

# SRIDEV SUMAN UTTARAKHAND UNIVERSITY, TEHRI GARHWAL

## **ORDINANCE & SYLLABUS FOR: TWO YEAR MASTER OF HOTEL MANAGEMENT (MHM) PROGRAMME**

1. **Definition:** The title of programme shall be Master of Hotel Management (MHM)

### **2. Duration of Programme:**

- 2.1 The duration of the Master of Hotel Management Programme shall be two academic years. Each year shall be divided into two semesters. Thus, the MHM Programme shall comprise of four semesters spread over two years.
- 2.2 Each semester shall have at least 90 teaching days. On the completion of all the four semesters, the students will be awarded the Master's degree in the Master of Hotel Management.
- 2.3 A candidate can complete all the four semesters within a maximum period of 4 years from the date of admission to the first semester of the programme.

### **3. Eligibility**

- 3.1 Admission to the first semester of the programme shall be open to candidates who have passed graduation **from a recognized university OR an equivalent examination.**
- 3.2 The age of candidate at the time of admission should not be more than 27 years on 1<sup>st</sup> August of the concerned academic year. However for reserved category students the relaxation will be as per the Government. University norms and notifications.

### **4. Admission**

- 4.1 The admission to First semester of the programme will be on the basis of Entrance examination/ Merit of the graduation examination.
- 4.2 The rules prescribed by the University time to time for admission shall over rule/amend the criteria laid in 4. 1
- 4.3 Inter institute migrations within the University will not be permitted.

### **5. Attendance :**

- 5.1 Every student is required in attend all the lectures, tutorials practicals and otherprescribed curricular and co-curricular activities. The attendance can be condoned up-to 25% on medical grounds or for other genuine reasons beyond the control of students,
- 5.2 A Further relaxation of attendance up to 15% for a student can be given by Head of institution/college provided that he/she has been absent with prior permission of the Head of the institution/college for the reason acceptable to him.
- 5.3 No student will be allowed to appearing the end semester examination if he/she does not satisfy the overall average attendance requirements of clause No's 5.1 and 5.2

5.4 The attendance shall be counted the date of admission in the institute/college.

## 6. Examination:

6.1 The maximum marks allotted to subject shall consist or marks of End Semester examination theory and Practical) and Sessional/ Internal marks. Scheme of evaluation is provided with the syllabus.

6.2 The performance of a student in a semester shall be evaluated through continuous class assessment and end semester examination. The continuous assessment shall be based on class tests, assignments/tutorials, quizzes/viva-voce and attendance. The marks for continuous assessment (Sessional marks) shall be awarded at the end of the semester. Weight age of Internal assessment/Sessional will be as under

(a) Mid-Term Test	10 Marks.
(b) Presentation/ Assignment/ Quiz	05 Marks.
(c) Industrial Visit report/ Field work	05 Marks.
(d) Co-curricular activities	05 Marks
(e) Attendance/ Class Participation/ Discipline	05 Marks.

6.3 The end semester examination shall be conducted as per prescribed scheme of curriculum.

6.4 The distribution of marks for Sessional, end semester theory papers, practical's and other examinations, seminars. Practical training and General Proficiency shall be as per the prescribed scheme of examination.

6.5 The minimum pass marks in each theory subject (including Sessional marks) shall be 40% but 30% marks is essential in each theory paper in the end semester University examination. There is no provision of Sessional marks in any theory subject, the minimum pass marks in that theory subject shall be 30% as required in the end semester examination. The candidate shall be eligible for provisional promotion with carry over. He/she may choose up to a maximum or an) four subjects of that particular academic year as per his/her choice to pass the examination of that year.

6.6 The minimum pass marks in a practical's/project subject including Sessional marks) shall be 50%.

6.7 A candidate, in order to pass, must secure 40% marks in the aggregate in a particular academic year inclusive of both semesters of the academic year.

6.8 The minimum pass marks to pass in seminar, industrial training and educational tour, viva voce etc. shall be 50%.

6.9 There shall be no pass marks in General Proficiency (GP). However, General proficiency marks shall be added for the purpose of declaring result.

6.10 Every candidate shall be examined in the subject(s) as laid down in the concerned scheme of examination(s) prescribed by the Academic Council from time to time

6.11 The external examiner(s) will set the question papers as per the criteria laid down in the Syllabi/Scheme of examination for the concerned programme.

## 7. Promotion:

7.1 A candidate satisfying all the requirements under clause 6 shall be promoted to the next academic year of study.

8 **The medium of Instruction and examination shall be English ONLY.**

9. The last date of receipt of admission forms and fees shall be as fixed by the university.

10. The amount of examination fee to be paid by a candidate for each semester shall be as per the decision of the University from time to time.

11. The examination for the odd semesters shall ordinarily be held in the month November/December and for the even semesters in the month of May/June or on such dates as may be fixed by the Vice-Chancellor.

12. **BackPaper/Supplementary examinations will be held for re-appear/failed candidates as under:**

- a) First semester Along with the 3rd semester
- b) Second semester Along with the 4th semester
- c) Third semester subsequent to 3<sup>rd</sup> semester
- d) Fourth semester subsequent to 4<sup>th</sup> semester

13. The Director/Principal of the Institute/College shall forward to the Controller of examinations, as per the schedule of examinations of the University, a list of the eligible students who have satisfied the requirements of rules for appearing, in the examination.

14. a) As soon as possible, after the termination of the examination. The Controller of examination shall publish a list of candidates who have passed the semester examination.

b) Each successful candidate shall receive a copy of the Detailed Marks Sheet on having passed the semester examination.

15. The list of successful candidates after the 4th semester examination shall be arranged as under in two divisions on the basis of aggregate marks obtained in the first to fourth semester examinations (for the award of MHM Degree) taken together and the division obtained by the candidate will be stated in his degree

a) Those who obtain 40% marks but less than 50% marks- **Third.**

### **Division**

b) Those who obtain 50% marks but less than 60% marks - **Second Division**

c) Those who obtain 60% or more marks - **First Division**

d) Those who pass all the semesters examination (1st to 6th) at the first attempt obtaining 75% or more marks in the aggregate shall be declared to have passed with **DISTINCTION.**

## 16 Evaluation

- 16.1 The Director/Principal of the concerned Institute/College shall forward the Internal Assessment marks/Workshop/Summer Internship/Practical awarded of the students, as per scheme of examinations, wherever specified, to the controller of examinations within 15 days of completion of semester examination.
- 16.2 The Director/Principal of the Institute/College will preserve the records on the basis of which the, Internal Assessment awards/ Workshop/Summer Internship/ attendance etc. have been prepared for inspection, if needed by the University up to one month from the date of declaration of the semester examination results. This record, including the attendance will be disposed off after One month.
- 16.3 The internal assessment/Practical/Workshop/training report/ project report awards of a candidate who fails in any semester/ paper(s) shall be carried forward to the next examination.
- 16.4 Candidate(s) who has not obtained pass marks in the Internal Assessment in any paper(s)/practical/workshop etc. will be provided an opportunity to appear before the Committee of Examiners, to be constituted by the Director/Principal of the Institute/College, to reassess performance of the candidate (within two months of the declaration of result and receipt of the requests of the candidate concerned). Corresponding to schedule given for supplementary examinations in clause 12 and the Internal Assessment/Workshop/Practical/Viva-voce given by the Committee shall be

## 18 Award of Industrial Training & Project Marks at Institution/College level

### Industrial Training:

- 18.1 All students shall be required to undergo 20 weeks compulsory industrial training in a reputed Hospitality Establishment after completion of III semester examination
- 18.2 All students shall have to submit industrial training report to the Head of Department/Director within 4 weeks after the completion of training along with a certificate of satisfactory completion of the training from the competent authority of the concern organization/establishment.
- 18.3 The marks of industrial training shall be awarded as per specification in the syllabus.

### Project :

- 18.4 Each student shall be required to work on a project related to Hospitality Industry and submit the Project report in duplicate to the Head of Department/Director one month before the commencement of the end semester examination of VI Semester. The project report will be evaluated as follows:

- (i) Project report viva voce (internal & external examiners) 50%
- (ii) Report content and Oral Presentation by the students 50%

**19. Ex\_Studentship:**

- 19.1 A candidate opting for ex-studentship shall be required to appear in all the theory and practical subjects in the end semester examinations of both semesters of the same academic year. However, the marks pertaining to sessional, Industrial Training, Seminar and General Proficiency shall remain the same as those secured earlier.
- 19.2 A candidate opting for ex-studentship shall be required to apply to the college by paying only examination fee within 15 days from the start of new session.

**20. Re-admission in the Institution/College:**

A candidate may be allowed for re-admission provided he/she satisfies one of the following conditions:

- 20.1 A candidate is declared fail
- 20.2 A candidate did not appear in a semester examination and/or he/she was granted permission for not to appear in the examination.
- 20.3 A candidate has been detained by the institute and has also been permitted to take re-admission.
- 20.4 A candidate as an ex-student passed the examination of the academic year or qualified for carryover system.
- 20.5 A candidate promoted with carryover subjects and he/she opted for re-admission.

**21 Grace Marks:**

A candidate may be awarded grace marks up-to a maximum of total 10 marks. in maximum four subjects **but not more than five marks in any subject** including theory papers, practical's, project, seminar, industrial training and/or aggregate marks in each academic year provided he/she can be declared to have passed the academic year by the award of these marks. Anybody getting less than 50% marks in aggregate will treated as if he/she has failed in that year. Grace marks will be applicable only to student. who can he declared clear pass after awarding grace marks.

**22. Scrutiny and Revaluation:**

- 22.1 Scrutiny shall be allowed in only theory papers as per the rule of the University.
- 22.2 Revaluation of theory/practical papers is not permitted.

**23 Unfair means:**

Cases of unfair means shall be dealt as per the rules of the University and the Uttarakhand Public Examination (Prevention of Unfair means) Act, if any, in prevalence.

**24. Cancellation of Admission:**

The admission of a student at any stage of study shall be cancelled if:

24.1 He/She is not found qualified as per University/State Government norms and guidelines or the eligibility criteria prescribed by the University.

Or

24.2 He/She is found unable to complete the course within the stipulated time as prescribed in clause 2.3

Or

24.3 He/She is found involved in creating indiscipline in the Institution/College or in the University.

**Other Provisions**

25.1 There will be no improvement facilities available to MHM students. However grace marks will be allowed as per University Rules.

25.2 Notwithstanding the integrated nature of this course which is spread over more than one academic year and the Ordinance in force at the time a student joins the course shall hold good only for the examination held during or at the end of the academic year and nothing in this Ordinance shall be deemed to debar the University from amending the Ordinance and the amended Ordinance, if any shall apply to all the students whether old or new,

25.3 Any other provision not contained in the above shall be governed by the rules and regulations framed by the University from time to time. In case of any dispute arises the matter will be referred to the Vice-Chancellor. Whose decision shall be final.

**The Academic Council shall have the power to relax any provision provided in the ordinance in any specific matter/situation subject to the approval of Executive Council of the University & such decision(s) shall be reported to the Vice-Chancellor of the University.**

## MASTER OF HOTEL MANAGEMENT (MHM) Curriculum and Scheme of Examination

The course will be divided into 4 semesters

### FIRST SEMESTER

<b>Paper Code</b>	<b>Name of the paper</b>	<b>External Marks</b>	<b>Internal Marks</b>	<b>Duration</b>
MHM 101	Food & Beverage production	70	30	3 Hrs
MHM 102	Food & Beverage Service	70	30	3 Hrs
MHM 103	Accommodation operations	70	30	3 Hrs
MHM 104	Front Office operations	70	30	3 Hrs
MHM 105	Fundamentals of Hospitality & tourism Business	70	30	3 Hrs
MHM 106	Principles of Management	70	30	3 hrs
MHM 107	Computer & Hotel Information system Mgt.	70	30	3 Hrs
MHM 108	Food & Beverage production	70	30	4 Hrs
MHM 109	Food & Beverage Service	70	30	3 Hrs
MHM 110	Accommodation operations	70	30	3 Hrs
MHM 111	Front Office operations	70	30	3 Hrs
MHM 112	Communication skills in English & personality development	70	30	3 Hrs
MHM 113	Computer & Hotel Information system Mgt.	70	30	3 Hrs

**External Marks: 70**  
**Internal Marks: 30**  
**Time : 3 Hrs**

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 101**  
**FOOD & BEVERAGE PRODUCTION**

**Unit- 1** Introduction to cookery and evolution. Aims and objectives of cooking Food. French, Indian and Chinese cuisine- Introduction and features. Qualities of Kitchen staff. Kitchen ,Staff organization- liaison of kitchen with other departments. Duties and attributes of kitchen staff.

**Unit- 2** Kitchen equipment- types,selection, cleaning and maintenance Preparation methods of ingredients, Effects of heat on food. Cooking methods- introduction and types.

**Unit- 3** Basic Stocks, Soups and Sauces and classification

**Unit- 4** Fish, Poultry, lamb/Mutton, Beef and Pork- Introduction, cuts, selection points.

**Unit – 5 Bakery-** Basics ingredients used in bakery flour,egg,sugar,yeast Introduction, and ingredients used. Cake making methods.Bread Making Methods. Pastry-Introduction, types and recipes.

***Text & References:***

- Theory of Cookery by Krishna Arora
- Modern Cookery (Vol. I) by Philip E. Thangam
- Larousee Gastronomique by Paul Hamlyn
- The Book of Ingredients by Jane Grigson
- The professional Chef by Le Rol A. Polson
- Professional Cooking by Wayne Gisslen
- The complete guide to the art of modern cookery by Escoffier
- Professional cooking by Wayne Glasslen
- Understanding Commercial Baking by Lundberg Donald E. & Kotsehevar
- Introduction to Bakery – Fans

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management.



External Marks: 70  
Internal Marks: 30  
Time: 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM -102**  
**FOOD & BEVERAGE SERVICES**

**Unit – 1 F&B Services:** –Introduction, Importance, Function, Sections  
Classification of catering establishment- commercial and non commercial

**Unit- 2 Departmental Organization & Staffing** – Organization Structure of F&B  
Services in different types of Hotels.  
Job Descriptions and Job specifications of different F&B service positions,  
attributes of F&B personnel

**Unit- 3 Mise-en-scene and mise-en-place for Restaurant, banquets and room  
service:** –Introduction, Importance, Function, Sections

**Unit 4 Different types of Food & Beverage Service, Specialty Service**– Introduction, types,  
functioning, order taking and serving food, **Food & Beverage Service equipments:** Introduction,  
Classification and features.

**Unit 5 Non Alcoholic Beverages** -Introduction to Non alcoholic , types, classification, Tea, coffee,  
cocoa, , juices, Mock tails

**Unit 6 Types of Meals**-Breakfast- Introduction, Types, Service methods, ala carte and TDH set ups,  
brunch, lunch, hi tea, dinner, supper, elevesens and others

**Unit 7 Menu-** Introduction, meaning, origin, development and types.

**Menu Planning:** considerations and limitations. Menus for different types of F&B outlets

***Text & References:***

- *Bar Bible – Hamilyan Publication\*
- *Food & Beverage Service- Rakesh Puri cosy publications*
- Text book of Food & Beverage Service By S.N. Bagchi & AnitaSharma – Aman Publication
- Food & Beverage Service by Anil sagar & Deepak Gaur- A.P.H.Publishing Corporation
- Food & Beverage Service By Vijay Dhawan- Frank Bros. & Co.
- Food & Beverage Service Training Manual By Sudhir Andrews –Tata Mc-Graw Hill  
Publishing Co. Ltd
- Food & Beverage Service By Dennis Lillicrap – John Cousins
- An Introduction to Food & Beverage Studies by Marzia Magris & Cathy Mccreeery- Global  
Books & Subscription services

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External Marks: 70  
Internal Marks: 30

Time: 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 103**  
**ACCOMMODATION OPERATIONS**

**Unit -1 Housekeeping** – The concept, its aims and importance and its scope in Lodging Industry.  
Personality traits of housekeeping personnel . Organization of Housekeeping Department of different type of Hotels,

**Unit – 2** Duties and responsibilities of the housekeeping personnel. Layout of the housekeeping department.

Sections of Housekeeping department- Importance and their functions. Intra- & Inter-departmental coordination

**Unit- 3** Basic cleaning agent, selection criteria, their uses and control measures. Cleaning- Types, equipments required, maintenance of equipment & storage. Daily, periodic & spring cleaning procedure.

**Unit – 4 Linen:** Concept, types and their sizes and storage

**Housekeeping supplies and amenities:** types, control Cleaning procedure of guest rooms and public area.

Room Checklist and its procedure

**Unit- 5** Lost & Found procedures and records,

Safety and security procedures. Accidents prevention procedures, Keys- Type of keys & Key Control, Hotel Bed: Types of Beds & Mattresses, Turn down Service. Different types of flower arrangements & its types

***Text & References:***

- Housekeeping training manual, Andrews, Sudhir, New Delhi : Tata Mcgraw-Hill Publication Company, 1985.
- Hotel, Hostel and Hospital housekeeping, Branson, Joan C. and Lennox, Margret, London : ELST, 1988.
- Managing Housekeeping operations, Margaret M. Kappa, Aleta Nitschke, Patricia B. Schappert, EI-AH&LA, USA.
- HouseKeeping Management, Andrew Sudhir, Tata Mcgraw Hill Publication Text Book
- Housekeeping Operations, Oxford Publications
- Hotel Housekeeping operation management, S.Raghubalan, GRaghubalan

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External Marks: 70  
Internal Marks:30

Time: 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 104**  
**FRONT OFFICE OPERATIONS**

**Unit- I Introduction to Front Office**

Layout of the front office, Different section of the front office and their Importance , Qualities of Front Office staff

**Unit- II Organisational set-up of Front office Department**

Hierarchy: Small, Medium and Large Hotels, Job description and Job specification of different front office personnel. Bell Desk and Concierge- importance, functions and activities.

**Unit- III Basic Information for Front Desk Agents**

Different types of rooms. Numbering of rooms and food plan, Basis of charging a guest. Tariff and tariff fixation, Terms used at Front Desk.

**Unit-IV Reservation**

Sources & Modes of Reservation, Types of Reservation, Systems of Reservation  
Amendments and cancellations procedures, Group reservation, Overbooking.  
Modes of Payments- Advantages and Disadvantages

**Unit-v Registration**

Pre-registration activities, Methods of registration, Room & rates assignment, Handling registration of Foreigners, Room change procedure.  
Telephonic etiquettes/ manners, the need for developing the telephone skills

***Text & References:***

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

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External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**FUNDAMENTALS OF HOSPITALITY AND TOURISM BUSINESS**  
**PAPER CODE: MHM 105**

**Unit – 1 Hospitality-** Introduction, concept, development over the ages in context of Indian and international hospitality

**Unit – 2 Tourism: Introduction, concept, definition, types and characteristics**

Relation of hospitality industry with Tourism Travel agency and tour operation business – Role and functions. Travel agency and Hotel industry. Tourism organizations and associations – Role and functions in Hotel Industry – WTO, PATA, FHRAI and IATA., Religion based tourism, Wild Life Sanctuaries, National Parks, and Eco Tourism Destination.

**Unit – 3 The Hotel Industry:** Organization of Hotels, ownership structure: Sole Proprietorship, partnership, Franchisees, Management Contract – concept, their advantages and disadvantages.

**Unit – 4 Overview of major Hotel Departments:** Front Office, House Keeping, Food & Beverage, Marketing, Human Resources, Engineering & Maintenance, Accounting & Finance Inter and Intra Departmental Linkages and Coordination.

**Unit – 5 Future of Hospitality Industry, Changing trends, issue and challenges Importance of Hospitality industry in India**

***Text & References***

- Introduction to Hospitality Industry – A Text Book: Bagri SC & Dahiya Ashish, Aman Publications – New Delhi
- Introduction to Hospitality, Walker John R. Prentice Hall of India.
- An introduction to the hospitality Industry : 4<sup>th</sup> edition Gerald W. Lattin Attn.
- Hospitality Today : Rocco; Andrew Vladimir, Pables E, Attn.
- Tourism and the hospitalities Joseph D. Fridgen
- Welcome to Hospitality Kye-Sung Chon, Roymond Sparrowe
- Hospitality Mgt. Kevin Baker, Jeremy Hayton
- Hotels for Tourism Development Dr. Jagmohan Negi
- Principles of grading and classification of hotels, tourism restaurant & resorts - Dr. J. Negi

**NOTE:** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management.

External Marks: 70

Internal Marks: 30

Time: 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PRINCIPLES OF MANAGEMENT**  
**PAPER CODE: MHM 106**

**Unit-1 Management concept and nature;** science or art, process & functions; management levels, managerial skills & managerial roles. Management and Society

**Unit- 2 Role of Manager** – Management as a profession, Professional Manager & his tasks, Managerial Skills – Roles & Levels, Managerial ethics & organizations culture, Management process, External & internal , Factors that affect Management

**Unit -3 Planning-**Nature, Purpose, types and process. Management by Objectives, Strategies and policies, Decision making.

**Organizing:** concept of organizing and organization. Line and Staff, authority and responsibility, span of Control, Delegation, Decentralization, Organizational structure and design

**Unit -4 Directing:** Communication – process, types, barriers and principles of effective communication, Listening. Motivation – Basic concept & Definition, Theories and practices of motivating people in organizations,

**Unit – 5 Leadership** – Basic Concepts & Definitions, Theories & Styles, Situational Lead, Team building

**Controlling** – basic Concepts & Definitions, Process, Methods & Techniques

**Co-ordination** – Meaning & Techniques

***Text & References***

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

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External Marks: 70

Internal Marks: 30

Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)  
COMPUTER & HOTEL INFORMATION SYSTEM  
MANAGEMENT  
PAPER CODE: MHM 107**

**Unit-1 Meaning & Role of MIS and HIS**

Concept and definitions of MIS, Role of MIS, Characteristics of MIS, Limitations of MIS, MIS & Computer, MIS & User. HIS and its application

**Unit- 2 MIS for Strategic Advantage,**

Information system for strategic advantage, Strategic role for information system, breaking business barriers, reengineering business process,

**Unit- 3 Introduction to Computers**

Introduction to Computer: Components, Classification, Organization, Capabilities  
Characteristics & Limitations, Operating System, Application of Computer in Business,

**Unit- 4 Introduction to Internet**

Introduction to Internet and WWW: Introduction, Evolution, Benefits, Application, Working, Hardware and Software requirements, Internet Service Provider, Nature of Internet Accounts, World Wide Web, Web Browser, Internet Protocol Addresses, URL, DNS, Search Engines.

**Unit- 5 HTML**

Introduction to HTML: Build a simple HTML document, tables, frames, links, adding multimedia documents, home page

***Text & References***

Management information system, Lucey T., New Delhi : BPB Publication,1997.

Management information systems : managing information technology inthe e-business enterprise, Obrien, james A., New Delhi : Tata McGraw- Hill Publication Company, 2002.

Maging Computers in the Hospitality Industry, Michael I. Kasavana, John J. Cahill, EI-AH&LA, USA.

Computers Today : Galgotia publications

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management.

**External Marks: 70**

**Internal Marks: 30**

**Time : 3 Hrs**

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 108**  
**FOOD & BEVERAGE PRODUCTION PRACTICAL**

**Practicals**

- 1. Basic cuts of vegetables**
- 2. Cuts of meats, Fish & poultry**
- 3. Preparation of basic stock & soups (Minimum five)**
- 4. Preparation of mother sauces**
- 5. Base dough preparation (Bread + Bread rolls)**
- 6. Basic pastry dough – short crust, puff ,flaky, Danish**
- 7. Basic cakes (spounge)**

**Eight menus**

- a) Indian Menu – 2**
- b) Chinese menu -2**
- c) Continental Menu -2**
- d) FrenchMenu -1**
- e) Regional Cuisine**

**External Marks: 70**  
**Internal Marks: 30**

**Time : 3 Hrs**

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 109**  
**FOOD & BEVERAGE SERVICE**

***Practical:***

- To develop the perfect skills & techniques in the basic operational Activities of food & beverage service of breakfast, lunch & dinner
- Familiarization of Restaurant equipments & Table ware
- Arrangement of side board
- Laying up of table linen & cover
- Folding serviettes in various design
- Receiving guest & taking orders
- Mis-en-place, Mis-en- scene
- Service of food
- Service of Non-Alcoholic beverages
- Different types of service procedures



**External Marks: 70**  
**Internal Marks: 30**  
**Time : 3 Hrs**

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 110**  
**ACCOMMODATION OPERATIONS PRACTICAL**

***Practical:***

- The student should learn by modular system, daily room cleaning routines & variables for check out, stay over & vacant rooms
- Setting up of Maid's cart
- Daily cleaning routine of rooms & public area
- Weekly cleaning routines
- Special cleaning programmes
- Public area cleaning
- Various types of housekeeping equipments, use, care & maintenance
- Bed making
- Care & cleaning of different surfaces
- Handling & use of cleaning Agents
- Guest Room Inspections

**External Marks: 70**  
**Internal Marks: 30**

**Time : 3 Hrs**

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 111**  
**FRONT OFFICE OPERATIONS PRACTICAL**

***Practical:***

- Appraisal of Front Office Equipments and Furniture (Rack,counter, Bell Desk)
- Filling up of Various Performa
- Welcoming of Guests
- Telephone Handling
- Role play:
- Reservations
- Arrivals & Departure
- Luggage handling
- Message and Mail Handling
- Paging

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 112**  
**COMMUNICATION SKILLS IN ENGLISH & PERSONALITY**  
**DEVELOPMENT PRACTICAL**

**Unit-1**

**Business communication**

Basic letter writing, memorandum, notices, report writing, press note.

**Unit-2**

**Communication skills:** Professional usage of language, intonation, fluency, pause Management, Voice & Accent, video learning, spoken exercises.

**Unit-3**

**Industrial soft skills :** Personality Development, Calling skills, Electronic Skills, meeting handling skills, Group presentations, Customer handling, customer oriented projects, Industrial Benchmarks.

**Unit-4**

**Interviews Brush-up :** Personal Interviews make up, formal and informal interviews, GDs', Public speaking, personal and professional counseling and career planning.

***Text & References***

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External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: MHM 113**  
**COMPUTER & HOTEL INFORMATION SYSTEM MANAGEMENT PRACTICAL**

**Practicals**

1. Operating and connecting the computer with other devices
2. Practicing MS word, Ms excel, Ms Powerpoint
3. Using Internet , creating a mail ID , Using Email
4. Basics of Internet surfing

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**SECOND SEMESTER**

<b>Paper Code</b>	<b>Name of the paper</b>	<b>External Marks</b>	<b>Internal Marks</b>	<b>Practical/ Vi va –voc Exam</b>	<b>Duration</b>
MHM 201	Tourism Business & Hotel Industry	70	30		3 Hrs
MHM 202	Human Resource Mgt. & Entrepreneurship	70	30		3 Hrs
MHM 203	Food & Beverage Production-I	70	30	100	3 Hrs
MHM 204	Food & Beverage Store Mgt.	70	30		3 Hrs
MHM 205	Entrepreneurship In Hotel Industry	70	30		3 Hrs
MHM 206	Hotel Safety, Security & Engineering	70	30		3 Hrs
MHM 207	Communication Personality Development	70	30	100	3 Hrs

Marks: 70

External

Internal  
Marks: 30

Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 201**  
**TOURISM BUSINESS & HOTEL INDUSTRY**

**Unit – 1** The nature and concept of Tourism, approaches to study Tourism, Tourism system, Tourism and Hotel Industry – linkages and significance, Definition of Tourism, Tourist, Importance, Significance & Growth of Tourism, Hotel Travel desk. Tourism impacts – social, cultural and environmental, major tourist attractions – cultural, historical and nature based.  
Types and forms of Tourism.  
Difference between traveler, excursionist and visitor.  
Transport systems – Air, Railways role and significance.

**Unit – 2** Travel formalities and regulations – Passport: meaning, types, issuing authority, and procedure for obtaining passport.  
VISA- Types, issuing authority, VISA requirements, and procedure for obtaining VISA.  
Foreign Exchange and procedure for obtaining foreign exchange.

**Unit- 3** Tourist product- Meaning or Concept, How they are different from the consumer product  
Components of tourist products  
Tour Operator- Inbound & Outbound, Immigration companies

**Unit –4** Tourism Destination- Religion based tourism, Wild Life Sanctuaries, National Parks, Medical Tourism and EcoTourism Destination.

***Text & References***

- Tourism and the hospitality Industries, Joseph D. Fridgen.
- Infrastructure of Tourism in India, Rattan Deep Singh, Kanishka Publishers.
- Progress in Tourism, Recreation and Hospitality, Vol. 1-3, C.P. Cooper; CBS Publishers and Distributions.
- Tourism Development:Principles and Practics A.K. Bhatia Sterling Publishers, Delhi.
- Tourism Development and its impact, S.P. Bansal, Shri Sai Printographers. Publisher : NRI Publication New Delhi.

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management.

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 202**  
**HUMAN RESOURCE MGT. & ENTREPRENEURSHIP**

**Unit- 1 Introduction to Human Resource Management-** (a) Evolution of HRM (b) Objectives and Function of HRM (c) Role and Responsibilities of HR Manager (d) Relevance of HRM (e) Systems approach to HRM.

**Unit- 2 Acquisition of Human Resource Management** (a) Human Resource Planning: Purpose and Process (b) Recruitment and Selection: Source of Recruitment, Stages in Selection Process (c) Placement, Goals Analysis: Job Description and Job Specification.

**Unit- 3 Developing Human Resources** (a) Training and Development: Training Needs, Training Methods, Application of Computers in Training, Developing Effective Training Programmes (b) Concept of HRD (c) Management Development Programmes.

**Unit- 4 Performance Appraisal** (a) Concept and Objectives of Performance Appraisal (b) Process of Performance Appraisal (c) Criteria for Performance Appraisal (d) Benefits of Performance Appraisal (e) Limitation and Constraints (f) 360 Degree Performance Appraisal (g) Promotion-Degree, Transfer Air Separation: Promotion, Purpose, Principles and Types; Transfer: Reasons, Principles and Types; Separation: Lay-Off, Resignation, Dismissal, Retrenchment, Voluntary, Retirement Scheme.

**Unit- 5 Motivating Human Resources** (a) Motivation at Work, Major Motivation Theory: An overview (b) Participative Management (c) Compensation Management, Major Elements of Compensation Management (d) Incentives: Concepts, Types of Incentives; Incentives schemes in Indian Industries; Fring Benefits (e) Discipline and Employees' Grievance Redressal.

**Text and References**

1. Dessler, Gray, and Biju Varkkey, *Human Resource Management*, 11<sup>th</sup> ed., Pearson Education, New Delhi, 2009
2. David S . Decenzo and Stephen P. Robbins, *Personal/Human Resource Management*, 3<sup>rd</sup> edition, Prentice-Hall of India, New Delhi, 2006
3. K. Aswathappa, *Human Resource and Personnel Management*, Tata McGraw-Hill
4. RS Dwivedi, *Managing Human Resources in Indian Enterprises*, Galgotia Publishing Co., New Delhi, Latest ed.
5. Biswajeet Pattanayak, *Human Resource Management*, 3<sup>rd</sup> ed., Prentice-Hall of India, New Delhi
6. Gomez-Mejia, et al., *Managing Human Resources*, 3<sup>rd</sup> ed., Pearson Education
7. Ivancevich, *Human Resource Management*, Tata McGraw-Hill

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management.

**External Marks: 70**

**Internal Marks: 30**

**Time : 3 Hrs**

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 203**  
**FOOD & BEVERAGE PRODUCTION - I**

**Unit- 1 Salad and Sandwiches** – Uses, Types and Parts

**Unit- 2 Quantity Food Production:** Recipe conversion, planning bulk menus, Different types of catering, Banquet production planning, Bulk portioning and portion control, holding, storage problems, Centralized production unit, Transporting food, Planning ODC, checklist for ODC.

**Unit- 3 Understanding Regional Cuisines of India (North, South, East West):** Historical background (study of ethnic and royal cuisines), Geographical Location, Ingredients, Herbs and Spices and popular dishes of from different areas.

**Unit- 4 Understanding Basics of International Cuisine:** Various popular international cuisines, Basic knowledge of cooking styles, staple food, cooking methods, tools and equipments and recipe formulation of – Oriental, Chinese, Japanese, Thai, Middle Eastern, Lebanese, Greek, Mediterranean, French, Italian, Spanish, Mexican, and American cuisine. Preparing fusion menus.

**Unit- 5 Hygiene and Sanitation** – Concept, Importance, Personal hygiene and sanitary practices in kitchen. Pest Control, **HACCP:** Introduction, Importance, and Principles.

External Marks: 70

Internal Marks: 30

Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 204**  
**FOOD & BEVERAGE STORE MANAGEMENT**

**Unit- 1 Food and Beverage Management-** Concept, importance and scope. Process of Food and Beverage Management.

**Unit-2 Food & Beverage Control** – concept, Operations; Food cost control and portion control, Beverage cost control

**Unit-3 Purchasing-** Aims, Purchasing staff, sources of supply, selection of suppliers, types of food purchased, quality purchasing, definition & advantages of standard purchase specification (SPS), purchase procedure, different method of purchasing.

**Unit-4 Receiving-** Aims, importance and functions, receiving procedure, equipment required for receiving, Record maintained in receiving departments.

**Unit-5 Storing & Issuing-** Storing & issuing procedures, Storing & Issuing controls, Store Room personnel, Equipments, Location of store rooms

**Unit-6 Production, Sales and Inventory Control-** Objective, Types, Performas, Standard recipe, standard yields, standard portion and tools. Different Methods and Level of Techniques.

***Text & References:***

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

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management.



Marks: 70 External

Marks: 30 Internal

Time : 3 Hrs

## MASTER OF HOTEL MANAGEMENT (MHM) PAPER CODE: 205 ENTREPRENEURSHIP IN HOTEL INDUSTRY

**Unit- 1 Foundation of Entrepreneurship Development** Concept and need of entrepreneurship; Characteristics and Types of Entrepreneurship; Entrepreneurship as a career; Entrepreneurship as a style of Management; The changing role of the entrepreneur; Entrepreneurial traits, factors affecting entrepreneur.

**Unit- 2 Business Planning Process** The business plan as an entrepreneurial tool; Elements of business planning; Objectives; Market analysis; development of Product/ idea; Marketing, Finance, Organisation and management; Ownership; Critical risk contingencies of The proposal; Scheduling and milestones.

**Unit-3 Entrepreneurship skills** Personality attributes of an entrepreneur, Self control- value attitude, and Socio culture factors Unique character of the hospitality industry, Human psychology, Interpersonal relationship, Team building, Customer orientation, Positive entrepreneurship behavior, overcoming external constraints, Solving internal problems, Support of Govt. and Financial institutions to overcome external constrains

**Unit 4 Project Planning for Entrepreneurs** Technical, Financial, Marketing, Personnel, and management feasibility reports; Financial schemes offered by various financial institution, Like Commercial Banks, IDBI, ICICI, SIDBI, SFCs, Foreign currency, Financing; Estimation of Financial requirements.

**Unit-5 Identification of business opportunities in Hospitality Industry** Demand/ market analysis, Present & future competition, Govt. Policies regarding small enterprises

**Incentives and Assistance** From Central Government, From State Government, From financial Institution

### ***Text & References:***

- Wootton and Terryhorne: Strategic planning: The Nine Programme
- John Tribe: Corporate Strategy for Tourism.
- Prashad, L.M.: 2004, Business Policy and Strategic Management, Sultan chand & Sons.
- Ghosh, P.K.: 2004, Strategic Planning & Management, Sultan Chand & Sons.
- Khanna, S.S., *Entrepreneurial Development*, S. Chand, New Delhi.
- Hisrich D. Robert, Michael P. Peters, Dean A. Sheperd, *Entrepreneurship*, McGraw-Hill, 6th ed.
- Zimmerer W. Thomas, Norman M. Scarborough, *Essentials of Entrepreneurship and Small Business Management*, PHI, 4th ed.
- Holt H. David, *Entrepreneurship: New Venture Creation*, Prentice- Hall of India, New Delhi, Latest edition. Kuratko, F. Donald, Richard M. Hodgetts, *Entrepreneurship: Theory, Process, Practice*, Thomson, 7th ed

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.

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Marks: 70                      **External**  
Marks: 30                      **Internal**  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 206**  
**HOTEL SAFETY, SECURITY & ENGINEERING**

**Unit-1** Hotel Security: concept, importance, Type, Organization structure, Application of security in Hotels, scope and trends.

**Unit-2 First Aid** The First Aid box, Handling Burns & scalds, Bleeding, fainting, fractures, heart-attack, sprain, and shock.  
Handling Emergency procedures: Fire, Bomb threat, Theft, Death, Terrorism, and Natural Calamity.

**Unit-3** Introduction, Role & Importance of maintenance department in the hotel industry, organization chart.  
Types of maintenance – preventive & breakdown; advantages and disadvantages.

**Unit-4 Energy Management:** Concept, Objective, Importance, sources, applications, energy audit and Recent trends

**Water management:** Concept, Objective, Importance, sources, types of water, and applications.

**Unit-5** Waste Management and Pollution control: Concept, Objective, Importance, Types of waste and pollutions, Disposal of different types of wastes. Recent trends

***Text & References:***

- David MC Sware Nancy Rue Richard Linten : Essentials of Food Safety and Sanitationthe American Hotel & Motel Association.
- Borsenik, Fran, D., 1979: The Management of Maintenance and Engineering Systems in Hospitality Industries, New York, John Wiley.
- Redlin Michael H. & David: Managing Hospitality Engineering Systems, 1987, AH & MA USA.
- David Kirz: Environment Management for Hotels, Butterworth, Heinemann Ltd., Oxford, 1996.
- Donglass, C. : Energy Technology handbook, McGraw Hill, New York,1977.
- Prakash, I.K.: Energy Systems and Development, Oxford University Press, New Delhi, 1980.
- Thorndike, EH: Energy and Environment, Addison, New York, 1979.
- Energy and Water Resource Management: Robert E. Aulbac.
- Management hospitality Engineering Systems: Michael H. Redlin and David M. Stipanuk.

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**External**  
**Marks: 70**  
**Internal**  
**Marks: 30**

**Time : 3**  
**Hrs**

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 207**  
**COMMUNICATIONS AND PERSONALITY DEVELOPMENT**

**Unit – 1 Communication** : Introduction, Definition, process, characteristics and importance in business.

**Unit – 2** Barriers to communication and how to overcome barriers.  
Mediums of communication- types and how to choose  
Types of communications

**Unit – 3 Verbal Communications** – concept, features, advantages and disadvantages and its use in business

**Listening-** Introduction, importance, barrier to listening, Guideline for effective listening

**Unit – 4 Non-Verbal Communications** – concept, features, advantages and disadvantages and its use in business

**Unit – 5** Business Letter and Report writing – Introduction, importance, types, structure and layout, planning and preparation.

**Unit – 6** Personality Development- Role and Importance in Hotel Industry.

***Text & References***

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

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**MASTER OF HOTEL MANAGEMENT (MHM)**  
**THIRD SEMESTER**

<b>Paper Code</b>	<b>Name of the paper</b>	<b>External Marks</b>	<b>Internal Marks</b>	<b>Practical/ Viva –voce Exam</b>	<b>Duration</b>
MHM 301	Hotel Accountancy	70	30		3 Hrs
MHM 302	Hotel Marketing	70	30		3 Hrs
MHM 303	Research Methodology	70	30		3 Hrs
MHM 304	Public Relation & Customer Relationship Mgt.	70	30		3 Hrs
MHM 305	Elective I	70	30	100	3 Hrs
MHM 306	Elective II	70	30	100	3 Hrs
MHM 307	Research Project				

Note students are free to choose any one group. Two subjects from the chosen group will be taken as Elective I and Elective II

Group A- Food Production and Kitchen Management (305 A)

Commodities and Nutrition (306 A)

Group B- Bar Operation and Management (305 B)

Food and Beverage Service management (306 B)

Group C- Front Office Management (305 C)

Tour And Travel Management (306 C)

Group D- Accommodation Operation Management (305 D)

Interior Decoration and Management (306 D)

Group E- Retail Management (305 E)

Event Management (306 E)

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 301**  
**HOTEL ACCOUNTANCY**

**Unit-1 ACCOUNTING THEORY-** Business Transaction and basic terminology, Need to study Accounting, Accounting Functions Purpose of accounting records, Accounting Principles- Concepts and conventions

**Unit-2 UNDERSTANDING BALANCE SHEET STATEMENT-** Introduction to the uniform system, Contents of the income statements, Meaning & Purpose, Understanding Assets and Liabilities, Types of statements.

**Unit-3 VISITOR TABULAR LEDGER-** Meaning and purpose, Basic of auditing in hotels, NIGHT AUDITING- Process, Report analysis and generation, Purpose

**Unit-4 DEPARTMENTAL ACCOUNTING-** Introduction, Allocation and appointment of expense- Capital, Operational and Overhead, Basis of allocation, Advantages/ drawbacks of allocation

**Unit- 5** Concept and Principles, Types of costing, Different variables, Preparation of Budget – Principle and Concept, Types of Budgets

**Unit- 6- Depreciation Policies-** Meaning, causes, Objectives, Methods

***Text & References:***

- Hotel Accounting, earnest B. Horwarth & Luis Toth
- Hospitality Management Accounting, Michael M Coltman
- Uniform System of Accounts, Educational Institute of American Hotel & Lodging Association, USA
- Hospitality Accounting, Richard Kotas & Michael Conlan, International Thomson Business Press
- Hotel & Catering costing & Budgets, R.D. Boardman, Heinemann

**NOTE :**

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External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 302**  
**HOTEL MARKETING**

**Unit - 1 What is marketing?** Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Marketing Strategies, Marketing Mix, Marketing Analysis, Marketing Planning, Marketing Implementation, Marketing Department Organization, Marketing Control and The Marketing Environment.

**Unit - 2 Consumer Markets and Consumer Buyer Behavior** Characteristics, Factors Affecting Consumer Behavior, Types of Buying Decision Behavior, The Buyer Decision Process, The Buyer Decision Process for New Products, Consumer Behavior Across International Borders, Business Buyer Behavior. Market Segmentation, Targeting, and Positioning

**Unit - 3 Product and Services Strategy** What is Product, Product Classification, Individual Product Decisions, Services Marketing, International Product and Services Marketing, New- Product Development Strategy.

**Unit-4 Integrated Marketing Communication** The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations.

**Unit-5 Hospitality Pricing** Approaches to hospitality service pricing; marketing intermediates in hospitality business; channel behaviour and channel relations; aspects of supply chain management; advertising and promoting hospitality products: direct marketing decisions: HR issues in hospitality business.

***Text & References:***

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

External Marks: 70

Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 303**  
**RESEARCH METHODOLOGY**

**Unit 1 Introduction**-Concept, Nature, Scope, Need and Role of Business Research, Characteristic of Research, Types of Research, the Research Process: An overview.

**Unit 2**

**Research Design** Concept, Types of Research Design, Including Exploratory, Descriptive and Experimental, Research Design Process.

**Unit 3 Questionnaire Design and Schedule** Concept of Questionnaire and Schedule, Principles of Designing Questionnaire and Schedule, Limitations of Questionnaire, Reliability Validity of Questionnaire.

**Unit 4 Sampling Theory** Concept, Need and Importance of Sampling, Types of Sampling Methods, Sampling and Non Sampling Errors, Sample Design, Determinants of Sample Size, Steps in Designing the Sample.

**Unit 5 Data Analysis** Tabulation and Processing of Data, Basic Aspects of Statistical Inference Theory including Hypothesis Testing, Type I and Type II Errors, Applications of T- Test, Z Test, F-Test, Chi-square Test and ANOVA, Introduction to Computerized Statistical Packages.

**Suggested Readings**

1. Zikmund : *Business Research Methods*, Cengage Learning 2011-12
2. Cooper and Schindler : *Business Research Methods*, Tata Mc Graw Hill, 2011
3. Saunders: *Research Methods for Business*: Pearson Education, 2010
4. Bryman and Bell : *Business Research Methods*, Oxford

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External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 304**  
**PUBLIC RELATION & CUSTOMER RELATIONSHIP MGT.**

**Unit- 1 Customer Relationship Management-** Destination of CRM, the Power of CRM (Scope of dimensions), CRM Success Factor

**The Customer service/sales profile-** The three level of service, the scope of customer service, CRM creating demand for hospitality & Tourism

**Choosing your CRM Strategy-** CRM strategy starting point, The CRM strategy creation, Identify potential strategies

**Unit – 2 Managing & Starting customer Data-** Managing customer information, Ethics & legalities of data use, Tools for computing customer information

**E-Commerce customer relationships-** CRM on internet, choosing the right niche, Rules for the success on the road to E- Commerce

**Unit – 3 Managing relationship through conflict, managing the movement of conflict Understanding Customers-** Problems, Solutions, CRM in Marketing, CRM Marketing initiatives- Cross Selling & Up- selling, Customer relation, Behaviour prediction, Customer profitability and value modeling

**Delivering CRM Planning your CRM programme, managing your CRM projects, Case Study**

**Unit- 4 The principles of Public Relations-** Status of Public Relations – Why PR, Nature & form of PR – PR checklist

**Public Relation definition – Scope & dimensions**

Two Important definitions – interpretation Scope & limits

PR policies – True dimensions

**Unit- 5 Organization, management & Public Relations-** Role of PR in Organization

PR & Management, PR & Staff function

**Corporate Public Relations-** Basic principles of corporate PR Service communication, PR & Environment

***Text & References:***

- Customer Relationship Management at the speed of light, Paul Greenberg, Tata Mc Graw Hill
- Customer Relationship Management, Emerging Concepts, Tools and Application, Jagdish N sueth, Atul Parvatiyar, G. Shairesh
- The Handbook of Key Customer Relationship Management Ken Burnett, Tata McGraw
- A Business guide to Customer Relationship Management, Jill Ducue, Pearson

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**External Marks: 70**



Internal Marks: 30

Practical : 50

Time: 3 Hrs

## **MASTER OF HOTEL MANAGEMENT (MHM)**

### **ELECTIVE I (305)**

#### **PAPER CODE: 305 A**

##### **FOOD PRODUCTION AND KITCHEN MANAGEMENT**

**Unit 1 Kitchen Management:** Objectives, kitchen planning and layout, inventory management, Stores management, indenting, Forecasting budget, distribution of food and holding food, Menu planning, Kitchen stewarding, Rechauffe cooking, Garbage disposal.

**Unit 2 Kitchen Controls and Documentation** Yield management, Portion control, tools for portion control and standard portion sizes, different records, registers, vouchers, formats, tags and colour coding, Food costing and Inventory control.

**Unit 3 System catering-** Cook chill system- purpose, process, equipments and containers, Cook Freeze System- purpose, process, equipments and containers, Batch Cooking- purpose, process, equipments and containers, Invalid Cookery- planning menus for following diets- Low calorie, Low carbohydrate and low cholesterol, specified diet, Menu planning for Hospitals, factors considered for listed diets.

**UNIT4- Charcutirie Force meat** –preparing force meats, types and uses, **Brines and marinades.**- Types and uses and the difference between them, **Equipments used** for farce, slicing, cutting, filling, etc., **Sausage** – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives, **Ham, Bacon & Gammon**-Cuts of ham, Bacon & Gammon and uses, Difference between Ham, Bacon & Gammon, **Introduction and preparation** of Galantines, Ballotine, Roulade, Pate, terrines, Quenelles, Mousse, Choud froid, Aspic and Jelly

**Unit 5- Bakery** Custards- Basic custards, creams and puddings, Soufflés and mousses, Different dessert sauces, meringues. Pastry- Sponges, Short Crust, Laminated, Choux, Hot Water /Rough Puff, Yeast raised cakes, cookies (different types), Fruit desserts & still frozen desserts-Ice-cream, bombes, sorbets, Sugar preparations, Icings, chocolates, candies etc. Chocolate- types and uses, basic choc prep, classical prep, role of choc in food presentation.

Larous

Theory of Cookery

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 305 B**  
**BAR OPERATION AND MANAGEMENT**

**Unit 1. Types of Beverages-**

**Non Alcoholic Beverages:** Types and Service of Tea, Coffee, Chocolate, Cocoa, Shakes and Mocktails

**Alcoholic Beverages:** Wine Introduction, types, Wine Manufacturing, Important Distilleries, Winery, Countries and Regions

**Beer-** Introduction, types, Manufacturing, Beers from different countries.

**Spirits:** Introduction, types, Spirits from different countries

**Aperitifs** Meaning of Term, Types

**Liqueurs** Definition, History in brief, Production, Categories

**Unit 2 Bar:** Introduction and Hierarchy, Importance, Function, equipments, Bar Preparation and Control, Duties and Responsibilities of Bar Staff.

**Unit 3-** Types of Bar- Lounge Bar, Mini Bar, Dispense Bar, Night Club Bar, Wine Bar, Mini Bar, Pub, Foyer Bar, Cocktail bar, Club Bar, Bottel Bar, Pool Bar, Pub, Casino, and Disco Theque.

**Unit 4-** Cellar Control and Management- Introduction, Purchasing and Cost control

**Unit 5- Cocktails-** Types, History, Classification, preparation, Classical cocktails, equipments, accompaniments garnishes

**Unit 5- Bar Terminology and related French terms.**

**Practical:** The Objective is to develop the skills & Technique in the operational activities of Food & Beverage service, particularly in relation to management & operations of Banquets, various functions, Bar operations, service of Gueridon, Spirits & other Alcoholic & Non Alcoholic beverages.

- Service of spirits, aperitifs, liqueurs, & other Alcoholic Beverages
- Preparation & service procedures of various cocktails & Mocktails
- Setting up, operation & Management of Bars
- Planning, operation and management of various food & beverage outlet
- Handling, operating and management of banquets, various functions
- Planning, organization, arrangement & managing different types of buffet, setting of various types of buffet
- Setting up of different types of Gueridon, actual work on the Gueridon – cooking and carving, flambé work, preparation of special dishes,
- Setting up, operating and management of different types of bars, handling bar equipments, handling bar equipment, stock & Inventory control
- Supervising formal function, meal services & Bar operations

**Text & References:**

- Food & Beverage Service By Dennis Lillicrap – John Cousins
- Text book of Food & Beverage Service By S.N. Bagchi & Anita Sharma – Aman Publication
- Food & Beverage Service By Vijay Dhawan- Frank Bros. & Co.
- Food & Beverage Service by Anil sagar & Deepak Gaur- A.P.H. Publishing Corporation
- An Introduction to Food & Beverage Studies by Marzia Magris & Cathy McCreery- Global Books Subscription services

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 305 C**  
**FRONT OFFICE MANAGEMENT**

**Unit- 1 Guest Accounting**

Types of Accounts maintained at the front office, Front office cashiering  
Preparation of bills- manual, settlement – Cash & credit note, mechanical & fully automated system,  
Express check out (ECO), Presentation & Guest check out procedures,  
Handling of foreign exchange, passport, visa, landing permits.

**Unit-2 Night Auditing, Control of cash & credit**

Concept of Night Auditing, Purpose of night audit function, Night auditor's Job  
Night audit process/ procedures, preparing the night auditor reports  
Concept of cash & credit control, Objectives of credit control measures, Credit control- before  
arrival, during stay & after departure

**Unit-3 Yield management**

Concept of yield management, Measuring yield, Objectives & benefits of yield management, Tools  
& strategies of yield management.

**Unit-4** Role of Front office in hotel security. Security Programme- Concept, developing a  
programme. Key control. Handling emergency situations.

**Unit-5** Front office manager and law: overview of legal obligation, front office contracts for guest  
accommodation.

Other legal concerns: guest privacy, guest removal, guest property, guest non-payment, illness and  
death in guestroom.

**Text & References:**

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

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting  
not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to  
one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit.  
However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of  
Studies in Management.

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**PAPER CODE: 305 D**  
**ACCOMMODATION OPERATION MANAGEMENT**

**Unit-1 Hierarchy, Section and Layout of House Keeping**

**Unit 2 Linen**-criteria for selection of linen, types of linen, linen sizes, inventory controls, issuing & receiving, storage, linen rooms and layout, uniform planning, selection & calculating needs, uniform control stocking and storage procedure.

Purchase of Linen, Linen hire, Recycling of discarded linen, Issuing & Exchange of uniforms, Type of uniforms, sewing room- equipments required, activities & Areas to be provided.

**Unit-3 Cleaning Agents:** Introduction, types, selection criterion and use.

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**Unit-4 Laundry**- Layout, types- Commercial, In house or On- premises, Linen hire, laundry process, laundry equipments & machines, Laundry Agents, washing processes, Dry cleaning procedures, Stains- Types & Stain removal procedures, valet service

**Unit-5 Furniture:** Introduction, Types, selection criterion and cleaning.

**Layout of guest rooms**- Introduction and planning of space and layout in guest rooms.

**Practical**

1. Planning, Operating and management of different types of laundry, handling, use, care & maintenance of various laundry equipments & machines.
2. Handling & use of laundry agents, Handling & removal of different types of stains & dry cleaning procedures
3. Planning , operating and management of linen and uniform room, issuing & exchange of linen & uniforms, Recycling of discarded linen and handling of activities equipments involved in sewing room
4. Layout of different types of guest rooms, handling of redecoration, refurbishing & interior decoration procedures
5. Care & cleaning of swimming pool, handling of pool equipments required for cleaning
6. Types & styles of different types of flower arrangements.

**Text & References:**

- Matt A. A Casado, Housekeeping Management
- Aleta Nitschke, Marget M.M. kappa, Managing Housekeeping operations
- Robert J. Martin, Professional Management of Housekeeping operations
- George Trucker, Madelin Schacider, Mary Scoviak, The Professional Housekeeper

**NOTE :** The question paper will be set by the external examiners. The external examiner will set 10 questions in all, selecting not more than two questions from each unit. If a case study is included in the question paper then it will carry marks equivalent to one question. The candidates will be required to attempt five questions in all, selecting at least one question from each unit. However, in question paper(s) where any deviation is required, special instructions will be issued by the Chairman, PG Board of Studies in Management

**External Marks: 70**

**Internal Marks: 30**

**Time : 3 Hrs**

## **MASTER OF HOTEL MANAGEMENT (MHM)**

### **Paper Code: 305 E**

#### **Retail Management**

**Unit-1** Understanding the basic role, processes, and purpose of retail management as it relates to planning, implementation, and control

**Unit-2** Structure of retailing and its place in Hospitality market

**Unit-3** Basic terms and concepts of retail industry.

**Unit-4** Understanding of the influence of different channels of distribution upon retailing, Relationship of Supply chain management in context of retail management. Understanding of merchandising plans and the mechanics of stock control

**Unit-5** The concepts of segmentation, targeting, and positioning of retail consumers, Application of strategic concepts of management to the retail function.

**Unit-6** The external and internal variables impacting retail marketing strategy, such as environmental, legal, political, social, economical impacts and competitive issues.

**Unit-7** The psychological, social, and situational issues affecting consumption decisions.

**Unit-8** Issues affecting retailers, such as merchandising, site location, competitive pricing and customer service. The various promotional aspects in retailing

**Unit-9** Knowledge of how marketing research and retail information systems provide essential information for effective decision making in retailing.

**Unit-10** Pricing strategies in retailing and role of E-Commerce in present day retail market

External Marks: 70

Internal Marks: 30

Time : 3 Hrs

## **MASTER OF HOTEL MANAGEMENT (MHM)**

**Paper Code: 306 A**

### **Commodities & Nutrition**

**Objectives:** To enable the student to understand various commodities in relation to their nutritional significance

**Unit 1 Milk and Milk Products:** Milk, Cream, Cheese: Types, storing procedures and uses.

**Unit 2 Classification and functions:** Fats and oils, raising agents, eggs, and sugar, thickening agents, spices and condiments, flavoring and coloring agents.

**Unit 3 Staples:** Cereals: Wheat and Rice, Pulses and lentils –composition storage and uses.

**Unit 4 Basic Aspects of Nutrition:** Definition of food, nutrition, Health, and Malnutrition. Functions of food, interrelationship of food nutrition and health

**Unit 5 Nutrients:** Brief introduction to functions , sources and deficiency of carbohydrates , fats , proteins, vitamins (A,D,E,K,B1,B2 and B3 ,C),Minerals(calcium, iron and iodine)

**Unit 6 Balance diet:** Importance of balance diet, Planning of Nutritionally balanced meal on the basis of food groups by ICMR. Sample diet for Adult man and Woman

**External Marks: 70**  
**Internal Marks: 30**  
**Time : 3 Hrs**

## **MASTER OF HOTEL MANAGEMENT (MHM)**

**PAPER CODE: 307 B**

### **FOOD AND BEVERAGE SERVICE MANAGEMENT**

**Unit 1 Banquets-** Function caterings, Banquet organization chart, Duties and responsibilities of banquet staff, Types of Banquets- formal & informal, Booking Procedure, Function Prospectus., Banquet Menus, types of Buffet, ODC.

**Unit 2 Room Service:** Introduction, types, functioning, order taking and serving food, controlling

**Unit 3 Speciality Services-** Setting up of different types of Gueridon, actual work on the Gueridon – cooking and carving, flambé work, preparation of special dishes, Toast Service

**Unit 4- Food and Beverage Marketing and Menu Merchandising-** analyzing customer, competition and business environment, a study on advertising, sales promotion, publicity and public relation, importance of menu merchandising,

**Unit 5- French classical Menu and related French Terminology.**



External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

## **MASTER OF HOTEL MANAGEMENT (MHM)**

**Paper Code: 306 C**

### **Tour And Travel Management**

**Unit-1 Travel Agency and Tour Operation business:** Concept of Travel and Tour Operations, Types of Travel Agencies and Tour Operators; History; Present status and future prospects of Travel Agency System.

**Unit-2 The Indian Travel Agents and Tour Operators - an overview. Travel Agency and Tour Operators:** Linkages and arrangements with hotels, Airlines and Transport Agencies and other segments of Tourism Plants.

**Unit-3 Travel Formalities & Regulations:** Passports: Functions, Types, Issuing Authority, Procedure for obtaining passport etc. Visas: Functions, Types, Issuing Authority, Procedure for obtaining visa. Other travel legislations. Immigration laws.

**Unit-4** Organisation structure of a standard Travel Agency and Tour operation agency/organisation, Roles and Responsibilities.

**Unit-5 Travel Terminology:** Current and Popular Travel Trade Abbreviations and other terms for supporting sources. Travel Agency Manuals, ABC, TIM, and other relevant manuals. Travel organisations: Travel Agents Association of India (TAAI), Indian Association of Tour Operators (IATO), International Air Transport Association (IATA).

**Unit-6 Function of a Travel Agency & Tour operator:** Understanding the functions of a Travel Agent, travel information and counseling to the tourists, reservation, ticketing, documentation, handling business/corporate clients including Conference and Conventions, sources of income: commission, service charges.

**Unit-7 Market research and tour package formulation:** Assembling, processing and disseminating information on destinations, preparation of itineraries. Handling of tour file, sources of income for tour operation.

**Unit-8 Tour operators:** Inbound, Outbound. Immigration Companies. Operation modalities of travel agency and tour operator restricted to air tickets. Planning travel routes and itinerary

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

**MASTER OF HOTEL MANAGEMENT (MHM)**  
**Paper Code: 306 D**  
**Interior Decoration and Management**

**Unit-1 Concept & Basic Principals of Interior Decoration,** Planning Interior Decoration, Factors effecting Planning, Different stages of planning.

**Unit-2 Understanding Room Interiors:** Ceramics, Plastics, Glass, Sanitary Fitments, Light fixtures, Flower arrangements, corner arrangements, paintings and fixtures.

**Unit-3 Elements of Design** – Line/ Form/ Color / Texture

**Unit-4 Understanding various types of arrangements for-** Rooms, Lobby, Corridors and other public areas.

**Unit-5 Refurbishing & Redecoration** – Definition, Factors, Snagging list

**Unit-6 BASIC CONCEPT OF ROOM INTERIORS-** Flooring or floor finishes. Carpets. Wall Coverings. Fabrics. Soft furnishings- Curtains, Loose covers, Blinds, Blinds - Roller, Venetian, Draperies, Casements Curtains, Glass Curtains, Cafe Curtains, Valence, Swage & tail, Pelmet. Cornice. Cushions. Furniture types, Selection criteria, Similarity, Cost, availability.

**Unit-7 Lighting-** Classification, Importance, Types, Application in different types of areas with different arrangements.

**Unit-8 Colour-** Colour Wheel, Importance and Characteristics, Classification, Schemes and its application for exterior and interiors.

**Unit-9 Flower Arrangement-** Concept / Importance, Types and Shapes – Principles, Various arrangements with their usage in different areas, Tools, Equipments and Accessories

**Unit-10 Planning Trends and new concepts in Housekeeping:** Planning Guest Rooms / Bathrooms / Suites / Lounges. Landscaping. Leisure Facility Planning for Guests. Boutique Hotels Concept

External Marks: 70  
Internal Marks: 30  
Time : 3 Hrs

## **MASTER OF HOTEL MANAGEMENT (MHM)**

**Paper Code: 306 E**

### **Event Management**

**Unit-1 The Event Business:** Definition of Event Management, Concept and Principles of Event Management, Introduction to events

**Unit-2 The Event Market:** Introduction to events and conferences, Understanding market demand, The Supply and Suppliers, Processing an event, Understanding market trends, competitive analysis. Product differentiation

**Unit-3 The Legal Aspects of Event Management:** Registration, Application Processing, Approval from various Government agencies, The various Tax implications. Social, Economic, Political and developmental implications.

**Unit-4 Managing Event:** Planning a Event, Making a start, Resource planning- Material and Human, Venue – finalization, Logistics

**Unit-5 Fund Management:** Planning the Budget, Funding channels- Party, Sponsorship, Internal etc.

**Unit-6 Marketing an Event:** Channels of Marketing, Process, Role of Public relation, Managing Clients. Marketing event as a product, Planning publicity, publicity channels.

**Unit-7 Organising Event:** The team organisation, preparing schedules, preparing checklist, Documentation, Ambience design and development. Closing of event, final settlements.

**Unit-8 Strategic Event Planning Mix:** Invitation Process, Media Management, Media Mix, Management of Relationship.

**Unit-9 Discussing Organisations in Event Industry & Glossary**

## **MASTER OF HOTEL MANAGEMENT (MHM)**

### **FOURTH SEMESTER**

On the Job Training (Twenty Weeks : from JANUARY TO JUNE)

The semester examinations shall be based on the following practical examination. Every student will have to attend minimum two weeks of Awareness workshop/ classroom session before going on training. The students must be shared knowledge by the internal guide of their elective chosen during the workshop.

Each candidate will have to prepare a log book (hand written) of the day to day activities of his twenty months on the job training duly supported by charts, diagrams, photos and tables. The report will be submitted in duplicate copy to the head of department at least one month before the commencement of the IV Semester Practical examinations supported by the certificate of competent authority of the training institute for the evaluation by a panel of experts comprising of one internal and one external examiner (appointed by the university).

Each candidate will also have to prepare detailed project report (typed) on both the electives chosen in third semester. The report should be neatly typed and duly forwarded by head of department to the controller examination for further evaluation.

The viva-voce of the IV Semester would be based on the log book and project report as well as other applied assignments the candidate has undertaken during on the of training.

Module No.	Title of Course	Internal Assessment	University Practical/Viva-Voce Exam	Total
401	WORKSHOP	200		200
402	ELECTIVE I	50	150	200
403	ELECTIVE II	50	150	200
404	Log Book	50	150	200
405	Training Report	50	150	200
Total		400	600	1000