BIRLA INSTITUTE OF TECHNOLOGY MESRA

RANCHI, INDIA

CHOICE BASED CURRICULUM

Under Graduate Programme

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Program Outcomes
(PO)

a) Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.

b) Making students familiar with the practical aspects of the hospitality industry.

c) Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.

d) Enhance the techniques of advanced technological uses in hotel industry.

e) *Business Knowledge* – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.

f) *Communication Skills* – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.

g) *Quantitative Skills* – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.

h) *Critical Thinking Skills* – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.

i) *Technology* – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.

j) *Ethics* – Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.

k) *Multicultural and Diversity* – Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.

l) *Demonstrate learning* – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

COURSE INFORMATION SHEET

Course code: **HM 102**
Course title: **Food Production Foundation I**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **4**   L:3   T: 1   P:
Class schedule per week: **04**
Class: **BHMCT**
Semester / Level: **1 / 01**
Branch: **HMCT**
Name of Teacher: **Gautam Shandilya, Pratima Ekka**

Course Objectives

This course enables the students:

1.	To understand the basic working of a professional kitchen.
2.	To understand the use of various ingredients in kitchen and their preparation.

Course Outcomes

After the completion of this course, students will be able to:

1.	Describe the importance of professional kitchen
2.	Recognise the kitchen equipment; conceptualize the safety procedure, fuels usages and precautions, fire, firefighting and first aids.
3.	Identify the Herbs, spices, cereals, pulses, fruits and vegetables, Milk and Milk product and their uses in kitchen.
4.	Illustrate the use of different methods of cooking
5	Illustrate the basic bakery preparations

Syllabus

Module 1 Kitchen Organization
Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

(9 Lectures)

Module 2 Kitchen Equipment, Fuels & Safety
Kitchen Equipment, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; First Aid- Basic Burns, Scalds, Cuts. (9 Lectures)

Module 3 Ingredients used in cooking

Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen.   (9 Lectures)

Module 4 Methods of Cooking

Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.
                                                                                  (9 Lectures)

Module 5 Bakery and Confectionary

Principles –Types of ovens used. Ingredients used in Bakery – Wheat and wheat products, flour- types, uses and storage, Different Methods of Bread Making.   (9 Lectures)

Text books:
1. Parvinder S Bali, *Food Production Operations*. Oxford University Press, 2014.
2. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
3. R. Kinton & V. Cessarani, *Foundation Practical Cookery,* Hodder Education, 2009.
4. D. Foskett, R. Kinton & V. Cessarani *Theory of Catering*. Hodder & Stoughton Educational, 1999.
5. K. Arora, *Theory of Cookery*, Frank Brothers, 1992.

Reference books:
1. Wayne Gislen, *Professional Cooking.* Le Cordon Bleu, 2002.
2. Le Rol A. Polsom, *The Professional Chef*. Oxford Publication, 2003.
3. M.D.Donovan, Cooking Essentials for the New Professional Chef, John Wiley and Sons, 2001.
4. M J Leto & W K H Bode, *Larder Chef*. Butterworth- Heinemann, 1969.
5. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999.

Gaps in the syllabus (to meet Industry/Profession requirements) -NIL

POs met through Gaps in the Syllabus –N/A

Topics beyond syllabus/Advanced topics/Design–N/A

POs met through Topics beyond syllabus/Advanced topics/Design –N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures

| Industrial visits/in-plant training |
| Self- learning such as use of NPTEL materials and internets |
| Simulation |

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20
Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment
      1. Student Feedback on Faculty
      2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	f	g	h	i	j	k	l
1	H	M	-	-	-	-	-	-	-	-	-	L
2	H	M	-	M	-	-	-	-	-	-	-	M
3	H	M	-	-	-	-	-	-	-	-	-	-
4	H	M	M	M	-	-	-	M	M	-	-	H
5	H	M	M	M	-	-	-	M	M	-	-	H

Mapping Between COs and Course Delivery (CD) methods				
CD	**Course Delivery methods**		**Course Outcome**	**Course Delivery Method**
CD1	Lecture by use of boards/LCD projectors/OHP projectors		CO1,CO2,CO3,CO4,CO5	CD1
CD2	Tutorials/Assignments		CO3,CO4,CO5	CD2
CD3	Seminars			
CD4	Mini projects/Projects			
CD5	Laboratory experiments/teaching aids			
CD6	Industrial/guest lectures			
CD7	Industrial visits/in-plant training			
CD8	Self- learning such as use of NPTEL materials and internets		CO1,CO2,CO3,CO4,CO5	CD8
CD9	Simulation			

Course code:	**HM 105**
Course title:	**Food Production Foundation Practical – I**
Pre-requisite(s):	**NIL**
Co- requisite(s):	**NIL**
Credits:	**3** L: T: P: 6
Class schedule per week:	**06**
Class:	**BHMCT**
Semester / Level:	**01 / 01**
Branch:	**HMCT**
Name of Teacher:	**Gautam Shandilya, Pratima Ekka.**

Syllabus

Module 1
Personal Hygiene & Kitchen Hygiene
Grooming for Professional Kitchen – Do's & don'ts

Module 2
Kitchen Layout.
Familiarization with kitchen equipments and tools
Fuels –Their usage and precautions
Kitchen First Aid, Handling Fire & HACCP Standards Do's & Don'ts

Module 3
Familiarization, identification of commonly used ingredients in kitchen
Cuts of vegetables: Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne Shredding, Mire-poix, Blanching of Tomatoes and Capsicum.
Vegetables –Their usage and cooking precautions

Module 4
Methods of Cooking:
Boiling (potatoes, peas)
Frying (Aubergine, Potatoes)
Steaming (Cabbage)
Braising (Potatoes)
Braising (Onions, cabbage)

Module 5
Bread (Bread Loaf-White and Brown), bread rolls (Various shapes), French bread.

Text books:
1. D.D., Mary, *Cooking Essentials for the New Professional Chef. John Wiley and Sons, 1997.*
2. Parvinder S Bali, *Food Production Operations*. Oxford University Press, 2014.
3. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
4. R. Kinton & V. Cessarani, *Foundation Practical Cookery,* Hodder Education, 2009.
5. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999.

Reference books:
1. Wayne Gislen, *Professional Cooking.* Le Cordon Bleu, 2002.
2. Andrew Hale Feinstein and John M. Stefanelli, *Purchasing Selection and Procurement for the Hospitality Industry.* John Wiley and Sons, 2012
3. Le Rol A. Polsom, *The Professional Chef.* Oxford Publication,

COURSE INFORMATION SHEET

Course code: **HM 103**
Course title: **Food & Beverage Service I**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **4**   L: 3   T: 1 P:
Class schedule per week: **04**
Class: **BHMCT**
Semester / Level: **01 / 1**
Branch: **HMCT**
Name of Teacher: **Dr. Abhisek Jana**

Course Objectives

This course enables the students:

1.	To gain a basic understanding of the food & beverage industry.
2.	To understand the use of various types of F&B equipment.
3.	To learn different types of food & beverage service.

Course Outcomes

After the completion of this course, students will be able to:

1.	Classify food & beverage sector.
2.	Explain the organization structure of F&B department of hotel.
3.	Differentiates between various types of food & beverage outlets and ancillary areas.
4.	Identify different types of Food & Beverage Equipment.
5.	Differentiate between different food and beverage service methods.

Syllabus

Module 1 The Hotel & Catering Industry
Introduction to the hotel industry & the growth of the hotel industry in India, role of catering establishment in the travel/tourism industry. Classification of F & B sector, commercial and welfare catering. (9 Lecture)

Module 2 Departmental Organization & Staffing
Organization of F& B department of hotel. Principle staff of various types of F & B Operation. French term related to F & B Staff. Duties & responsibilities of F & B Staff, Attributes of F & B Staff. (9 Lecture)

Module 3 Food & Beverage Service Areas (F & B Outlets)
Specialty restaurants, Coffee Shop, Cafeteria, Fast food (Quick service restaurant), Grill room, Banquet, Bar, Executive lounge, Vending machines, Discotheque, Night club.
(9 Lecture)

Module 4 Ancillary Department and Food & Beverage Service Equipment

Pantry, Food pick-up Area/ Hot plate point, Store, Linen room, Kitchen stewarding. Familiarization & Selection factors of Cutlery, Crockery, Glassware, Flatware, Holloware, All other equipment used in F & B Service. (9 Lecture)

Module 5 Food & Beverage Service Methods
Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, Kiosk, Food Courts & Bars.

(9 Lecture)

Text books:
1. Lillicrap Dennis R., *Food & Beverage Service,* Hodder Arnold Publication, 2006.
2. Singaravelavan R. *Food & Beverage Services,* Oxford Publications, 2011

Reference books:
1. Dhawan, Vijay, *Food & Beverage Service* - Franc Brothers, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation),* Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990

Gaps in the syllabus (to meet Industry/Profession requirements)- Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures
Industrial visits/in-plant training
Self- learning such as use of NPTEL materials and internets
Simulation

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20

Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment –
     1. Student Feedback on Faculty
     2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	f	g	h	i	j	k	l
1	H	H	M	-	M	-	-	-	-	-	-	M
2	H	H	M	-	M	M	-	-	-	-	-	M
3	H	H	M	-	M	-	-	-	-	-	-	M
4	H	H	M	M	M	-	-	-	-	-	-	M
5	H	H	M	M	M	-	-	-	-	-	-	M

Mapping Between COs and Course Delivery (CD) methods			
CD	**Course Delivery methods**	**Course Outcome**	**Course Delivery Method**
CD1	Lecture by use of boards/LCD projectors/OHP projectors	CO1, CO2, CO3, CO4, CO5	CD1
CD2	Tutorials/Assignments	CO3, CO4, CO5	CD2
CD3	Seminars		
CD4	Mini projects/Projects		
CD5	Laboratory experiments/teaching aids		
CD6	Industrial/guest lectures		
CD7	Industrial visits/in-plant training		
CD8	Self- learning such as use of NPTEL materials and internets	CO1, CO2, CO3, CO4, CO5	CD8
CD9	Simulation		

Course code:	HM 106
Course title:	Food and Beverage Practical - I
Pre-requisite(s):	NIL
Co- requisite(s):	NIL
Credits:	1.5 L T P: 3
Class schedule per week:	03
Class:	BHMCT
Semester / Level:	01 /1
Branch:	HMCT
Name of Teacher:	Dr. Abhisek Jana, Gautam Shandilya

Syllabus

Module 1
Lab I:
Identification of equipment.
Lab II:
Laying & relaying of table cloth.

Module 2
Lab III:
Holding service gear, carrying a tray/ salver.
Lab IV:
Service of water.

Module 3
Lab V:
Placing meal plates & clearing soiled plates.
Lab VI:
Crumbing down.

Module 4
Lab VII:
Stocking side board.
Lab VIII:
Napkin folds.

Module 5
Lab IX:
Changing dirty ash tray.
Lab X:
Cleaning & polishing glassware.
Lab XI:
Situation handling & role play.

Text books:

1. Singaravelavan R. *Food & Beverage Services,* Oxford Publications, 2011.
2. Lillicrap Dennis R., *Food & Beverage Service,* Hodder Arnold Publication, 2006

Reference books:
1. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.
2. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

COURSE INFORMATION SHEET

Course code: **HM 104**
Course title: **Foundation Course in Room Division -1**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **3**   L: 3   T: P:
Class schedule per week: **03**
Class: **BHMCT**
Semester / Level: **01 / 1**
Branch: **HMCT**
Name of Teacher: **Sanjiv Kumar Srivastava**

Course Objectives

This course enables the students:

1.	To understand the fundamentals of hotel like size, category and classification.
2.	To understand the organizational structure of housekeeping and front office dept., its role and importance, and duties and responsibilities of various personnel.
3.	To understand various types of Hotel chain and hotel guestrooms and their layout.

Course Outcomes

After the completion of this course, students will be able to:

1.	Classify hotels based on size, category and location.
2.	Create organization structure for housekeeping department of various sizes of Hotel.
3.	Explain different types of guestroom and design their layout.
4.	Explain various hotel chain operating in India.
5.	Explain the organization structure and functioning of front Office Department.

Syllabus

Module 1 Hotel Room Division

Hotel: Meaning, classification; size, category, location etc.

Room Division: Concept, Importance, classification, sections and sub-sections.

Housekeeping : Meaning, Role of housekeeping in Hotel, its importance, different areas of the department, Layout of the department.

Front office: Role of Front office and its importance, Responsibilities of F.O. dept., Sub dept. and sections.

(8 Lecture)

Module 2 Organization of Housekeeping department

Organization structure of Housekeeping dept. (Small, medium, large hotels)

Duties and responsibilities of H.K. staffs,

Job description and Job specification

Personality traits of housekeeping personnel

Interdepartmental relationship with other departments.

Role of Housekeeping in guest satisfaction.

(8 Lecture)

Module 3 Hotel Guestroom

Importance of Guestrooms to a guest

Types of guestrooms, layout (single, double, suit, twin etc.)

Guest room supplies and amenities

Guestroom status

Guest floor rules.

(8 Lecture)

Module 4 Introduction to major Indian Hotel group

Welcome

Oberoi

Ambassador

HCL

Leela

Jaypee

(8 Lecture)

Module 5 Front office organization:

Organization chart of Hotel (small, medium, large)

Role and importance of various sub-section – Reservation, Reception, Information,

Cash and Bills, Travel desk etc.

(8 Lecture)

Text books:
1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.
3. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013

Reference books:
1. Schneider, M. *The Professional Housekeeper,* Wiley, 1998
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooder Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

Gaps in the syllabus (to meet Industry/Profession requirements) - Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures
Industrial visits/in-plant training
Self- learning such as use of NPTEL materials and internets
Simulation

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20
Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment –
      1. Student Feedback on Faculty
      2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	F	g	h	I	J	K	l

1	H	H	M	-	M	-	-	-	-	-	-	M
2	H	H	M	-	M	H	-	-	-	-	-	M
3	H	H	H	L	M	M	-	-	M	-	-	H
4	H	L	L	-	L	-	-	-	-	-	-	M
5	H	H	M	-	M	H	-	-	-	-	-	M

Mapping Between COs and Course Delivery (CD) methods				
CD	**Course Delivery methods**		**Course Outcome**	**Course Delivery Method**
CD1	Lecture by use of boards/LCD projectors/OHP projectors		CO1, CO2, CO3, CO4, CO5	CD1
CD2	Tutorials/Assignments		CO1, CO2, CO3	CD2,CD8
CD3	Seminars			
CD4	Mini projects/Projects			
CD5	Laboratory experiments/teaching aids			
CD6	Industrial/guest lectures			
CD7	Industrial visits/in-plant training			
CD8	Self- learning such as use of NPTEL materials and internets		CO3,CO4	CD4,CD8
CD9	Simulation			

Course code:	**HM 107**
Course title:	**Foundation Course in Room Division Practical-1**
Pre-requisite(s):	**NIL**
Co- requisite(s):	**NIL**
Credits:	**1.5** L: T: P: 3
Class schedule per week:	**03**
Class:	**BHMCT**
Semester / Level:	**01 / 1**
Branch:	**HMCT**
Name of Teacher:	**Sanjiv Kumar Srivastava**

Syllabus

Module 1
Designing the layout of the Housekeeping and Front office department.

Module 2
Creating organizational structure of Housekeeping department for
Small hotel
Medium hotel
Large hotel

Module 3
Drawing layout of
Single room
Double room
Suite room
Twin room

Module 4
Preparing list of guest supplies and amenities.

Module 5
Creating organizational structure of Front office department for
Small hotel
Medium hotel
Large hotel

Text books:
4. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
5. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.
6. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013

Reference books:

1. Schneider, M. *The Professional Housekeeper,* Wiley, 1998
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooder Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

COURSE INFORMATION SHEET

Course code: **HM 101**
Course title: **Food Science and Nutrition**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **2**   L: 2   T: P:
Class schedule per week: **02**
Class: **BHMCT**
Semester / Level: **1 / 01**
Branch: **HMCT**
Name of Teacher: **Dr. Rajeshwari Chatterjee**

Course Objectives

This course enables the students:

1.	To understand characteristics and metabolism of carbohydrate.
2.	To know characteristics and metabolism of protein
3.	To understand characteristics and metabolism of lipid.
4.	To understand the biochemical role of vitamins and molecular aspects of transport.
5.	To outline general characteristic of microorganisms based on its occurrence, structure.

Course Outcomes

After the completion of this course, students will be to:

1.	Classify nutrients, carbohydrate and describe structure, properties and metabolism of carbohydrate.
2.	Classify protein and describe structure, properties and metabolism of protein.
3.	Classify lipids and describe structure, properties and metabolism of lipid.
4.	Ascertain the molecular aspects of transport and classify vitamins, describe biochemical role of inorganic elements.
5	Reproduce general characteristic of micro-organisms, common food borne diseases by pathogens its preventive measures.

Syllabus

Module 1 Carbohydrate
Classification of Nutrients. Carbohydrates - Definition, Classification. Structure and properties on stereoisomerism, optical isomerism, and reducing action of sugars. Metabolism of carbohydrate. Glycolysis, TCA cycle & energy generation. Electron transport chain and oxidative phosphorylation.

(7 Lectures)

Module 2 Protein
Proteins - Definition, Classification, Structure: primary, secondary, tertiary and quaternary structure of proteins; Properties of proteins with emphasis on isoelectric pH, salting in and out,

and heat coagulation. Amino acids - Classification, types, functions. General reaction of amino acid metabolism, urea cycle.

(7 Lectures)

Module 3 Lipids

Lipids - Definition, Classification & Properties with emphasis on saponification number, iodine number and rancidity of fats. Fatty acids - composition, properties, types. Digestion & Absorption. Oxidation and biosynthesis of fatty acids (saturated & mono-unsaturated)

(7 Lectures)

Module 4 Vitamins and Minerals

Vitamins: Chemistry and biochemical role of fat soluble vitamins. A. D. E. and K. Water soluble vitamins – B_1, B_2, B_6. Minerals: Biochemical role of inorganic elements. Molecular aspects of transport; Passive diffusion, facilitated diffusion, active transport.

(7 Lectures)

Module 5 Microbiology

Microbiology of Food**:** General characteristic of microorganisms-based structure, factors affecting their growth in food (intrinsic and extrinsic), Microorganism Growth Phase, Microbial Food Spoilage, Controlling Food Spoilage, Food-Borne Diseases, Detection of Food-Borne Pathogens, Waterborne Diseases.

(7 Lectures)

Text books:
1. Murray, R.K., Granner, D.K., Mayes, P.A. and Rodwell, V.W. *Harpers Biochemistry*. Macmillan Worth Publishers, 2000.
2. Nelson, D.L. and Cox, M.M. *Lehninger's Principles of Biochemistry*, Macmillan Worth Publishers. 2000.
3. Devlin, T.M. *Text book of Biochemistry with Clinical Correlations*, Wiley Liss Inc, 1997.
4. Stryer, L. *Biochemistry*, WH Freeman and Co.,1998.
5. Rolando Mota. Linda Sherwood & Christophe Woolverton *Prescott, Harley, and Klein's Microbiology*.: McGraw-Hill NY, 2008.
6. Swaminathan, M., *Handbook of Food and Nutrition,* The Bangalore Press, 1978.

Reference books:
1. Voet, D. Voet, J.G. and Pratt, C.W., *Fundamentals of Biochemistry.* Wiley, 1999.
2. Tietz, N.W. *Fundamentals of Clinical Chemistry*. WB Saunders Co., 1976.
3. King, E.J. and Wootton, I.D.P. *Micro-Analysis in Medical Biochemistry*. J and A Churchill Ltd., 1956.
4. Conn, E.E., Stumpf, P.K., Bruening, G. and Doi, R.H.: Ed. *Outlines of Biochemistry*, John Wiley and Sons, 2001.

Gaps in the syllabus (to meet Industry/Profession requirements): - Nil

POs met through Gaps in the Syllabus: -N/A

Topics beyond syllabus/Advanced topics/Design: -N/A

POs met through Topics beyond syllabus/Advanced topics/Design: -N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures
Industrial visits/in-plant training
Self- learning such as use of NPTEL materials and internets
Simulation

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20
Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment –
  1. Student Feedback on Faculty
  2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	f	g	h	i	j	k	l

1	H											
2	H											
3	H											
4	H			H				H	H			
5	H	H			M			H				

Mapping Between COs and Course Delivery (CD) methods			
CD	**Course Delivery methods**	**Course Outcome**	**Course Delivery Method**
CD1	Lecture by use of boards/LCD projectors/OHP projectors	CO1, CO2, CO3, CO4, CO5	CD1
CD2	Tutorials/Assignments	CO1, CO2, CO3,	CD2
CD3	Seminars		
CD4	Mini projects/Projects		
CD5	Laboratory experiments/teaching aids		
CD6	Industrial/guest lectures		
CD7	Industrial visits/in-plant training		
CD8	Self- learning such as use of NPTEL materials and internets	CO1, CO2, CO3, CO4, CO5	CD8
CD9	Simulation		

BIRLA INSTITUTE OF TECHNOLOGY MESRA

RANCHI, INDIA

CHOICE BASED CURRICULUM

Under Graduate Programme

BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

Program Outcomes
(PO)

a) Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.

b) Making students familiar with the practical aspects of the hospitality industry.

c) Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.

d) Enhance the techniques of advanced technological uses in hotel industry.

e) *Business Knowledge* – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.

f) *Communication Skills* – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.

g) *Quantitative Skills* – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.

h) *Critical Thinking Skills* – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.

i) *Technology* – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.

j) *Ethics* – Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.

k) *Multicultural and Diversity* – Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.

l) *Demonstrate learning* – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

COURSE INFORMATION SHEET

Course code: **HM 109**
Course title: **Food production Foundation II**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **4**   L:3   T: 1   P:
Class schedule per week: **04**
Class: **BHMCT**
Semester / Level: **2 / 01**
Branch: **HMCT**
Name of Teacher: **Gautam Shandilya, Pratima Ekka**

Course Objectives

This course enables the students:

1.	To understand the functioning of kitchen with different layouts.
2.	To know about foundation of professional kitchen and non-vegetarian foods.
3.	To understand the role of various ingredients used in bakery.

Course Outcomes

After the completion of this course, students will be able to

1.	Design the kitchen layout of different kitchen areas.
2.	Identify and classify stocks, sauces, and soups
3.	Explain the Eggs, Poultry and Meats cookery
4.	Explain the fish cookery
5	Identify the bakery ingredients and their roles (Yeast, Fats, Oils, Sugar)& Explain the different methods of cake making, Faults and their remedies

Syllabus

Module 1 Kitchen Layout
Types of Kitchen, General Planning & Layout of Food Production outlets in a five-star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.

(9 Lecture)

Module 2 Stocks, Sauces, and Soups
Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation.

(9 Lecture)

Module 3 Eggs, Poultry and Meat

Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swine), Categories, Cuts of Meat, Storage and handling.

(9 Lecture)

Module 4 Fishes in cooking

Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

(9 Lecture)

Module 5 Bakery

Bakery Ingredients and their role, Yeast, Shortenings (Fats & Oils) sugar & salt, Raising Agents. Types of dough – fermented and pastry. Shortening Agents. Types of batters – cakes, pancakes.

(9 Lecture)

Text books:
1. Arora, K, *Theory of Cookery,* Frank Brothers,2008
2. Dubey, C, S, *Bakery & Confectionery,* Socity of Indian Bakers, 2002
3. Philip E. Thangam, *Modern Cookery (Vol- I)*, Orient Longman, 1946.
4. R. Kinton & V. Cessarani, *Foundation Practical Cookery,* Hodder Education, 2009
5. Kinton, Ronald, Ceserani, Victor , *Theory of Catering*, Hodder Education, 2007

Reference books:
1. Le Rol A. Polsom, *The Professional Chef*. Oxford Publication, 2003.
2. R.J. Kauffman & H. Cracknell, *Practical Professional Cookery*, Thomson, 1999
3. M J Leto & W K H Bode, *Larder Chef*. Butterworth- Heinemann, 1969
4. Feinstein, Hale, Andrew, *Purchasing Selection and Procurement for the Hospitality Industry*, Wiley, 2016
5. Wayne Gislen, *Professional Cooking.* Le Cordon Bleu, 2002
6. Donovan Deirdre Mary, *Cooking Essentials for the New Professional Chef,* John Wiley, 1997.
7. Friberg Bo, *The Professional Pastry Chef, Fourth Edition,* Wiley & Sons, 2002

Gaps in the syllabus (to meet Industry/Profession requirements) -Nil

POs met through Gaps in the Syllabus -N/A

Topics beyond syllabus/Advanced topics/Design –N/A

POs met through Topics beyond syllabus/Advanced topics/Design –N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures
Industrial visits/in-plant training
Self- learning such as use of NPTEL materials and internets
Simulation

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20
Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment –
   1. Student Feedback on Faculty
   2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	f	g	h	i	j	k	l
1	H	M	L	H	M	-	-	H	L	-	-	L
2	H	M	-	-	L	-	-	-	-	-	-	L
3	H	M	-	-	L	-	-	-	-	-	-	L
4	H	M	-	-	L	-	-	-	-	-	-	L
5	H	M	-	-	L	-	-	-	-	-	-	L

CD	Course Delivery methods		Course Outcome	Course Delivery Method
	Mapping Between COs and Course Delivery (CD) methods			
CD1	Lecture by use of boards/LCD projectors/OHP projectors		CO1,CO2,CO3,CO4,CO5	CD1
CD2	Tutorials/Assignments		CO2,CO3,CO4	CD2
CD3	Seminars			
CD4	Mini projects/Projects			
CD5	Laboratory experiments/teaching aids			
CD6	Industrial/guest lectures			
CD7	Industrial visits/in-plant training			
CD8	Self- learning such as use of NPTEL materials and internets		CO1,CO2,CO3,CO4,CO5	CD8
CD9	Simulation			

Course code: **HM 113**
Course title: **Food Production Foundation Practical – II**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **3**   **L:**   **T:**   **P: 6**
Class schedule per week: **06**
Class: **BHMCT**
Semester / Level: **02 / 01**
Branch: **HMCT**
Name of Teacher: **Gautam Shandilya, Pratima Ekka**

Syllabus

Module 1
Preparation of Stocks
Mother Sauces and at least two derivatives each.

Module 2
Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Module 3
Egg Preparations: Hard & soft boiled eggs.
Fried eggs, Poached eggs, Scrambled eggs.
Omelet (Plain, Spanish, Stuffed)

Module 4
Familiarization with Poultry, Meats & Fishes – Their Simple Cuts and Cooking.

Module 5
Varieties of Biscuit Dough, Bread Dough (all methods), Bread rolls (all shapes), enriched bread, Doughnuts etc. Cake batters (all methods), Puff Pastry Dough and batters.

Text books:
6. Arora, K, *Theory of Cookery,* Frank Brothers,2008.
7. Dubey, C, S, *Bakery & Confectionery,* Socity of Indian Bakers, 2002.
8. Thangam E. Philip, *Modern Cookery (Vol-I),* Orient Longman, 2010.
9. Kinton, Ronald, Ceserani, Victor, *Practical Cookery*, Hodder Education, 2009.
10. Kinton, Ronald, Ceserani, Victor , *Theory of Catering*, Hodder Education, 2007.

Reference books:
8. Bocuse Paul, Keller, Thomas, *The Professional Chef (4th Edition)*, CIA Publication, 2011.
9. Kauffman, Cracknell, *Practical Professional Cookery*, Macmillan, 1999.
10. Leto, J, M, Bode, W.K.H, *Larder Chef,* Butterworth- Heinemann, 1999.
11. Feinstein, Hale, Andrew, *Purchasing Selection and Procurement for the Hospitality Industry*, Wiley, 2016.

12. Gisslen, Wayne, *Professional Cooking,* Le Cordon Bleu Publications, 2002.

13. Donovan Deirdre Mary, *Cooking Essentials for the New Professional Chef,* John Wiley, 1997.

14. Friberg Bo, *The Professional Pastry Chef, Fourth Edition,* Wiley & Sons, 2002.

COURSE INFORMATION SHEET

Course code: **HM 110**
Course title: **Food and Beverage Service – II**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **4**   L: 3   T: 1   P:
Class schedule per week: **04**
Class: **BHMCT**
Semester / Level: **02 / 1**
Branch: **HMCT**
Name of Teacher: **Dr. Abhisek Jana, Gautam Shandilya**

Course Objectives

This course enables the students:

1.	To learn the various activities of restaurant.
2.	To gain basic understanding of beverage.

Course Outcomes

After the completion of this course, students will be able to:

1.	Demonstrate the flow of activities in a restaurant.
2.	Explain different types of Menu, their features, advantages and limitations.
3.	Identify factors influencing menu planning process.
4.	Develop idea about the importance of checking system in the food service operations.
5.	Explain the term beverage, its classification with examples in French and English.

Syllabus

Module 1 Preparation for Service & Types of Meals
Organizing mise-en-scene, Organizing mise-en –place.
Early morning tea, Breakfast (English, American, Continental, Indian), Brunch, Lunch,
Afternoon/High Tea, Dinner, Supper.   (9 Lecture)

Module 2 Menu Planning
Origin of menu, Objectives of menu planning, Types of menu (A la carte, Table d'hôte,
Carte de jour, Plate de jour, Cyclic, Special Menu - Diet menu, Children menu, Low
Calorie menu etc.)   (9 Lecture)

Module 3 French Classical Menu
Courses and sequence of French Classical Menu, Examples from each course, Classical food,
Its accompaniments and cover.   (9 Lecture)

Module 4 Sale Control System
KOT/Bill control system (Manual), Triplicate Checking System, Duplicate Checking
System, Single Order Sheet, Quick Service Menu & Customer Bill.

Making bill, Cash handling equipment, Record keeping (Restaurant Cashier).

(9 Lecture)

Module 5 Non-Alcoholic Beverage
Definition, Classification and Characteristics. Tea- Origin & manufacture, Types & brands.
Coffee - Origin & manufacture, Types & brands.
Juices & soft drinks, Cocoa & other beverages, Origin & manufacture.

(9 Lecture)

Text books:
3. Lillicrap Dennis R., *Food & Beverage Service,* Hodder Arnold Publication, 2006.
4. Singaravelavan R. *Food & Beverage Services,* Oxford Publications, 2011

Reference books:
4. Dhawan, Vijay, *Food & Beverage Service* - Franc Brothers, 2009.
5. Walker R. John, *The Restaurant (From Concept to Operation),* Wiley, 2013
6. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

Gaps in the syllabus (to meet Industry/Profession requirements) - Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design– N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures
Industrial visits/in-plant training
Self- learning such as use of NPTEL materials and internets
Simulation

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20

Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment –
  1. Student Feedback on Faculty
  2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	f	g	h	i	j	k	l
1	H	H	M	-	M	M	-	-	-	-	-	M
2	H	H	M	-	M	-	-	-	-	-	-	M
3	H	H	M	-	M	-	-	H	-	-	-	M
4	H	H	M	-	H	M	M	H	-	-	-	M
5	H	H	M	-	M	-	-	-	-	-	-	M

Mapping Between COs and Course Delivery (CD) methods				
CD	**Course Delivery methods**		**Course Outcome**	**Course Delivery Method**
CD1	Lecture by use of boards/LCD projectors/OHP projectors		CO1,CO2,CO3,CO4,CO5	CD1
CD2	Tutorials/Assignments		CO3,CO4,CO5	CD2
CD3	Seminars			
CD4	Mini projects/Projects			
CD5	Laboratory experiments/teaching aids			
CD6	Industrial/guest lectures			
CD7	Industrial visits/in-plant training			
CD8	Self- learning such as use of NPTEL materials and internets		CO1,CO2,CO3,CO4,CO5	CD8
CD9	Simulation			

Course code:	**HM 114**
Course title:	**Food and Beverage Practical – II**
Pre-requisite(s):	**NIL**
Co- requisite(s):	**NIL**
Credits:	**1.5** L: T: P: 3
Class schedule per week:	**03**
Class:	**BHMCT**
Semester / Level:	**2 / 01**
Branch:	**HMCT**
Name of Teacher:	**Dr. Abhisek Jana, Gautam Shandilya**

Syllabus

Module 1
Lab I
Mise-en-scene, Mise-en-place.

Module 2
Lab II
Continental Breakfast Cover, American Breakfast Cover.
Lab III
English Breakfast Cover, Indian Breakfast Cover.
Lab IV
A la carte Cover, Table d' Hote Cover.

Module 3
Lab V
Taking guest reservations, receiving & seating of guests, order taking & Making a KOT, order processing.
Lab VI
Sequence of service, Crumbing, Clearing the table, presentation & encashing the bill, presenting & collecting guest comment cards, seeing off the guest.

Module 4
Lab VII
Tea – Preparation & Service.
Coffee – Preparation & Service.

Module 5
Lab VII
Special food service (Cover, accompaniments & service).
Lab IX
Writing a Menu in English.

Text books:
   1. Lillicrap Dennis R., *Food & Beverage Service,* Hodder Arnold Publication, 2006.

2. Singaravelavan R. *Food & Beverage Services,* Oxford Publications, 2011.

Reference books:
1. Dhawan, Vijay, *Food & Beverage Service -* Franc Brothers, 2009.
2. Walker R. John, *The Restaurant (From Concept to Operation),* Wiley, 2013.
3. Andrioli, Sergio, Douglas, Peter, *Professional Food Service*, Heinemann Professional, 1990.

COURSE INFORMATION SHEET

Course code: **HM 111**
Course title: **Foundation Course in Room Division -II**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **3**   L: 3   T: P:
Class schedule per week: **03**
Class: **BHMCT**
Semester / Level: **02 / 1**
Branch: **HMCT**
Name of Teacher: **Sanjiv Kumar Srivastava**

Course Objectives

This course enables the students:

1.	To understand the concept of cleaning science, various types of cleaning methods, agents, and equipment.
2.	To know the cleaning of guestrooms and public areas.
3.	To know the procedure of star rating in Hotel.
4.	To know the various types of guest services available in hotels.

Course Outcomes

After the completion of this course, students will be able to:

1.	Identify various cleaning equipment and standard cleaning procedure to be followed.
2.	Identify various cleaning agents and procedure to be followed for using the cleaning agents.
3.	Demonstrate the cleaning of Guestroom and public area.
4.	Understand the process of giving star category to Hotels.
5.	Demonstrate various guest services in hotels.

Syllabus

Module 1 Cleaning Organization
Introduction, Reasons of cleaning, Standard of cleaning, Principles of cleaning.
Types of soil, Nature of soil.
Methods of cleaning: manual, mechanical.
Cleaning equipment: Manual and mechanical.
Care, storage and upkeep of cleaning equipment.
Characteristics and selection of good cleaning equipment.

                                            (8 Lecture)

Module 2 Cleaning Agents
Definition, Function, Importance and Types of cleaning agent.
Water: Sources, Types, effects, Method of softening water.

Detergents: Composition, Types and action of detergents.
Abrasives, Reagents, Organic solvent, disinfectant & Bleaches.
Polishes, floor sealers, Floor strippers, carpet cleaners.
Selection, storage of cleaning agents.

(8 Lecture)

Module 3 Cleaning of Guestrooms/ public areas
Daily cleaning of rooms (occupied, departure, vacant, VIP, under repair etc.)
Periodic /spring cleaning/special cleaning
Evening service/second service
Public Area cleaning: Lobby, Restaurant, Bar, Corridor, Banquet hall, Swimming pool, offices etc.

(8 Lecture)

Module 4 Requirement to be a star category hotel
Role of HRACC, FHRAI
Fees for application
Criteria for Approval
A and B class city requirements.
Norms for Heritage Hotel

(8 Lecture)

Module 5 Guest Services
Handling Guest mail
Message handling
Custody & Control of Key
Guest room change
Left luggage handling

(8 Lecture)

Text books:
7. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
8. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.
9. Bhatnagar, S.K., *Front Office Management*, Frank Bros. & Co. Ltd., 2013.

Reference books:
6. Schneider, M. *The Professional Housekeeper,* Wiley, 1998
7. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007
8. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooder Education, 1988.
9. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
10. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

Gaps in the syllabus (to meet Industry/Profession requirements) - Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures
Industrial visits/in-plant training
Self- learning such as use of NPTEL materials and internets
Simulation

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20
Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment –
      1. Student Feedback on Faculty
      2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	f	g	h	i	j	k	l

1	H	H	M	H	M	-	-	-	-	-	-	M
2	H	H	M	H	M	-	-	-	-	-	-	M
3	H	H	M	-	M	-	-	-	-	-	-	M
4	H	H	H	H	M	-	-	-	-	-	-	-
5	H	H	M	-	M	M	-	M	-	M	-	M

Mapping Between COs and Course Delivery (CD) methods				
CD	**Course Delivery methods**		**Course Outcome**	**Course Delivery Method**
CD1	Lecture by use of boards/LCD projectors/OHP projectors		CO1, CO2, CO3, CO4, CO5	CD1
CD2	Tutorials/Assignments		CO1, CO2, CO3	CD2,CD8
CD3	Seminars			
CD4	Mini projects/Projects			
CD5	Laboratory experiments/teaching aids		CO1,CO2,CO3	CD5,CD7
CD6	Industrial/guest lectures			
CD7	Industrial visits/in-plant training			
CD8	Self- learning such as use of NPTEL materials and internets		CO4,CO5	CD4,CD8
CD9	Simulation			

Course code: **HM 115**
Course title: **Foundation course in Room Division Practical-II**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **1.5**   L: T: P: 3
Class schedule per week: **03**
Class: **BHMCT**
Semester / Level: **02 / 1**
Branch: **HMCT**
Name of Teacher: **Sanjiv Kumar Srivastava**

Syllabus

Module 1
Familiarization with Manual & Mechanical cleaning equipment.
Identification of cleaning equipment.
Functions of cleaning equipment.

Module 2
Familiarization of cleaning agents according to its function.

Module 3
Guestrooms cleaning
Bath room cleaning

Module 4
Public area cleaning (lobby, lounge, elevator, restaurants, coffee shops, staircase, corridor, banquet hall, swimming pool etc.)

Module 5
Role play of guest room change.
Role play of message handling.

Text books:
1. Andrews, Sudhir, *Hotel Housekeeping*, Tata McGraw Hill, 2009.
2. Raghubalan, G. *Hotel Housekeeping Operation and Management*, Oxford University press, 2007.

Reference books:
1. Schneider, M. *The Professional Housekeeper,* Wiley, 1998.
2. Jones, M. *Professional Management of Housekeeping operations*, Wiley, 2007.
3. Branson, C, Lennox Margaret. *Hotel, Hostel & Hospital Housekeeping*, Hooder Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. *Managing House Keeping Operation*, AHLA, 1997.
5. Allen, David. *Accommodation & Cleaning Services*, Vol I & Vol II, Hutchinson, 1983.

COURSE INFORMATION SHEET

Course code: **HM 108**
Course title: **Business Computing**
Pre-requisite(s):   **NIL**
Co- requisite(s):   **NIL**
Credits: **3**   L: 3   T: P:
Class schedule per week: **03**
Class: **BHMCT**
Semester / Level: **02 / 1**
Branch: **HMCT**
Name of Teacher: **Dr. Praveen Srivastava**

Course Objectives

This course enables the students:

1.	To understand the working of computer and its various functions.
2.	To explain the working of various applications like Word processor, Spreadsheet, PowerPoint and Browser

Course Outcomes

After the completion of this course, students will be able to:

1.	Understand the basic function of computer parts.
2.	Demonstrate the working in word processor
3.	Create the spreadsheet
4.	Prepare the presentation in power point.
5.	Understand the working of Internet.

Syllabus

Module 1 Introduction to Computer
Knowing computer: What is Computer, Basic Applications of Computer; Components of Computer System, Central Processing Unit (CPU), VDU, Keyboard and Mouse, Other input/output Devices, generation of computers, programming languages, Computer Memory, Concepts of Hardware and Software; Concept of Computing, Data and Information.
                                                        (8 Lecture)

Module 2 Understanding Word Processing
Word Processing Basics; Opening and Closing of documents; Text creation and Manipulation; Formatting of text; Customizing the Word Application, Document Views, Table handling; Spell check, language setting and thesaurus; Printing of word document, Mail merge.

Module 3 Understanding Spreadsheet

Basics of Spreadsheet; Manipulation of cells; Workbook, Worksheet, Formatting in excel, Advanced formatting in Excel, Printing worksheets, Formulas and Functions; Editing of Spread Sheet, graph, switch between worksheets. (8 Lecture)

Module 4 Understanding Power point

Basics of presentation software; Creating Presentation; Preparation and Presentation of Slides; Slide Show; Taking printouts of presentation / handouts. Using Master slide and various theme. Functions of mouse over and mouse click. Inserting various media – Image, video, audio. Insert and modify table and chart. Insert and edit animation and slide transition.

(8 Lecture)

Module 5 Introduction to Internet, WWW and Web Browsers

Basic of Computer networks; LAN, WAN; Concept of Internet; Applications of Internet; connecting to internet; What is ISP; Knowing the Internet; World Wide Web; Web Browsing software, Search Engines; Understanding URL; Domain name; IP Address; Using e-governance website, e mail, introduction to e Commerce.

(8 Lecture)

Text books:
1. Jaiswal, S, *Fundamental of Information Technology*, Galgotia Publications Pvt. Ltd., 1999.
2. Seal, Pratim Partho, *Computers in Hotel*, Oxford Publication, 2013.
3. Jain, Satish, Geetha, M, *MS Office 2010 Training Guide*, BPB Publication, 2010.

Reference books:
1. Kumar, Bittu, *Microsoft Office 2010*, V&S Publisher, 2013.

Gaps in the syllabus (to meet Industry/Profession requirements) - Nil

POs met through Gaps in the Syllabus - N/A

Topics beyond syllabus/Advanced topics/Design - N/A

POs met through Topics beyond syllabus/Advanced topics/Design – N/A

Course Delivery methods
Lecture by use of boards/LCD projectors/OHP projectors
Tutorials/Assignments
Seminars
Mini projects/Projects
Laboratory experiments/teaching aids
Industrial/guest lectures
Industrial visits/in-plant training
Self- learning such as use of NPTEL materials and internets
Simulation

Course Outcome (CO) Attainment Assessment tools & Evaluation procedure

Direct Assessment

Assessment Tool	% Contribution during CO Assessment
Mid Sem Examination Marks	25
End Sem Examination Marks	50
Two Quizzes (2X10 %)	20
Assignment	05

Assessment Component	CO1	CO2	CO3	CO4	CO5
Mid Sem Examination Marks	15	10			
End Sem Examination Marks	10	10	10	10	10
Two Quizzes (2X10 %)		5	5	5	5
Assignment					5

Indirect Assessment –
  1. Student Feedback on Faculty
  2. Student Feedback on Course Outcome

Mapping between Objectives and Outcomes

Mapping of Course Outcomes onto Program Outcomes

Course Outcome #	Program Outcomes											
	a	b	c	d	e	f	g	h	i	j	k	l
1						H			M			
2						H			M			
3						H			M			
4						H			M			
5						H			M			

Mapping Between COs and Course Delivery (CD) methods		

CD	Course Delivery methods		Course Outcome	Course Delivery Method
CD1	Lecture by use of boards/LCD projectors/OHP projectors		CO1, CO2 CO3, CO4 CO5	CD1
CD2	Tutorials/Assignments		CO3, CO4 CO5	CD2
CD3	Seminars		CO1, CO2 CO3, CO4 CO5	CD9
CD4	Mini projects/Projects			
CD5	Laboratory experiments/teaching aids			
CD6	Industrial/guest lectures			
CD7	Industrial visits/in-plant training			
CD8	Self- learning such as use of NPTEL materials and internets			
CD9	Simulation			

Course code:	HM 112
Course title:	Business Computing Practical
Pre-requisite(s):	NIL
Co- requisite(s):	NIL
Credits:	1.5 L: T: P: 3
Class schedule per week:	03
Class:	BHMCT
Semester / Level:	02/ 1
Branch:	HMCT
Name of Teacher:	Dr. Praveen Srivastava

Syllabus

Module 1 Introduction to Computer
Lab 1. Introduction to various Hardware of computer
Lab 2. Introduction to various software of computers

Module 2 Understanding Word Processing
Lab 3. Introduction to Word Processing and its basic feature
Lab 4. Advance feature of Word Processing

Module 3 Understanding Spreadsheet
Lab 5. Introduction to Spreadsheet and its basic feature
Lab 6. Advance feature of Spreadsheet
Lab 7. Formulas used in Spreadsheet

Module 4 Understanding Power point
Lab 8. Introduction to Power point and its basic feature
Lab 9 Advance feature of Power point
Lab 10. Preparation of Professional Power points.

Module 5 Introduction to Internet, WWW and Web Browsers
Lab 11. Introduction to Internet and its basic feature
Lab 12. E – mail, Website: E Commerce sites, Introduction to Net Banking

Text books:
1. Jaiswal, S, *Fundamental of Information Technology*, Galgotia Publications Pvt. Ltd., 1999.
2. Seal, Pratim Partho, *Computers in Hotel*, Oxford Publication, 2013.
3. Jain, Satish, Geetha, M, *MS Office 2010 Training Guide*, BPB Publication, 2010.

Reference books:
1. Kumar, Bittu, *Microsoft Office 2010*, V&S Publisher, 2013.