science: Meaning of Food, Nutrition, Malnutrition, Importance of food, Food Science: definition, scope and, significance, Food chemistry, food microbiology.

UNIT II **(10 Sessions)**

Bacteria, Yeast and Moulds: Bacteria- harmful effects of bacteria; food spoilage and putrefaction, Factors affecting growth of Bacteria, Food borne Illnesses; food poisoning and Food Spoilage. Moulds- meaning and purpose; beneficial effects; cheese making and antibiotics. Yeast: uses, role and significance in food and beverage Industry; alcoholic, fermentation; bread baking.

UNIT III **(10 Sessions)**

Nutrition: Types, Dietary sources, functions, Daily dietary requirements; effects of dietary, deficiency and excess of carbohydrates, lipids, protein, vitamins, minerals and water, Balanced diet and nutrition: quantitative and quality requirements according to age, sex, occupation and climate etc.

UNIT IV **(12 Sessions)**

Food Preservation: need and scope; principles of preservation; Methods of preservation: low temperature treatment (refrigeration, freezing); thermal preservation (pasteurization, sterilizing, canning); dehydration Chemical preservatives, Irradiation etc.

Food Standards: Food spoilage; causes of Food Spoilage, Food Packaging: types and functions; packaging material; Aseptic packaging, Modified-Atmosphere Packaging, Food standards; food adulteration, adulterants and control measures, Food Additives, Ethical, legal and regulatory framework, FSSAI standards & HACCP.

Course Outcomes:

Students completing this course will be able to:

1. Explain the meaning of food and nutrition and differentiate between nutrition and malnutrition.
2. Describe bacteria, yeast and moulds, their beneficial and harmful effects on food.
3. Understand nutrition and its types.
4. Understand the food preservation methods and food standards.

Suggested Readings:

1. Clinical Dietetics & Nutrition by F.P. Anita
2. Fundamentals of Food and Nutrition, Mudambi and Rajgopal

Web Sources:

1. <http://www.indiaenvironmentportal.org.in/category/19878/publisher/food-safety-and-standards-authority-of-india-fssai/>
2. <https://www.britannica.com/topic/food-preservation>
3. <https://dansensor.com/solutions/modified-atmosphere-packaging-food-and-beverage-industry>
4. https://www.wikilectures.eu/w/Micro-organisms_in_Foods
5. <https://www.hotelschool.co.za/food-spoilage-food-poisoning-need-know/>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
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BHMCT 306: COMPUTER APPLICATIONS

Objective: This module has been planned to create basic understanding on the structural and functional aspects of computers so that, in the subsequent semesters the incumbent students are readily able to assimilate the intricacies of computer applications with special reference to Hotel Management.

UNIT I

(10 Sessions)

Introduction and Organization of computers: Computers – Introduction and Characteristics, Block Diagram of computer. Input and Output Units of computer, Computer Memory, RAM, ROM, PROM, EPROM, EEPROM; Stable and dynamic memory; Primary and Secondary memory, Magnetic Hard disk, Floppy disk, CD-ROM, Disk Cartridges etc.. Hardware and Software.

UNIT II

(8 Sessions)

Introduction to Windows & MS Word: Windows - Functions and Advantages, Introduction to Word, Viewing, Creating, Opening and Saving a Document, Editing and Formatting Text, Proofing a Document, Mail Merge.

UNIT III

(12 Sessions)

MS Excel: Nature; Significance and Scope, Starting Excel, Working with a Spreadsheet, Editing the Worksheet, Formulae in Excel, Selecting, Inserting and Deleting Sheet. MS Power point: Introduction to 'Power Point'; viewing and creating presentations. Entering and Editing Text, Formatting Text, Drawing and Rotating Objects.

UNIT IV

(10 Sessions)

Internet: Introduction, Understanding 'www', Sending and receiving email; Accessing News groups/Websites, Downloading Files, Face book: concept and significance; Establishing Web Presence.

Practicals:

1. Practice on computers on MS word, Excel, Power Point and use and proficiency on internet
2. Use of PMS, software and how to generate various reports.

Course Outcomes:

Students completing this course will be able to:

1. Define the role of computer in present scenario
2. Able to know how to work on word, PowerPoint and excel
3. Describe computer network
4. Describe DBMS and its recent trends

Suggested Readings:

1. Braham, B. Computer System in Hotel and Catering Industry, Casseu, 1998.
2. Basandra, S.K. Computer Today, New Delhi: Golgothia Publications.
3. Clark, A. Small Business Computer Systems, Hodder and Stoughton, 1987.
4. London, K.C. and London. J.P. Management System Information System – a Contemporary perspective, Mc. Milan. 1988.

Web Sources:

1. <http://ecomputernotes.com/fundamental>
2. <https://www.tutorialspoint.com/word/index.htm>
3. https://www.researchgate.net/publication/258339295_FUNDAMENTALS_OF_COMPUTER_STUDIES
4. <https://www.tutorialspoint.com/excel/index.htm>
5. <https://www.tutorialspoint.com/powerpoint/index.htm>

Note: Latest editions of all the suggested readings must be used.

BHMCTUDM: DISASTER MANAGEMENT

Objectives:

- To provide students an understanding to the concepts and aspects of disaster and its relationship with development.
- To ensure awareness of Disaster Risk Reduction (DRR) approaches among students.
- To assist students, develop ability to respond to their environment with potential response to disaster.

UNIT I: Introduction to Disasters

(12 Sessions)

- Definition: Disaster, Hazard, Vulnerability, Resilience, Risks
- Types of disasters – Earthquake, Landslide, Flood, Drought, Fire, campus shooting, bomb threat, terrorist incidence and financial emergency etc.
- Causes and Impacts including social, economic, political, environmental, health, psychosocial, etc. Differential impacts- in terms of caste, class, gender, age, location, disability.
- Global trends in disasters: urban disasters, pandemics, complex emergencies, Climate change- Dos and Don'ts during various types of Disasters

UNIT II: Approaches to Disaster Risk Reduction

(10 Sessions)

- Disaster life cycle – its analysis, phases, culture of safety, prevention, mitigation and preparedness
- Community based DRR (Disaster Risk Reduction), Structural-nonstructural measures,
- Roles and responsibilities of community: Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), States, Centre, and other stakeholders

UNIT III: Inter-Relationship between Disasters And Development

(8 Sessions)

- Factors affecting Vulnerabilities, impact of Development projects such as dams, embankments, changes in Land-use etc.
- Climate Change Adaptation- IPCC Scenario and Scenarios in the context of India – Relevance of indigenous knowledge, appropriate technology and local resources.
- Role of international cooperations in Disaster Management

UNIT IV: Disaster Risk Management In India

(8 Sessions)

- Hazard and Vulnerability profile of India. Components of Disaster Relief: Water, Food, Sanitation, Shelter, Health, Waste Management

- Institutional arrangements (Mitigation, Response and Preparedness, Disaster Management Act and Policy – Other related policies, plans, programmes and legislation).
- Role of GIS and Information Technology Components in Preparedness, Risk Assessment, Response and Recovery Phases of Disaster – Disaster Damage Assessment.

UNIT V: Disaster Management: Applications, Case Studies and Field Works (7 Sessions)

The project /fieldwork is meant for students to understand vulnerabilities and to work on reducing disaster risks and to build a culture of safety. Projects must be conceived creatively based on the geographic location and hazard profile of the region where the college is located. A few ideas or suggestions are discussed below.

Several governmental initiatives require Urban Local Bodies (ULBs) and Panchayati Raj Institutions (PRIs) to be proactive in preparing DM plans and community-based disaster preparedness plans. Information on these would be available with the district collector or Municipal corporations.

Teachers could ask students to explore and map disaster prone areas, vulnerable sites, vulnerability of people (specific groups) and resources. The students along with teacher could work on ways of addressing these vulnerabilities, preparing plans and consultation with local administration or NGOs.

Students could conduct mock drills in schools, colleges or hospitals. They could also work on school safety, safety of college buildings, training in first aid.

Other examples could be- identifying how a large dam, road/ highway or an embankment or the location of an industry affects local environment and resources or how displacement of large sections of people creates severe vulnerabilities may be mapped by student project work.

The suggested topics for Project work for student could be as follows:

- Monitoring and evaluation plan for disaster response
- Low-cost Home-based water purification methods
- Planning Nutrition intervention programmes
- Safety tips before during and after earthquake, cyclone, floods and fire accidents.
- MockDrills
- Major disasters in India
- Disaster Management in India
- Flood affected areas and damages in India
- Heat waves in India
- Earth quakes in India
- Historical Tsunamis in India
- Nuclear emergence
- Traffic accidents in India
- Train Accidents
- Major disease outbreak

- Disaster management structure in India
- Precaution, mitigation of disaster in India
- Warning system in India to prevent disaster
- Bhopal gas tragedy
- Kutch earth quake
- Tsunami (2004)
- Kosi Calamity 2008
- Mayapuri radiation exposure Delhi (2010)
- Mock exercises

Any field works related to disaster management.

Course Outcomes: Students completing this course will be able to:

- Increase the knowledge and understanding of the disaster phenomenon, its different contextual aspects, impacts and public health consequences.
- Increase the knowledge and understanding of the International Strategy for Disaster Reduction (UN-ISDR) and to increase skills and abilities for implementing the Disaster Risk Reduction (DRR) Strategy.
- Ensure skills and abilities to analyse potential effects of disasters and of the strategies and methods to deliver public health response to avert these effects.
- Ensure skills and ability to design, implement and evaluate research on disasters.

Teaching Resources

Emphasis will be on interactive teaching learning methods. Tools could be Range of Films- documentaries and feature films related to disasters and their impacts and on vulnerabilities of people are available which a teacher could choose with care and screen. This could form a basis for classroom discussion.

Suggested Readings:

1. SatishModh, Introduction to Disaster Management, Macmillan Publisher India Ltd
2. Alexander David, Introduction in 'Confronting Catastrophe', Oxford University Press
3. Blaikie, P, Cannon T, Davis I, Wisner B: At Risk Natural Hazards, Peoples' Vulnerability and Disasters, Routledge.
4. Damon P. Coppola, Introduction to International Disaster Management, Butterworth-Heinemann,
5. Singhal J.P. "Disaster Management", Laxmi Publications. ISBN-10: 9380386427 ISBN-13: 978-9380386423
6. Tushar Bhattacharya, "Disaster Science and Management", McGraw Hill India Education Pvt. Ltd., . ISBN-10: 1259007367, ISBN-13: 978-1259007361]
7. Gupta Anil K, Sreeja S. Nair. Environmental Knowledge for Disaster Risk Management, NIDM, New Delhi
8. KapurAnu Vulnerable India: A Geographical Study of Disasters, IIAS and Sage Publishers, New Delhi.

9. Carter, Nick. Disaster Management: A Disaster Manager's Handbook. Asian Development Bank, Manila Philippines.
10. Cuny, F. Development and Disasters, Oxford University Press. Document on World Summit on Sustainable Development.
11. Govt. of India: Disaster Management Act 2005, Government of India, New Delhi. Government of India, 2009.
12. Sreeja S. Nair. Environmental Knowledge for Disaster Risk Management, NIDM, New Delhi Indian Journal of Social Work.
13. Special Issue on Psychosocial Aspects of Disasters, Volume 63, Issue 2, April.

Website Sources:

- <http://nidm.gov.in/>
- <http://nidmssp.in>
- <http://www.drishtiias.com/upsc-exam-gs-resources-COMMUNITY-BASED-DISASTER-MANAGEMENT>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 401: FOOD PRODUCTION -IV

Objective: This module will enable the students to develop skills, knowledge required to organise, and prepare international Cuisine and cold work.

UNIT I

(8 Sessions)

Continental Cuisine: Introduction to Continental Cuisine, Cooking Technique, Basic Ingredients Used, Continental Recipes.

UNIT II

(12 Sessions)

Cold Work: Introduction to Garde Manger Section and layout, Garde Manger Work and Its Importance, Study of Cuts of 1) Fish 2) Chicken 3) Meat 4) Beef & Their Uses, Basics, Types and Preparation of Pate, Terrine, galantine, ballontine, Mousse, Quenelles, Force Meat & Its Preparation, Salad – Types Preparation, Dressings, Sandwiches & canapés – Types, Fillings.

UNIT III

(10 Sessions)

International Cuisine: Chinese, Italian, Thai, Mexican, Japanese- Introduction, Cooking Style, Equipments Used.

UNIT IV

(10 Sessions)

Bakery & Confectionary: Pastry – Short Crust, Laminated, & Choux, Methods of preparation, Recipes, Uses & precautions. **Bread:** Bread Making Methods, Role of Ingredients, Bread faults & remedies.

Practicals:

1. Preparation of Continental menu Four Course & Five Course
2. Preparation of International Cuisine – Chinese, Japanese, Thai, Italian & Mexican
3. Preparation of Breads – White, Brown & Multigrain
4. Preparation of Pastries.

Course Outcomes:

Students completing this course will be able to:

1. Prepare and plan three course menu from international cuisines.
2. Understand the Bakery & Confectionary.
3. Define the cold section in kitchen.
4. Understand flavours, textures and certain ingredients of continental cuisine.

Suggested Readings:

1. Arora Krishna: Theory of Cookery; Frank Bros & Co.
2. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
3. Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
4. Modern Cookery for Teaching and the Trade Vol. I & Vol. II – Thangam E. Philip
5. Chef's Manual of Kitchen Management – John Fuller.
6. Le Repertoire De La Cuisine – L. Saulnier.

Web Sources:

1. <https://www.shiveskitchen.com/2015/08/continental-cuisine>
2. http://ramnishjassal.blogspot.com/2012/09/larder_22.html
3. <https://www.realsimple.com/food-recipes/cooking-tips-techniques/chinese-cuisine>
4. <https://www.chinahighlights.com/travelguide/chinese-food/cooking-techniques.htm>
5. <https://hmhub.me/role-ingredient-bread-making>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 402: FOOD & BEVERAGE SERVICES -IV

Objective: The course structure has been designed to develop the insight of the students on bar and bar related operations and elaborate knowledge of Wines, cocktails & mock tails, Banqueting procedure have been detailed for the knowledge of students.

UNIT I

(12 Sessions)

Wines: Definition and classification, Viticulture and, viticulture methods, Vinification -Still, sparkling, aromatised and fortified wine, Wines of France, Italy, Spain, Portugal, South Africa, India and American, Wine Glasses and Equipments; Storage and service of wines, Food and Wine Harmony; vine diseases, Wine Terms.

UNIT II

(8 Sessions)

Bar Operation: Types of bar, Layout of Bar, Bar Planning, Designing and Bar Menu, Bar Equipment, Bar Control, Bar Staff hierarchy.

UNIT III

(10 Sessions)

Cocktails & Mock tails: Introduction & Definition, Classic Cocktails & Cocktails – Recipes, Equipments & Glassware, Garnishes and Decorative accessories.

UNIT IV

(10 Sessions)

Aperitif: Introduction & Definition, Types of Aperitif & Uses, Service.

Liqueurs: Introduction & Definition, Types, Production Methods, Brands Names, Service.

Banquets: Introduction to Banquets, Banqueting, Staffing & Functions, Types of Banquet, Banquet Arrangements, Menu Planning

Practicals:

1. Identification of different types of glassware and wine bottles from different regions.
2. Matching wines with food.
3. Service of white, rose and sparkling wines, Champagne Service
4. Understanding wine terminology
5. Preparations, Presentation and Service of Mocktail and Cocktail
6. Service of Aperitif & Liqueur
7. Arrangement of Layout for Various Banquets.

Course Outcomes:

Students completing this course will be able to:

1. Know the professional wine service, preparation of wine list and proper handling of wine.
2. Understand suggestive selling of wine and Food and wine harmony.
3. Know the bar operation & bar control.
4. Understand how to prepare cocktails & mocktails.

Suggested Readings:

1. Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational.
2. Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.
3. Essential Table Service for Restaurants – John Fuller
4. Modern Restaurant Service – John Fuller
5. Beverage Management – Michael Coltman
6. Table and Bar – Jeffrey Clarke

Web Sources:

1. <https://www.scribd.com/document/335442711/IHM-2nd-year-Fnb-Service-Notes>
2. <https://www.kullabs.com/classes/subjects/units/lessons/notes/note-detail/6824>
3. <https://www.bngkolkata.com/web/alcoholic-beverages/>
4. <https://www.slideshare.net/VarunRathore1/cocktail-and-mocktail>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 403: FRONT OFFICE OPERATIONS – IV

Objective: This module aims at exposing the students with such professional aspects of Front Office Operations like, 'Computer Applications in Front Office'; Stay and Departure Procedure', 'Front Office Communication' and 'Guest Security' perspectives.

UNIT I

(10 Sessions)

Computer Applications in Front Office Operations: Computer application in front office; Types uses and, scope; advantage and limitations of computer application, Common software used in Front Office; Use of computers in Back Office system: MIS.

UNIT II

(8 Sessions)

Handling Guests Complaints: Importance & Types, Identifying, receiving and handling complaints; follow up procedures, Importance of feedback.

UNIT III

(10 Sessions)

Front Office Communication: meaning, concept; Guest Communication; Log Book; Information Directory; Mail and Package Handling; Telephone Services, Inter-Departmental Communication, Guest Services: equipment and supplies; special procedure; guest relations.

UNIT IV

(12 Sessions)

Guest Departure Procedures: Check-out formalities; express check-out; self check-out and late check-out, Account settlement; method of settlement; un-paid account balances; account collection; updating front office records; guest histories; marketing follow-up.

Security Perspectives: Significance and scope, Door Locks, Key Control and Access Control, Types of Locking System (Standard Mechanical door Lock, Non-Electronic Locking System), Guest Room Security, Emergency Procedures (Illness, accidents, theft, fire, etc.).

Practicals:

1. Mail and Package Handling, Wake-up call exercise, Log Book preparation
2. Preparation of Guest history Card, Key Control exercises
3. Use of computers in Back Office system
4. Emergency Procedures (Illness, accidents, theft, fire, etc.)
5. Inter-personal communication (verbal).

Course Outcomes:

Students completing this course will be able to:

1. Understand the integrated functions of front office staff in the hotel.
2. Gain knowledge pertaining to the roles & responsibilities of the front office staff.
3. Learn the formats of log book and understand the procedure of mail and package handling.
4. Understand the procedure of handling guests complaints.

Suggested Readings:

1. Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
3. Check in Check out – Jerome Vallen
4. Front Office Procedures – Peter Abbott & Sue Lewry
5. Managing Front Office Operations – G.E.Steadman

Web Sources:

1. www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
2. www.ehow.com › Careers & Work
3. books.google.co.in/books?isbn=0060655607
4. www.iRHMctan.edu/PDF/notes/FO/SY/CO%20&%20Settlement.doc
5. www.nab.com.au › Personal › Planning tools › Travel

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 404: HOUSEKEEPING OPERATIONS-IV

Objective: This paper has been planned to familiarize the incumbent budding professionals with such significant areas of housekeeping like interior design, furniture arrangement, and horticulture, alongside the key 'guest room' perspectives.

UNIT I

(10 Sessions)

Interior Design-I: Factor affecting interior design (particularly guest bed rooms and public areas), Basic elements of art and principle of design, Role of colour in Interior designing, Quality of colour, classification of colour, factor affecting colour schemes, Lighting and lighting systems in Hotels, Window and window treatments.

UNIT II

(10 Sessions)

Interior Design-II: Floor and wall coverage in different areas of hotels, Carpets – Types; selection criteria; role of accessories in selection, Layout of rooms and suites, effects of physical layout, Special consideration for rooms for physically handicapped and disabled, Redecoration and refurbishing of guest rooms, Shagging lists.

UNIT III

(8 Sessions)

Furniture and fixtures: Principles, Types of furniture, Planning the furniture in harmony with the ambience, Selection of desired furniture, Care and maintenance of furniture, Types of Joints; fixtures.

UNIT IV

(12 Sessions)

Horticulture: Essential components of Horticulture, Landscaping, Indoor Plants, Bonsai in the Hotel Properties.

Practicals:

1. Understanding colour wheel and schemes
2. Identification of different carpets
3. Identification of different types of lights
4. Arrangement of various fixtures and furniture
5. Understanding fundamentals of horticulture
6. Designing guest room interiors.

Course Outcomes:

Students completing this course will be able to:

1. Know various functions of Horticulture department
2. Identify various types of elements and principles of design.
3. Apply principles of design (use of furniture, carpets, lighting, and colour) in context of real situations.
4. Apply techniques of arrangements of various elements of interior decoration

Suggested Readings:

1. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
2. Branson & Lennox, Hotel Housekeeping, Hodder& Stoughton.
3. A.C. David, Hotel and Institutional Housekeeping.
4. Wellek, Hotel Housekeeping.
5. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
6. Accommodation and Cleaning Services, Vol.I&Vol.II, David.Allen, Hutchinson.

Web Sources:

1. en.wikipedia.org/wiki/Hotel_design
2. www.hoteldesigns.net
3. www.wego.co.in › ... › Asia › India › Hotels in Kemmanagundi
4. www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html
5. www.laterooms.com/en/k17199508_royal-horticultural-halls-hotels.aspx
6. www.hotelierindia.com › PRODUCTS & SERVICES › Hospitality Trends

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 405: HOTEL ENGINEERING

Objective: This course will familiarize the students with the Hotel engineering equipment, and their proper management, to make them understand Engineering & Maintenance operations in Hotel Industry and the underlying significance in overall Operation and Management of the Hotels.

UNIT I

(8 Sessions)

Hotel Maintenance: Preventive and Breakdown maintenance and comparisons, Role and importance of maintenance department in the hotel industry. Organizational chart of maintenance department, Duties and responsibilities of maintenance department.

UNIT II

(10 Sessions)

Fuel: Types of fuel used in catering industry and fuel cost estimation. Gas – heat terms and units; method of transfer. LPG / CNG and its properties; principles of Bunsen and burner, precautions to be taken while handling of gas; low and high pressure burners. Gas bank, location, different types of manifolds.

Refrigeration & Air-conditioning: Basic principles.

Vertical transportation, elevators and escalators.

UNIT III

(12 Sessions)

Fire Prevention and Fire Fighting System: Classes of Fire, method of Extinguishing fires, Fire Extinguisher - portable and stationery, Fire detector and Alarm, Automatic fire detectors cum extinguishing devices, Structural protection, Legal requirements.

Water Disposal and Pollution Control: Pollution related to hotel Industry, Water pollution, Sewage pollution, Air pollution, Noise pollution, Thermal pollution, Legal requirement issues.

UNIT IV

(10 Sessions)

Audio Visual Equipment: Principles behind audio visual equipments, Care and Cleaning, Contract Maintenance, Necessity of Contract maintenance, advantages and disadvantages. Essential requirements of Contract, types of contract, and their comparative, advantages and Dis-advantages.

Course Outcomes:

Students completing this course will be able to:

1. Understand the Importance of Maintenance department in Hotel Industry
2. Know the organization chart of maintenance department in 3/4/5 star hotels.
3. Compare various Fuels used in Hotel Industry: Solid, Liquid and Gaseous
4. Define types of Electricity supply: Single and Three Phase.
5. Know water distribution system: Up Feed and Down Feed (Hot & Cold) & Various Plumbing Fixtures
6. Describe Audio Visual Equipment & the method of Fires Extinguishing.

Suggested Readings:

1. Hurts R., Services and Maintenance for Hotel and Restaurant establishment.
2. Textbook of Hotel Maintenance –Goyal and Arora.
3. Hotel Planning & Design –Rutes&Penner
4. Hospitality Facility Planning –David
5. Principles of Hotel Engineering –Orsenis
6. Principles of Hotel Maintenance –Glad Well

Web Sources:

1. <https://www.hotelschool.co.za/role-maintenance-department-hotels>
2. <http://ihmhotelengineeringnotes.blogspot.com/2018/08/unit-13-contract-maintenance.html?m=>
3. <http://rrchaubey.blogspot.com/2012/08/fuels-used-in-catering-industry.html?m=>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 406: RESEARCH METHODOLOGY

Objective: The objective of this module is equip the students with the basic understanding of the research methodology and to provide an insight into the application of modern analytical tools and techniques used for the purpose of management decision making.

UNIT I

(8 Sessions)

Introduction to Research Methodology: Meaning and objectives of Research, Types of Research, Hallmarks of Scientific Research, Significance of Research.

UNIT II

(10 Sessions)

The Research Process: Meaning, concept, The Broad Problem Area, The Purpose of Study ; Exploratory, Descriptive, Literature Survey, Theoretical Framework, Types of Variables, Hypothesis Development, The Research Design, Internal and External Validity.

UNIT III

(10 Sessions)

Methods of Data Collection: Sources of Data- Primary, Secondary Data Collection Methods: Interviewing, Questionnaire, Observational; Sampling: Reasons of Sampling, Simple Random Sampling, and Convenience Sampling.

UNIT IV

(12 Sessions)

Data Analysis Techniques & Tools: Objectives in Data Analysis, Making data ready for analysis, Frequency Distribution, Measurement of Central Tendency, Correlation & Regression. Interpretation & Presentation Techniques: Basic concepts concerning Hypothesis Testing, Procedure and flow diagram for Hypothesis Testing, Test of Significance, Chi - Square Analysis. Report Presentation Techniques.

Course Outcomes:

Students completing this course will be able to:

1. Explain the meaning and types of research.
2. Understand the research process and develop meaningful the hypothesis.
3. Differentiate between primary and secondary data.
4. Describe the sampling methods and procedures.
5. Understand the basic concept of data analysis and hypothesis testing tools.

Suggested Readings:

1. Sekaran, U. Research Methods for Business : A Skill Building Approach, John Wiley& Sons, 2006
2. Andrews, F.M and S.B. Withey : Social indicators of Well Being Plenum Press, NY, 1976
3. Bennet Roger: Management Research , ILO, 1983
4. Fowler.FoyedJ.Jr.: Survey Methods, 2nd ed., Sage Pub., 1983
5. Fox. J.A. and P.E.Tracy : Randomized Response: A Method of Sensitive Surveys, Sage Pub., 1986

Web Sources:

1. <https://bbamantra.com/research-methodology/>
2. <http://www.modares.ac.ir/uploads/Agr.Oth.Lib.17.pdf>
3. <https://research-methodology.net/research-methodology/research-process/>
4. <https://research-methodology.net/research-methods/data-collection/>
5. <https://research-methodology.net/research-methods/data-analysis/quantitative-data-analysis/>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

SEMESTER - V

INDUSTRIAL TRAINING (SEMESTER- V)

BHMCT 501P: TRAINING REPORT EVALUATION AND VIVA VOCE

The Student shall have to undergo a Twenty-Four weeks extensive on the job training in a leading hotel/resort property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect, will rest on the student. The student will have to submit a comprehensive training report in the Department, duly certified by the competent authority of the training Hotel. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. Last date for submission of the report shall be notified by the Department and will usually be atleast 15 days prior to the commencement of the end semester examinations.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.

BHMCT 502P: LOG BOOK

While on the training, the students shall have to maintain a Log Book in the format prescribed by the Department. The Log Book, to be submitted along with the training report, will be evaluated by the panel of experts (One internal and one external).

BHMCT503P: VIVA VOCE AND PRESENTATION

Student shall appear for viva in presence of One External and One Internal examiner. He / She shall also make a PowerPoint presentation of the training experience. The power point is to be submitted to the respective faculty incharge in soft copy.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 601: FOOD PRODUCTION - V

Objective: The course aims to expose the students to quantity cooking in different catering establishments. The students will be exposed to technique of cooking and the equipments required for the same. The students will also be familiarizing with management aspects related to Kitchen control.

UNIT I

(8 Sessions)

Quantity Food production: Introduction to large Scale Commercial Cooking, Industrial, Hospital, Institutional Catering Kitchen Brigade, Layout of large Kitchen Work Flow, Equipment Used in Quantity Cooking.

UNIT II

(10 Sessions)

Food cost control: Establishing Purchase Specification, Standard Purchase Specification & its Importance, Yield Testing & Yield Management, Food Costing, Inventory Control.

Standard recipes: Evaluation of standard Recipe, Developing, testing & assessing New Recipes.

UNIT III

(12 Sessions)

COMMODITIES: Flour (Structure of Wheat, Types of Flour, Processing of Wheat – Flour)

Shortening (Fats& Oils) Role of Shortenings, Varieties of Shortening, Advantages and Disadvantages of using various shortening.

Raising Agents (Classification of Raising Agents, Role of Raising Agents, Actions and Reaction)

Sugar (Importance of Sugar, Types of Sugar, Cooking of Sugar- various, Uses of Sugar)

Milk Introduction, Processing of Milk, Pasteurization – Homogenization, Types of Milk – Skimmed and Condensed, Nutritive Value

Cream Introduction, Processing of Cream, Types of Cream

Cheese Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese

Butter Introduction, Processing of Butter, Types of Butter

UNIT IV

(10 Session)

Bakery: Pastry (Short crust, Laminated, Choux, Hot water/Rough puff)

Simple Breads (Principles of bread making, simple yeast breads, Role of each ingredient in bread making)

Practicals:

1. Quantity Cooking
2. Banquet Cooking
3. Preparation of Simple & Continental garnishes.
4. Preparation of Breads, Pastries and cookies, cakes etc.

Course Outcomes:

Students completing this course will be able to:

1. Accurately apply principles of mathematics for food cost control.
2. Identify and correct use large kitchen equipment in quantity and banquet kitchen
3. Explain various types of cheeses with their origin, culinary uses and nutritional aspects
4. Define baking process, specialized ingredients, its uses, baking techniques and process,
5. Demonstrate methods of making Quick breads, Pastries, cookies, cakes and batters

Suggested Readings:

1. Arora Krishna: Theory of Cookery; Frank Bros & Co.
2. Klinton& Cesarani: Practical Cookery; Arnold Heinemann.
3. Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
4. Modern Cookery for Teaching and the Trade Vol. I & Vol. II – Thangam E. Philip

Web Sources:

1. <https://www.slideshare.net/ClaudineAlba29/intro-to-quantity-food-production-and-purchasing>
2. <http://www.yourarticlelibrary.com/home-science/kitchen/designing-the-layout-of-a-kitchen-withdiagram/86406>
3. <https://www.bngkolkata.com/web/food-cost/>
4. <https://hmhub.me/standard-recipe-definition-objectives-various-tests-production-control/>
5. <https://www.realsimple.com/food-recipes/shopping-storing/food/types-of-butter>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 602: FOOD & BEVERAGE SERVICES –V

Objective: The course structure has been designed to develop professional management aspects related to F&B management & Control.

UNIT I **(8 Sessions)**

Introduction to F&B Management: Introduction & Objectives, Size & Scope of F&B Operations, F&B Operation, Meal Experience.

UNIT II **(10 Sessions)**

Planning for F&B Operations: Concept & feasibility, Feasibility Study & Planning, Investment, Facility Designing & Layout

UNIT III **(8 Sessions)**

Menu: Introduction & Types of Menu, Menu Pricing, Menu Merchandising, Menu Engineering.

UNIT IV **(14 Sessions)**

F&B Operation: Introduction, Purchasing, Brief Study of Purchasing Cycle – Receiving, Storing, & Issuing, Purchase Specification, Yield Management.

Food Cost Control: Introduction, Aims & Objectives of Cost Control, Techniques of Cost Control, Limitations of Cost Control, Break Even Analysis.

Beverage Control: Introduction, Aims & Objectives of Beverage Cost Control, Bin Card & Its Importance.

Practicals:

1. Developing new Mocktails & Cocktails Recipe
2. Developing Bar Tending Skills
3. Special Food Service.

Course Outcomes:

Students completing this course will be able to:

1. Know type of meal and menu.
2. Understand the restaurant & bar control system
3. Know the procedure of taking a guest's orders.
4. Define Menu Pricing, Menu Merchandising & Menu Engineering.

Suggested Readings:

1. Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill.
2. Essential Table Service for Restaurants – John Fuller
3. The Waiter – A.J. Curry
4. Beverage Management – Michael Coltman
5. Table and Bar – Jeffrey Clarke
6. Bar and Beverage Book – Costas Katsis & Mary Porter.
7. Mr. Boston's Bartender's and Party Guide- Warner

Web Sources:

1. <https://www.ihmnotessite.net/food-beverage-control>
2. <https://www.bngkolkata.com/web/food-cost>
3. ihmkolkatafoodandbeveragenotes.blogspot.com/2015/05/menu-engineering.html
4. <https://www.scribd.com/document/136291867/Menu-Merchandising>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 603: FRONT OFFICE OPERATIONS-V

Objective: This module aims at exposing the potential hotel professionals to ‘front office accounting and internal control’ and ‘application of advanced software in front office operations and management.

UNIT I

(8 Sessions)

Handling Special Situations: Group Arrivals & Departures, Room Changes, VIPs, Overbooking, Theft, Drunk guest, Fire etc.

UNIT II

(10 Sessions)

Tourism & Itinerary: Socio Economic Benefits of Tourism, Knowledge of tourist destination, preparing itinerary.

Fixing Room Rates: Room rate structure, Criterion of establishing room rates, The Rule of Thumb approach.

UNIT III

(10 Sessions)

Yield Management: Introduction and Concepts, Differential Rates, Forecasting Bookings, and Rate availability restrictions.

UNIT IV

(12 Sessions)

Hotel Software: Introduction to Opera, Gallileo and Oracle based software used in hotel operations.

Practicals:

1. Familiarization with different software used in front office, especially concerning reservation, registration, guest history, and room status, call accounting
2. Settlement of Guest Bills; handling of credit, debit cards, cash, cheques and traveler's cheques, Foreign Exchange handling
3. Role plays involving crisis situations.

Course Outcomes:

Students completing this course will be able to:

1. Handling special situations in hotels.
2. Methods for fixing room rate and different room rate structure.
3. Understand various software's used by the hotels.
4. Gain knowledge pertaining to the roles & responsibilities of the front office staff.

Suggested Readings:

1. Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
3. Check in Check out – Jerome Vallen
4. Front Office Procedures – Peter Abbott & Sue Lewry
5. Basic Hotel Front Office Procedures – Peter Renner
6. Managing Front Office Operations – G.E.Steadman
7. Front Office Operations and Management – Dennis L.Foster
8. Effective Front Office Operations – Michael L.Kasavana

Web Sources:

1. <https://setupmyhotel.com/train-my-hotel-staff/front-office.../306-vip-and-vvip.html>
2. www.uou.ac.in/sites/default/files/slm/HM-202.pdf
3. https://docs.oracle.com/cd/E53533_01/docs/E91112-01.pdf

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 604: HOUSEKEEPING OPERATIONS - V

Objective: The focus is on flower arrangement and other managerial aspects of Housekeeping department.

UNIT I **(10 Sessions)**

Floral Arrangements: Purpose & Types of flower arrangement, Level of placements with relevant examples, Equipment and materials required, Styles of flower arrangement, Principles of Flower arrangement.

UNIT II **(8 Sessions)**

Budgeting: importance, Procedure of preparing departmental budget.

UNIT III **(10 Sessions)**

Staff Uniform: Selection, Design, Quantity and Distribution.

Staff Scheduling: Work card- its purpose and procedure, Preparing staff schedule and rotations.

UNIT IV **(12 Sessions)**

Purchasing & Personnel records: Records of specific daily work assignments, Pay roll records, Purchasing records of equipment, detergents, linen etc. Occupancy report, room check sheet, inventories, Maintenance reports.

Practicals:

1. Practice of Flower arrangements
2. Flower arrangements for guest rooms, lobbies, restaurant and banquets
3. Preparing budgets, and maintenance of purchasing and personnel records.

Course Outcomes:

Students completing this course will be able to:

1. Performs work activities effectively as per standards of operation required in the hospitality sectors.
2. Identify various types of flower arrangement and their purpose
3. Describe the various stages of planning of Staff uniform, their distribution and purchasing
4. Understand operations of housekeeping department related to staff scheduling and preparation of various purchase and personnel records.
5. Identify various types of budgets in housekeeping department and process to prepare them.

Suggested Readings:

1. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
2. Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.
3. A.C. David, Hotel and Institutional Housekeeping.
4. Wellek, Hotel Housekeeping.
5. Professional Management of Housekeeping Operations, Martin Jones, Wiley.
6. Accommodation and Cleaning Services, Vol.I & Vol.II, David Allen, Hutchinson.

Web Sources:

1. housekeeping-department.blogspot.com/...budgeting-for-housekeeping-expenses.htm...
2. <https://www.bngkolkata.com/web/budget-for-house-keeping/>
3. <https://www.bngkolkata.com/web/work-schedule>
4. <https://www.satyamdresses.net/female-hotel-staff-uniforms.html>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 605: CONTEMPORARY ECOLOGICAL AND ENVIRONMENTAL ISSUES

Objective: The basic objective of the course is to make the students aware about the various environmental issues, best practices and operating guidelines in hospitality sector.

UNIT I

(10 Sessions)

Environment: Definition, concept and scope, Physical and Biotic Components of Environment, Environment Management System and 14001, Environment Policy, Aspects, Environment Management Programme.

UNIT II

(8 Sessions)

Operating guidelines and self – audit checklist for various departments in a Hotel: Administrative Offices, Front Office/Kitchen / F & B Outlets/Housekeeping and Laundry, Swimming Pool and Health Club, Outdoors Landscaping etc.

UNIT III

(10 Sessions)

Best practices in Hotels: Energy Management, Water Conservation, Waste control & management, Indoor air and pollution control, Eco purchasing, Hazardous chemical reaction and safeguards. **Alternate Technologies:** Non-conventional Energy, Waste water treatment and pollution control, Solid waste management, Indoor Air Quality, Rain Harvesting.

UNIT IV

(12 Sessions)

Environment Legislation: Introduction to Legal and Regulatory Framework, Salient features of The Air (Prevention & Control of pollution) Act, 1981; The Water (Prevention and Control of Pollution) Act, 1974; The Noise Pollution (Regulation and Control) Rules 2000. The Environment (Protection) Act 1986

Course Outcomes:

Students completing this course will be able to:

1. Role of environment
2. Operative guidelines and audit checklist for various departments in a hotel
3. Define the importance of Energy Management
4. Describe environment legislation

Suggested Readings:

1. Abbasi SA: Environment Everyone, Discovery Publishing House, New Delhi
2. Bandhu, Desh, Environment Management, Indian Environment Society, New Delhi
3. Djameja, Suresh K, Environment Engineering and Management, S K Kataria & Sons, New Delhi
4. Peavy, Howard S et al; Environmental Engineering, McGraw Hill International Edition, New York
5. Thakur Kailash, Environmental Protection Law & Policy in India, Deep and Deep Publications, New Delhi
6. Tripathi A K & Bhatt VB, Changing Environmental Ideologies, Ashish Publishing House, New Delhi
7. Uberoi NK, Environmental Management, Excel Books, New Delhi

Web Sources:

1. <https://www.niehs.nih.gov/about/stewardship/initiatives/index.cfm>
2. <https://www.constellation.com/energy-101/water-conservation-tips0.html>
3. <https://www.conserve-energy-future.com/process-of-wastewater-treatment.php>
4. <https://www.indiawaterportal.org/articles/water-prevention-and-control-pollution-act-1974>
5. <https://www.mapsofindia.com/my-india/society/environment-protection-act-1986-protecting-indias-environment#>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 606: PRINCIPLES OF MANAGEMENT

Objective: This module explains meaning of management and analyses its process in modern organizations including various aspects of the Hotel Industry. It gives the basic knowledge about the evolution and importance of the various concepts of Management. It also aims at making the student deal with the decision making aspects in their day to day work.

UNIT I

(12 Sessions)

Introduction to Management: Management – definition, nature and scope, Objectives and levels of management, Management: Science or art, Profession, Management as a field of Study, Functions of management, Introduction to Evolution of Management Thought: Scientific Management, Fayol's Principles of Management, Human Relations School, Systems Concept, Social Responsibilities of Business, Managerial Skills.

UNIT II

(8 Sessions)

Planning and Organizing: Planning- definition, nature and relevance, Planning Process, MBO.

Organizing – meaning, characteristics, importance and scope, Process of Organising, Types of Organizational structures, Authority and Responsibility, Delegation of Authority, Centralization and Decentralization, Span of Control, Departmentation.

UNIT III

(10 Sessions)

Staffing and Directing: Staffing- meaning and scope.

Directing – meaning and scope. Leadership; Leadership Styles, leadership qualities. Motivation – meaning and scope; Theories of Motivation, Significance of motivation in effective management. Communication – meaning and types; Business communication – scope and process, Barriers in communication.

UNIT IV

(10 Sessions)

Coordination and Control: Coordination – nature, scope and approaches, Importance of Coordination; barriers and grey areas, Meaning and Importance of controlling, Process of Control, Factors influencing the process of control, Management by Exception.

New Practices and Sub fields of Management: Innovation Management, Knowledge Management, Cross Border Management.

Course Outcomes:

Students completing this course will be able to:

1. Understand the concepts related to Management.
2. Demonstrate the roles, skills and functions of management.
3. Understand about the role of leadership, motivation and communication in an organization.
4. Develop an insight towards the challenges of modern Management.

Suggested Readings:

1. Essentials of Management – Harold Koontz & Heinz Weirich
2. Management – H. Koontz & Cyril O' Donnell
3. Management Theory – Jungel, H. Koontz

Web Sources:

1. <https://www.slideshare.net/ersmbalu/principles-of-management-lecture-notes>
2. <https://www.slideshare.net/.../coordination-and-control-principles-of-management-802>
3. <https://www.slideshare.net/saniejoiegestosani/staffing-66005859>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 701 - E1 – A1: Elective Paper (Specialization)

BHMCT 701 E1 A1: KITCHEN MANAGEMENT

Objective: The course has been designed to impart advance knowledge of food production management in order to produce professional Chef.

UNIT I (8 Sessions)

Review of Food Production Basics: Cooking Methods, Special Cooking Techniques, Study of cuts & Their Uses.

UNIT II (10 Sessions)

Kitchen management: Objectives & aims of kitchen management, Kitchen Planning & Layout, Modern Equipment used in production Department, Inventory Management & store management, Purchasing, Receiving, Market survey, selection of suppliers.

UNIT III (10 Sessions)

Kitchen Control: Planning & Scheduling, Quality & Quantity Control, Records registers Formats Used in kitchen control, Yield management.

UNIT IV (12 Sessions)

Quantity Food Production: Food production for Different types of catering Operations, Banquet cuisine, Portion Control, Storage, Problems.

Fast Food: Introduction, Uses, Types & Importance, Varieties of fast Food – Pizza, Burger, sandwiches, Steak & Cutlet, Indian Fast Food.

Practicals:

1. Preparation of various carving – Vegetable, Ice, Butter, Thermocool
2. Quantity Cooking, Fusion cooking
3. Invalid Cookery – Diet menu for Different category of Patients.

Course Outcomes:

Students completing this course will be able to:

1. Understand the basic operations of a professional kitchen with regard to safety procedures.
2. Describe the kitchen organization.
3. Define methods of cooking.
4. Know about the managerial aspects
5. Understand quality and Portion control.

Suggested Readings:

1. Arora Krishna: Theory of Cookery; Frank Bros & Co.
2. Klinton & Cesarani: Practical Cookery; Arnold Heinemann.
3. Larousse Gastronomique- Cookery Encyclopedia by Paul Hamlyn
4. Modern Cookery for Teaching and the Trade Vol. I & Vol. II – Thangam E. Philip
5. Chef's Manual of Kitchen Management – John Fuller.
6. Le Repertoire De La Cuisine – L. Saulnier.

Web Sources:

1. <https://futureofworking.com/8-advantages-and-disadvantages-of-fast-food/>
2. <http://sasmitasrinibas.blogspot.com/2015/09/types-of-catering-establishments-uuc.html>
3. <https://opentextbc.ca/basickitchenandfoodservicemanagement/chapter/basic-inventory-procedures/>
4. <http://thefreshplace.com/meat-cuts>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 701 - E1 – A2: Elective Paper (Specialization)

BHMCT 701 E1 A2: BAR MANAGEMENT

Objective: The student will be able to learn handling of guests in a Bar. The specialized equipments used in a Bar. Preparation of the work place. Opening & closing of a bar. Methods of preventing skullduggery in a Bar. Skills of gueridon service and flambéing. Skills of carving.

UNIT I **(8 Sessions)**

THE BAR ATTENDANT: Bartenders, Qualities Required for a Bartender, The Bar attendants Job.& its Job description, Personal Presentation, customer handling, The Bartender as a sales person, Pointers for effective selling, Guidelines for bar attendant, Do's & Don'ts for professional refusal of service.

UNIT II **(10 Sessions)**

The Bar & Bar Equipment: The. Bar, Types of bar, Design of the Bar, Bar Equipment, Major Equipment, Bar Utensils, Checklist of Bar Equipment, Consumable supplies, Use of Ice in a bar, Glassware, The right glass, Types of Glassless, Use of glass washing machine, Drying glasses, Storing & Handling glasses, Chilling glasses.

UNIT III **(10 Sessions)**

Bar Duties: Preparing the workstation, Care of the workstation, closing the bar.

Liquor Licenses: Authority & eligibility for a liquor license, License & permit required for a Bar, Local authorities and permission. Frauds in bar operations.

UNIT IV **(12 Sessions)**

Gueridon Service& Carving: History & Definition, Placing of gueridon trolley, Mise-en place and its importance in gueridon service, Equipments used in gueridon service, Dialogues and interaction with the guest while doing gueridon service, Safety and precaution to be taken while performing gueridon service., Advantages & Disadvantages of Gueridon service, Methods of flambéing, Waterfall flambéing, Snake Flambé, spoon flambéing, Types of liquor used for flambéing.

Practicals:

1. The Service Process
2. Tools of the Trade
3. Tricks of the Trade
4. The Simple Serves
5. Preparation of Cocktails and Mocktails

Course Outcomes:

Students completing this course will be able to:

1. Supervise the F&B outlets.
2. Display responsible service and legal responsibilities of an F&B Service professional.
3. Identify the various room service management techniques that can be adapted in a hotel
4. Know eligibility for a liquor license.

Suggested Readings:

1. Beverage Management – Michael Coltman
2. Bar and Beverage Book – Costas Katsigns& Mary Porter.
3. Mr. Boston's Bartender's and Party Guide- Warner

Web Sources:

1. ihmkolkatafoodandbeveragenotes.blogspot.com/2015/05/bar.html
2. <https://www.slideshare.net/SunilKumar148/bar-management>
3. <https://ihmstudymaterial.blogspot.com> > ... > F&B Service > IHM Notes > Types of Bar
4. <https://setupmyhotel.com/train-my-hotel-staff/f-and-b/367-bar-utensils.html>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 701 – E2 – A1: Elective Paper (Specialization)

BHMCT 701 E2 A1: FRONT OFFICE OPERATIONS

Objective: To have a thorough understanding of sales techniques, to deal with various situations at the front desk daily, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the supervisor in the efficient running of the Front Office.

UNIT I

(8 Sessions)

Planning and Evaluating Front Office Operations – I: Room rate structure, criterion of establishing room rates, The Rule Of Thumb Approach, The Hubbert's Formula – introduction.

UNIT II

(10 Sessions)

Planning and Evaluating Front Office Operation – II: Room rate designations, Forecasting - Room Availability, Room Revenue, Daily operation reports, Occupancy Ratio, Operating Ratio, Ratio Standards.

UNIT III

(10 Sessions)

Yield Management – I: Concept and Importance, Measuring Yield, Formula: Potential Average single rate, Potential Average double rate, Multiple Occupancy percentage, Rate Spread, Potential Average rate, Room rate achievement factor, Yield statistics, Equivalent Occupancies, Required non-room, Revenue per guest.

UNIT IV

(12 Sessions)

Yield Management – II: Elements of Yield Management, Group Room Sales, Transient Room Sales, Potential high and Low Demand Tactics, Implementing revenue Strategies, Hurdle rates, Minimum length of Stays, Close to Arrival, Sell Through.

Managing Human Resource: Recruitment, Internal and External Selection, Selection Tools, Interviewing, Hiring, Orientation, Staff Scheduling, Staff Motivation, Training, Cross-Training, Recognition, Incentive Programmes, Performance Appraisals.

Practicals:

The Practical exercises would include revision of the practical carried-out during all the preceding semesters alongside encompassing the following perspectives:

1. Mock exercises on 'Revenue Meetings'; 'Establishing Room Rates', 'Evaluation of Front Office Operations';
2. Preparation of Daily Operational Reports', 'Hotel Income Statement', 'Room Division income Statement', 'Room Division Budget Reports', and 'Room Revenue Analysis'. There will also be case discussions on Staff Motivation.

Course Outcomes:

Students completing this course will be able to:

1. Define revenue management practices in front office through application of tools of yield management, forecasting and other statistical methods
2. Understand the theoretical and practical application of revenue management in a hotel.
3. Define hotel performance and analyze strategies for revenue generations.
4. Understand the various managerial roles and functions to increase staff productivity

Suggested Readings:

1. Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi.
2. Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972.
3. Check in Check out – Jerome Vallen
4. Front Office Procedures – Peter Abbott & Sue Lewry
5. Basic Hotel Front Office Procedures – Peter Renner

Web Sources:

1. https://www.academia.edu/12987130/Forecasting_Room_Availability
2. <https://www.bngkolkata.com/web/front-office-operations/>
3. saschmcsdept.blogspot.com/2012_09_01_archive.html
4. <https://nscpolteksby.ac.id/.../Hospitality/Management%20of%20Housekeeping%20>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 701 – E2 – A2: Elective Paper (Specialization)

BHMCT701 E2 A2: HOUSEKEEPING OPERATIONS

Objective: To familiarize the students with the operation of the Housekeeping department as well as its routine system, functions of staff.

UNIT I **(12 Sessions)**

Managing Housekeeping personnel: Documentation for Personnel Management, Determining Staff Strength, Recruiting, selection, hiring, orientation and training, Scheduling, Motivating employees, Performance Appraisals, Time and Motion study and Job Analysis, Calculating Staff Strength and Planning Duty roster, team work and Leadership in Housekeeping, Employee Welfare and Discipline.

UNIT II **(8 Sessions)**

New Property Countdown / Operations: Starting up Housekeeping and Countdown.

UNIT III **(8 Sessions)**

Hotel Renovations: Reasons to Renovate, Types of Renovations, Subsidiary process in Renovation.

UNIT IV **(12 Sessions)**

Changing Trends in Housekeeping: Hygiene, Not just Cleanliness, Outsourcing, Training and Motivation, Eco-friendly Amenities, Products and Processes, New Scientific Techniques, IT-savvy Housekeeping.

Ecotels: Ecotel Certifications, Choosing an Eco-friendly Site, Hotel Design and Construction, Energy Conservation, Water conservation, Waste Management, Environment friendly housekeeping.

Practicals

1. Designing rooms for different categories of guests (ppt presentation): Handicapped b. Children c. V.I.P. etc.
2. Coordinate with Hotel Purchase System for ordering: Purchase, storing and inventory controls.
3. To prepare duty rosters, calculating staff strength during peak season and off season.
4. Visit an ecotel and study the eco- friendly practices followed by them.
5. First Aid :a) Treatment for Minor and Scalds Unconsciousness, Drunkenness, Sun burn, Minor wounds, Choking, Fainting shock, Nose bleeding, b) Dressings for minor wounds and cuts.
6. Role play & problem handling on different accommodation problems.

Course Outcomes:

Students completing this course will be able to:

1. Apply renovation in hotels as per market trends& demand
2. Evaluate various strategic options and trends in housekeeping and plan for an hotel organization
3. Define the various stages of planning and staff management in housekeeping department.
4. Know how to initialize operations of housekeeping department
5. Understand the policies, certification and advantage of an Ecotel start up.

Suggested Readings:

1. Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.
2. Branson & Lennox, Hotel Housekeeping, Hodder& Stoughton.
3. A.C. David, Hotel and Institutional Housekeeping.
4. Wellek, Hotel Housekeeping.
5. Professional Management of Housekeeping Operations, Martin Jones, Wiley.

Web Sources:

1. www.wego.co.in > ... > Asia > India > Hotels in Kemmanagundi
2. www.bangaloremirror.com/article/.../5star-hotels'-green-way-of-life.html
3. www.laterooms.com/en/k17199508_royal-horticultural-halls-hotels.aspx
4. www.hotelierindia.com > PRODUCTS & SERVICES > Hospitality Trends

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
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BHMCT 702: HOSPITALITY MARKETING

Objective: The objective of the present module is to familiarize students with sales and marketing techniques especially related to hotel Industry.

UNIT I **(10 Sessions)**

Understanding Services: Concept of Selling and Marketing, What are Services, Customers involvement in Service Processes, Difference between Goods & Services Marketing, Service Marketing Matrix.

UNIT II **(8 Sessions)**

Focus on the Customer: Customer Behaviour in Services, Customer Expectation of Services, Customer Perception of Services, Building Customer Relationships.

UNIT III **(10 Sessions)**

Service Design and Standards: Service Development and Design, Customer Defined Service Standards, Hotel Service in Marketplace, Positioning Hotel in Market Place, Creating the Service Offer and Adding Value, Pricing Strategies for Hotels.

UNIT IV **(12 Sessions)**

Planning and Maintaining Hotel Industry: Creating Delivery Systems in Place, Enhancing Hotel Value by Improving Quality and Productivity, Balancing Demand and Capacity.

Issues for Senior Management: Managing People in Hotel Organisation, Organising for Service Leadership, International and Global Strategies in Marketing of Hotels.

Course Outcomes:

Students completing this course will be able to:

1. Explain marketing and selling with basic understanding of service marketing matrix.
2. Describe the customer behaviour and expectations from services.
3. Design and develop the service standards and creating service offers.
4. Understand the delivery systems in Hospitality industry.
5. Explain the global strategies in hotel marketing.

Suggested Readings:

1. Christopher Lovelock, 'Services Marketing – People, Technology, Strategy', Pearson Education, Asia
2. Valerie A Zeithmal & Mary Jo Bitner, 'Services Marketing – Integrating Customer Focus across the firm', Tata McGraw Hill, Edition

Web Sources:

1. <https://www.scribd.com/doc/2928776/INTRODUCTION-TO-HOSPITALITY-MARKETING-AND-SALES>
2. <https://slideplayer.com/slide/5836436/>
3. https://prezi.com/nx_s7zxxoobm/introduction-to-hospitality-marketing/
4. <https://nptel.ac.in/courses/110106046/Module%203/Lecture%201.pdf>
5. <https://opentextbc.ca/introtourism/chapter/chapter-8-services-marketing/>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 703: HUMAN RESOURCE MANAGEMENT

Objective: The success of any organization depends upon the Human Resources working in the Organization. The Hospitality Industry also depends on is Human Resources for its success. The course focuses on the complete cycle through which the Human Resources undergo after joining the organization. The course also specifically covers the need and the requirement of Human Resources in the Hospitality Industry.

UNIT I

(08 Sessions)

Introduction: Definition, Scope and Nature of HRM, Purpose and Evolution of HRM.

UNIT II

(10 Sessions)

Human Resource Planning: Job Analysis, Job Design, Human Resource Planning, Recruitment, Selection, Placement, Promotion, Demotion, Job Rotation

UNIT III

(10 Sessions)

Training & Development: Training: Definition, Overview, Methods, Management Development, Career Planning, Performance Management & Appraisal.

UNIT IV

(12 Sessions)

Compensation: Job Evaluation, Compensation , Financial Incentives, Employee Relations- Ethics & Justice in HR management, Labour Relations & Collective Bargaining, Employee Safety & Health.

Course Outcomes:

Students completing this course will be able to:

1. Describe the basics of Human Resource Management.
2. Identify aspects related to Human Resource Planning.
3. Understand the Training as well Development concepts of HRM.
4. Define Compensation, health and safety of employees.

Suggested Readings:

1. Werther& Davies, 'Human Resources and Personnel Management', McGraw Hill Publications.
2. C.S. Venkataratnam and Srivastava, 'Personnel Management and Human Resources', Tata McGrawHill Publications, New Delhi
3. Wayne F. Cascio, 'Managing Human Resources - Productivity, Quality of Work Life & Profits', McGraw Hill Publications
4. Gary Dessler, BijuVarkkey , Human Resource Management' ,Pearson Publications

Web Sources:

1. <https://www.macmillanihe.com/companion/Nieto-An-Introduction-To-Human-Resource-Management/student-zone/Lecturer-notes/>
2. <http://www.pondiuni.edu.in/sites/default/files/HR%20Management-230113.pdf>
3. <https://www.scribd.com/doc/55819808/Human-Resource-Management-Full-Notes>
4. <http://kalyan-city.blogspot.com/2009/12/human-resource-management-human.html>
5. <https://www.hrzone.com/>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 704: HOTEL LAW

Objective: To familiarizes the upcoming professionals with the legalities and regulations governing the ‘inception, approval and operations of a hospitality establishment’; ‘employee’s and employer’s rights and responsibilities’; and, ‘the rights and responsibilities of hotel vis a vis hotel guest’.

UNIT I

(10 Sessions)

Introduction to Hotel and Tourism Laws: Laws governing the Hotel Industry; areas of legal compliance for hotel, business. Legislation concerning accommodation and catering sector, International Hotel Regulations, Common regulations and legislations applicable to tourism and hotel industry – brief overview.

UNIT II

(08 Sessions)

Laws Relating to Hotel Operations: Rights and responsibilities of hotel guests with regard to, provision of accommodation, food and beverages, safety and security of guests and general code of conduct, Inn keeps right to lien.

UNIT III

(12 Sessions)

Law Relating to Registration and Approval and Bar License: types of license and procedure for applying; conditions for grant of license, Bar and liquor license; liquor licensing law; licensed premises; types of permits; type of premises; general permitted hours, Food and Beverage Law.

Food Legislation- Food Adulteration act, Common Food Adulterants & their identification, Central committee for food standards, central food laboratory, Food inspector & their duties and powers.

UNIT IV

(10 Sessions)

Introduction to Mercantile Law: Brief study & implication of the following laws in hotel industry, Law of contract – Definition, essential elements of contract, Sales of goods Act – definition rights of seller, purchaser, guarantee & warranty, Partnership Act – Types, duties & responsibilities, termination of Partnership. Industrial Law – Payment of wages act, minimum wages, Industrial dispute act.

Course Outcomes:

Students completing this course will be able to:

1. Basic knowledge of Contract and Agreement
2. Role of sales of goods Act in Business
3. Describe the role of Partnership Act
4. Advantage of Negotiable instruments

Suggested Readings:

1. Introduction to Law – Kapoor (Taraporevala, Mumbai)
2. Commercial Law – Kapoor (Sultan Chand, Delhi)
3. Reserve Bank of India Guidelines
4. Satyendra Singh Malik: Ethical, Legal and Regulatory aspect of Tourism Business.
5. Indian Tourism Act 1992, (Govt. of India).
6. Company Laws – N.D.Kapoor

Web Sources:

1. <https://www.upcounsel.com/7-essential-elements-of-a-contract>
2. <https://www.indiafilings.com/learn/licenses-and-registration-required-for-hotel-business/>
3. <https://www.hg.org/hospitality-law.html>
4. <https://setupmyhotel.com/formats/house-keeping/123-hotel-rules.html>
5. <https://www.advocatekhoj.com/library/bareacts/preventionoffood/10.php?Title=Prevention%20of%20Food%20A%20dulteration%20Act,%201954&STitle=Powers%20of%20>

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 705: FACILITY PLANNING

Objective: The module focuses on hotel design and architectural considerations, layout of kitchen and stores and, quality management.

UNIT I

(10 Sessions)

Facility Planning: Need, Concept and Scope. Star Classification of Hotel, Criteria for star classification of Hotel (Five, Four, Three, Two, one and heritage) / gradation/monitoring/periodic assessment– issues/ criteria and agencies.

UNIT II

(08 Sessions)

Hotel Design: Design Consideration, Attractive Appearance, Efficient Plan, Good Location, Suitable material, Good Workmanship, Sound financing, Competent Management.

UNIT III

(10 Sessions)

Kitchen / Restaurant Design: Designing and planning a Restaurant, Bar Design, Basic layout of Kitchen, Area required for kitchen, developing kitchen plans. Project Management: The Network models (CPM /PERT), Drawing of a network Diagram, Project Cost Analysis.

UNIT IV

(12 Sessions)

Facilities Planning: The Systematic Layout Planning pattern (SLP), Planning Consideration , Flow process & Flow diagram, Procedure for determining space consideration the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads / Budget hotel / 5 star hotel. Architectural Consideration, Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, A.C, ventilation, Public area). Approximate cost of construction estimation. Approximate operating areas in budget type / 5star type hotel approximate other operating areas per guest room. Approximate requirement and Estimation of water / electrical load gas, ventilation.

Course Outcomes:

Students completing this course will be able to:

1. Demonstrate a basic understanding and appreciation of hospitality facilities in relations to their existence, design, associated costs, management tools, and environmental concerns.
2. Describe major components of the building, such as the roof, exterior walls, windows and doors, structural frame, foundation, and elevators
3. Relate to major components of the exterior facilities, such as parking areas, features of concrete and asphalt, storm water drainage, and landscaping.
4. Identify and describe major components and concepts of hospitality facility design, with a concentration on food service planning and design.
5. Understand and discuss various reasons for and types of renovations within the hospitality industry, including the various stages involved.

Suggested Readings:

1. Hurts R., Services and Maintenance for Hotel and Restaurant establishment.
2. Textbook of Hotel Maintenance –Goyal and Arora.
3. Hotel Planning & Design –Rutes&Penner
4. Hospitality Facility Planning –David
5. Principles of Hotel Engineering –Orsenis
6. Principles of Hotel Maintenance –Glad Well
7. Hotel Facility Planning- TarunBansal

Web Sources:

1. <https://ihmstudymaterial.blogspot.com/p/bhm306-facility-planning-hours-alloted.htm>
2. <https://www.slideshare.net/mobile/Profkunal/facility-planning>
3. ihmkolkata.blogspot.com/2014/07/kitchen-planning.html

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

BHMCT 706: ENTREPRENEURSHIP DEVELOPMENT

Objective: On account of the ever-growing entrepreneurial opportunities, Entrepreneurship Development is strongly surging ahead as key areas of the professional studies. This module would enable the students to understand the traits and trick of Entrepreneurship Development and in the process, assess develop and refine their potential to this effect.

UNIT I **(10 Sessions)**

Entrepreneurship: Definitions, characteristics of Entrepreneurial types, and significance, Qualities and functions of entrepreneurs, Role and importance of entrepreneur in economic growth.

UNIT II **(8 Sessions)**

Competing theories of entrepreneurship: Entrepreneurial development programme in India.

UNIT III **(12 Sessions)**

Entrepreneurial Behaviour: Entrepreneurial Motivation, N- Achievement and Management Success. Innovation and Entrepreneur, Establishing Entrepreneurs System, Search for Business Idea, Sources of idea, Idea Processing, Input requirements.

UNIT IV **(10 Sessions)**

Sources & criteria for financing: Fixed and Working Capital assessment, Technical Assistance, Marketing Assessment, Preparation of Feasibility Reports and Legal Formalities & Documentation.

Course Outcomes:

Students completing this course will be able to:

1. Understand the insight on key aspects and challenges of being an entrepreneur
2. Gain knowledge of systems and techniques to manage and strategically position ventures in the national and international context.
3. Understand the different life phases in a business start-up and its problems /opportunities. Create solutions and develop action plans for this standard problems /opportunities.
4. Understand the key management issues that entrepreneurs face in general and women entrepreneurs in particular
5. Understand the skills and the intricacies involved in starting an entrepreneurial venture.

Suggested Readings:

1. Essential of Management – Harold Koontz & Heinz Weirich
2. Management – H. Koontz & Cyril O' Donnell
3. Management Theory – Jung, H. Koontz

Web Sources:

1. <https://www.notesmate.in/channel/detail/2/entrepreneurship-development-notes.html>
2. <https://www.scribd.com> › Documents › Personal Growth › Psychology
3. www.simplynotes.in/e-notes/mbabba/entrepreneurship-development/

Note: Latest editions of all the suggested readings must be used.

IFTM University, Moradabad
Bachelor of Hotel Management & Catering Technology

SEMESTER - VIII

Extensive ON THE JOB TRAINING in Specialization, preferred, by student (Twenty Four Weeks):

BHMCT 801P: TRAINING REPORT EVALUATION AND VIVA VOCE

The Student shall have to undergo a Twenty-Four weeks extensive on the job training in a leading hotel/resort property, duly approved by the Department. Though the Department may help the incumbent students in arranging their training in suitable institution, the sole responsibility to this effect, will rest on the student. The student will have to submit a comprehensive training report in the Department, duly certified by the competent authority of the training Hotel. The reports will be evaluated by a panel of experts, (one internal and one external), who will also conduct viva voce on the same. Last date for submission of the report shall be notified by the Department and will usually be atleast 15 days prior to the commencement of the end semester examinations.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook. ;
2. Appraisals;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. PowerPoint presentation on a CD, based on the training report.
6. Attendance sheet.

BHMCT 802P: LOG BOOK

While on the training, the students shall have to maintain a Log Book in the format prescribed by the Department. The Log Book, to be submitted along with the training report, will be evaluated by the panel of experts (One internal and one external).

BHMCT 803P: VIVA VOCE AND PRESENTATION

Student shall appear for viva in presence of One External and One Internal examiner. He / She shall also make a PowerPoint presentation of the training experience. The power point is to be submitted to the respective faculty incharge in soft copy.