

Proposed Curricular Framework (Draft) for two Years post Graduate
Program in Sri Dev Suman University, Uttarakhand State under NEP-2020 in

HOTEL MANAGEMENT

Submitted to

Hotel Management Subject Expert Committee

Sl No	Name	Designation	Membership Type
1			
2			
3	Mr Manish Paul	H.O.D Food Production, Kukreja Institute, Dehradun.	Member
4	Dr. Anurag Goyal	HOD, Maya Institute, Dehradun	Member
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DURATION OF PROGRAMS, CREDITS REQUIREMENTS AND OPTIONS

The postgraduate degree should be two year, with entry and exit options within this period. The two year multidisciplinary Hotel Management programme should be the preferred option as it provides the opportunity to experience the full range of holistic and multidisciplinary education, focusing on major and minor subjects as per the student's preference.

Thus, the postgraduate programme shall extend over two academic years (four Semesters) with one entry and exit option. The students can exit as per the following:-

- 1) After the completion of one academic year (Two semesters) with the post graduate diploma in Hotel Management;
- 2) The successful completion of two Years postgraduate Programmes would lead to Master degrees in Hotel Management.

Each semester shall consist of at least 16 weeks of study with a minimum of 90 working days

(excluding time spent for the conduct of final examination of each semester).

The credit requirements are as follows.

Exit with	Minimum Credit Requirement*	NSQF Level
Post Graduate diploma at the Successful Completion of First Year (Two Semesters) of two Years Multidisciplinary post Graduate Hotel Management Program.	56	
Master's in Hotel Management at the Successful Completion of the two Years (Four Semesters) Multidisciplinary Hotel Management Program.	110	

Subject prerequisites:

To study this course, it is not compulsory for the students to have studied Hospitality & any management subject in graduation level.

This course is open for all the students who have done their Graduation in any stream.

COURSE INTRODUCTION

MHM is a professional course with the intent to inculcate professionalism in the field of Hotel & Tourism industry. The course has a vision to open new horizon for the budding professional of the state in particular and country in general.

ELIGIBILITY FOR ADMISSION:

A candidate who has passed University graduation Examination conducted by the University in the State of Uttarakhand or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

Lateral Entry

It is optional to the candidate to exit or not, after one year, two semesters of the post graduate Program with Post graduate Diploma in Hotel Management. He/she will be eligible to rejoin the Program at the exit level to complete either the Post graduate degree. Further, all the candidates will be awarded Master degree in Hotel Management on successful completion of Two academic years (Four Semesters) of the Post graduate Programs.

A student will be allowed to enter/re-enter only at the Odd Semester and can only exit after the Even Semester. Re-entry at various levels as lateral entrants in academic Programs should be based on the earned credits and proficiency test records.

PRACTICAL TRAINING AND PROJECT REPORTS:

Industrial training and Job training

The course being a professional course, the students are required to undergo an Industrial Training in the 4th Semester if they wish to opt for Master degree in Hotel Management.

The objective of the training is to introduce the students to the operational aspects of a star hotel (4 star and above) and he/she is preferably exposed to the four core departments especially to gain operational and managerial skills required to effectively manage a hotel. The minimum duration of the training is six months.

PROGRAM OUTCOMES, EXIT OPTIONS AND JOB OPPORTUNITIES

- A)** Name of the Degree: Master's in Hotel Management
- B)** Specialization: F&B Production, F&B Service, Housekeeping, Front Office

Program Outcome (POs)

Upon successful completion of Master's in Hotel Management Course, the student should be able to:

PO 1

Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry. Soft skills and Working Skills: To comprehend, communicate and execute effectively and efficiently in all of their dealings.

PO2

Leadership: To develop abilities to both lead and respect the views, positions and beliefs of others and to plan and manage effectively

PO 3

Innovativeness and Entrepreneurship: To explore issues and problems that needs solutions with entrepreneurial orientation

PO 4

Ethics and Values: To recognize, appreciate and follow ethical standards in all walks of life

PO 5

Adaptability and Sociability: Ready to understand and adapt the changing environment.

PO 6

Research and Analytical abilities: To Explore, analyses and provide solutions on emerging issues concerning various fields including public policy.

PO7

Practical exposure and Employability: Exposure to actual working environment leading to employability

PO8

Environmental Consciousness: In every action, dealing, service and manifestation

PO 9:

Apply the concepts and skills necessary to achieve guest satisfaction.

PO 10:

Demonstrate leadership and teamwork to achieve common goals.

PO 11:

Conduct him/her in a professional and ethical manner, and practice industry-defined work ethics.

PO 12:

Communicate effectively and confidently in the classroom, community and industry.

PO 13:

Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.

PO 14:

Lead with the knowledge that the foundation of hospitality and tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.

PO 15:

Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.

PO 16:

Demonstrate ability to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.

PO 17: Evaluate diversity and ethical considerations relevant to the hospitality industry.

PROGRAM SPECIFIC OUTCOMES (PSOs)

PSO 1: To develop the right skills necessary in hospitality and allied industries so as to meet the requirements according to the industry expectations.

PSO 2: To encourage and Incubate Entrepreneurship skills business Management, P&L Analysis for, Revenue Management,

PSO 3: To develop the required skills in communication for a better career in the Hospitality Industry.

PSO 4: To provide the basic knowledge in Health, hygiene, food safety & nutrition in line with HACCP, FSSAI and other International standards.

PSO 5: To enable the candidates to manage any emerging hospitality areas, medical tourism, Event Management, Facilities Management and other allied areas.

PSO 6: To understand the concepts and application of managerial, financial, computer and technical skills, which are needed to be successful within the hospitality industry?

Proposed Curriculum Structure for Postgraduate Program in Master's of Hotel Management

Paper Code	Name of the paper	Th./Prac.	Credits	Hrs./Week	External Marks	Internal Marks	Duration
MHM 101	Food & Beverage production	T	4	4	75	25	3 Hrs
MHM 102	Food & Beverage Service	T	4	4	75	25	3 Hrs
MHM 103	Accommodation operations	T	4	4	75	25	3 Hrs
MHM 104	Front Office operations	T	4	4	75	25	3 Hrs
MHM 105	Fundamentals of Hospitality & tourism Business	T	4	4	75	25	3 Hrs
MHM 106	Principles of Management	T	4	4	75	25	3 hrs
MHM 107	Computer & Hotel Information system Mgt.	T	4	4	75	25	3 Hrs
MHM 108	Food & Beverage production	P	2	2	75	25	4 Hrs
MHM 109	Food & Beverage Service	P	2	2	75	25	3 Hrs
MHM 110	Accommodation operations	P	2	2	75	25	3 Hrs
MHM 111	Front Office operations	P	2	2	75		3 Hrs
MHM 112	Communication skills in English & personality	P	2	2	75	25	3 Hrs
MHM 113	Computer & Hotel Information system Mgt.	P	2	2	75	25	3 Hrs
			40	40	975	325	
Paper Code	Name of the paper	Th./Prac.	Credits	Hrs./Week	External Marks	Internal Marks	Duration
MHM 201	Tourism Business & Hotel Industry	T	4	4	75	25	3 Hrs
MHM 202	Human Resource Mgt. & Entrepreneurship	T	4	4	75	25	3 Hrs
MHM 203	Food & Beverage Production-I	T	4	4	75	25	3 Hrs
MHM 204	Food & Beverage Store Mgt.	T	4	4	75	25	3 Hrs
MHM 205	Entrepreneurship In Hotel	T	4	4	75	25	3 Hrs
MHM 206	Hotel Safety, Security & Engineering	T	4	4			3 Hrs
MHM 207	Communication Personality Development	T	4	4	75	25	3 Hrs
MHM 208	Food & Beverage Production-I	P	4	4	75	25	3 Hrs
MHM 209	Food & Beverage Store Mgt.	P	4	4	75	25	3 Hrs
MHM 210	Communication Personality Development	P	4	4	75	25	3 Hrs
			40	40	750	250	
Exit Option with Post graduate diploma in Hotel Management (With the completion of courses equal to a minimum of 80 Credits)							

Paper Code	Name of the paper	Th./ Prac.	Credits	Hrs./Week	External Marks	Internal Marks	Duration
MHM 301	Hotel Accountancy	T	4	4	75	25	3 Hrs
MHM 302	Hotel Marketing	T	4	4	75	25	3 Hrs
MHM 303	Research Methodology	T	4	4	75	25	3 Hrs
MHM 304	Public Relation & Customer Relationship Mgt.	T	4	4	75	25	3 Hrs
MHM 305	Elective I	T	6	4	75	25	3 Hrs
MHM 306	Elective II	T	6	4			3 Hrs
MHM 307	Research Project	P	6	2	75	25	
MHM 308	Elective I	P	4	4	75	25	3 Hrs
MHM 309	Elective II	P	4	4	75	25	3 Hrs
					675	225	
	Report, Log Book, Attendance Presentation & Viva -Voce			20 Weeks			
MHM-401	Food Production	IT	7	48	50	100	150
	Operations – Industry						
	Exposure -1						
MHM-402	Food & Beverage	IT	7	48	50	100	150
	Service Operations -Industry Exposure -1						
MHM-403	Room Division	IT	7	48	50	100	150
	Operations						
	Industry Exposure -1						
MHM-404	Other Departments –	IT	3	48	50	100	150
	Industry Exposure-1						
	Total		24	192	200	400	600

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
- Larousse 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

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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, elevenses 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 Mccreery- Global Books & Subscription services

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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. andLennox, Margret, London : ELST, 1988.
- Managing Housekeeping operations, Margaret M. Kappa, AletaNitschke, 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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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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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. Post Covid 19 protocols for Hotels.

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 : 4th 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

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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: 75

External Marks: 25

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

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External Marks: 75

External Marks: 25

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: 75
External Marks: 25
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: 75
External Marks: 25
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: 75
External Marks: 25
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: 75

External Marks: 25

Time : 3 Hrs

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

- Self Introduction
- Mock Interviews
- Group Discussion
- Extempore
- Resume Writing

Text & References

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External Marks: 75

External Marks: 25

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

External Marks: 75

External Marks:

25

Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)

PAPER CODE: MHM 201

TOURISM BUSINESS & HOTEL INDUSTRY

Unit – 1 Meaning of Tourism, origin of tourism(factors that promoted tourism), periodisation of tourism, Grand tour of Europe and its feature, concept of Modern tourism after post independence.

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 Determinants and Motivators in tourisms: Robinson Classification, determinants and factors of tourism growth, Importance of transport system in travel business.

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.

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

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*, 11th ed., Pearson Education, New Delhi, 2009
2. David S . Decenzo and Stephen P. Robbins, *Personal/Human Resource Management*, 3rd 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*, 3rd ed., Prentice-Hall of India, New Delhi
6. Gomez-Mejia, et al., *Managing Human Resources*, 3rd ed., Pearson Education
7. Ivancevich, *Human Resource Management*, Tata McGraw-Hill

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External Marks: 75
External Marks: 25
Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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.

Suggested Reading:

- International cuisine – Jeremy Macveigh
- The Professional Chef Ninth edition – John Wiley Sons
- The complete book of pasta – Jeni Wright
- International cuisine and Food Production Management – Parvinder Singh Bali
- Food production Operation and management vol-1 – Dr. Gulshan Soni.
- Ingredients - Loukie Werle, Jill Cox

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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.

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MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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

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MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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 : 75
Internal Marks: 25
Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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 of personality 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)
FOOD & BEVERAGE PRODUCTION PRACTICAL PAPER CODE:
MHM 208

Practical

1. Preparation of Dry and wet Masala mix, Basic gravies.
 2. Practicing Regional cuisines of India - Northern Indian, Southern Indian, Eastern Indian, Western Indian with proper accompaniments like chutney, breads, rice preparations and sweets, etc.
 3. Preparing elaborate Indian regional menus.
 4. Preparing Indian Starters and sweets.
 5. Practicing Bulk menus.
 6. Practicing setting up of a Tandoor and the products related to it
 7. Tandoori Breads.
 8. Tandoori Kababs
- Two Practical's of four to five course menu of following cuisines:-
 1. Oriental cuisine
 2. Cuisines of Americas
 3. French Cuisine
 4. Italian Cuisine
 5. Middle eastern
 - Familiarisation with, commodities, herbs and spices and their usage in International cuisine with the help of simple dishes preparation indicating their usage.
 - Regional sauces and their usages in cookery.
 - Preparation of Cakes, Custards, Puddings and Pre-plated desserts using basic bakery preparations.

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 209
FOOD & BEVERAGE STORE MANAGEMENT PRACTICAL

Practical

- Bar Setups of different types & services
- Service of Wines & Bar Menus
- Reading Wine Labels,
- Cocktail parties
- Role Plays & Situation handling in Bar
- Buffet Set ups
- Trolley services
- Practicing Flambe and Carving.
- Practicing banquet booking procedure – taking the enquiry & confirming the booking
- Filling Function Prospectus/BEO
- Organizing different formal & informal banquet functions.
- Organizing different conference set ups
- Organizing theme parties & food festivals
- Designing a menu for a fine dine restaurant

MASTER OF HOTEL MANAGEMENT (MHM)
COMMUNICATIONS AND PERSONALITY DEVELOPMENT
PRACTICAL PAPER CODE: MHM 210

- Work Place Etiquette
- Meeting / Group Etiquette
- Telephone Manners
- Body Language
- Executive Corporate Attire / Formal Dressing
- Public speaking

MASTER OF HOTEL MANAGEMENT (MHM)

THIRD SEMESTER

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)

External Marks: 75

Internal Marks: 25

Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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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MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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.

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External Marks: 75

Internal Marks: 25

Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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: 75

Internal Marks: 25

Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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 nechile, 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: 75

Internal Marks: 25

Time: 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)
ELECTIVE I (305)
PAPER CODE: MHM 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.

Suggested Reading:

1. Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
2. Theory of Cookery, Mrs. K.Arora, Frank Brothers
3. Garde Manger: The Art and Craft of the Cold Kitchen By Culinary Institute of America
4. The larder chef: food preparation and presentation By W K H Bode, M. J. Leto, W. K. H. Bode
5. Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
6. Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
7. The Complete Guide to the Art of Modern Cookery, Escoffier

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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, Public Bar, Foyer Bar, Cocktail bar, Club Bar, Bottle 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

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External Marks: 75

Internal Marks: 25

Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)

PAPER CODE: MHM 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 Property Management System: Fidelio, IDS, SHAWMAN, AMADEUS, MICROS, CRITERIA OF SELECTING PMS

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.

MASTER OF HOTEL MANAGEMENT (MHM)
PAPER CODE: MHM 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.

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

MASTER OF HOTEL MANAGEMENT (MHM)
Paper Code:MHM 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

Suggested Readings:

- Food Science & Nutrition – Sunetra Roday
- Food hygiene and Sanitation - Sunetra Roday
- Food Science- Potter and Hotchkin

External Marks: 75

Internal Marks: 25

Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)

PAPER CODE: MHM 306 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: 75

Internal Marks: 25

Time : 3 Hrs

MASTER OF HOTEL MANAGEMENT (MHM)

Paper Code: MHM 306 C

Tour and Travel Management

Unit-1 Travel & Trade Sector - Origin, Development History and Present Status in International Context.

Unit-2 Travel Agency and Tour Operation Sector- Types of Travel Agents and Tour Operators, Organization structure of a standard Travel Agency and Tour operation agency/organization, Roles and Responsibilities.

Unit-3: Travel Agency: Functions, Understanding the functions of a Travel Agent, travel information and reservation, ticketing, documentation, handling business/corporate clients including Conference and Conventions, sources of income: commission, service charges. Departments, Role of Travel Agents and tour operators in tourism industry

Unit-4 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-5 Tour Packaging and Programming: Elements of Tour Package, Methods of Developing Tour package and tailor made tour package, formulation and design competitive tour package, promotion of tour package.

Unit 6- Package Tour Costing: Types of tour cost used in package tour, component of cost, methods of costing and tour pricing, formulate pricing strategies for greater sale of package tour, factor influencing the tours cost.

Unit-7 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).

Suggested Reading:

- Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi.
- Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi
- Hotel Front Office Management, James A. Bardi, Van Nostrand Reinholdn New York.
- Marketing Management, Philip Kotler, Prentice-Hall of India, New Delhi.
- Tourism and travel management – Bishwal R. Gosh;
- Marketing research – G.C. Beri

MASTER OF HOTEL MANAGEMENT (MHM)

Paper Code: MHM 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

Suggested Readings:

1. Hotel Housekeeping Training Manual, By- Sudhir Andrews
2. Housekeeping Operation & Management, By- Malini Singh
3. Hotel Housekeeping Management & Operations, By- Sudhir Andrews
4. Hotel Housekeeping Operations & Management, By- G. Raghubalan & Smritee Raghubalan
5. The Professional Housekeeper, By- Madelim Schneider & Georgia Tucker
6. Housekeeping operations and management by Margret Kappa

MASTER OF HOTEL MANAGEMENT (MHM) RESEARCH PROJECT (MHM-307)

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/ Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

The Project should include:-

- The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
 - Need of study
 - Problem Definition
 - Research objective
 - List of Information
- Research Methodology
 - Research design
 - Source of data
 - Instrumentation of data collection
 - Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure
- Selecting a Topic

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

The purpose of project for you is to-

- Learn about various hospitality issues.
- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

Sample themes of Research are:-

Accommodation Management-

- "Technology in Hotel Accommodation Services:- A case study of Hotel- ABC."

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

Vive-voce examination will be jointly conducted by one internal and one external examiner.

External Marks: 75

Internal Marks: 25

**MASTER OF HOTEL MANAGEMENT (MHM)
ELECTIVE PRACTICAL I (308)
PAPER CODE: MHM 308 A
FOOD PRODUCTION AND KITCHEN MANAGEMENT**

	Topics
1.	Menu development for 5 course Indian and International cuisine
2.	Preparing Standard recipes for developed menu's
3.	Indent preparation for menu's developed
4.	Food costing for developed menu's for 4 PAX and 100 PAX
5.	Practicing Food Holding techniques and Plate Presentations
6.	Practicing Buffet setup's as per theme
7.	Preparing Cold Platters and preparing charcutiere items
8.	Practicing Food Carvings
9.	Preparing Famous International breads
10.	Practicing cake decoration
11.	Practicing Sugar and Chocolate work
12.	Misc-en- place for larder and handling equipments
13.	Demonstration of preparation of forcemeat

14	Demonstration and practice sessions on vegetable and fruit carving
15	Demonstration and practice sessions on cold platter presentation
16	Practice of a three course menu including appetizer and entrée with application of charcutiere products : Quenelles, Parafaits Roulades, Pate, Terrine, Galantine
17	The dessert course with application of icing, chocolate work, and meringue

**MASTER OF HOTEL MANAGEMENT (MHM)
ELECTIVE PRACTICAL PAPER CODE: MHM 308 B
BAR OPERATION AND MANAGEMENT MHM-308 B**

	Topics
1.	Restaurant Etiquettes
2.	Practicising Mis- En Scene & Mis en Place activities
3.	Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. Care and Maintenance of various Tools, Equipments, Flatware's.
4.	Table Service
5.	Service of Spirits
6.	Service of Wine
7.	Service in Guest Room
8.	Planning menu for a Special Dinner
9.	Preparing Function prospectus
10.	Different types of buffet setup

MASTER OF HOTEL MANAGEMENT (MHM)
ELECTIVE PRACTICAL I PAPER CODE: MHM 308 C
FRONT OFFICE MANAGEMENT

	Topic
1	Preparing & Filling up of Registration card during Check in, handling registration records.
2	Handling Check-In and Check-Out process
3	Filling various vouchers, folios, handling allowances and various reports
4	Familiarization with different forms & formats such as :- Expected arrival/ departure sheet, group/crew arrival sheet, C- Form, Bell boy errand card, Cashier report, cashier envelop, encashment certificate, Express C/out, High Balance Report, Incident Report
5	Front office cashiering practices and Night audit practice
6	Role play on Check out process for: FIT, GIT (group leader), handling cash/ credit card, foreign currency.
7	Basis phraseology used during check in, check out and handling situations.
8	Initial practice on PMS software

**MASTER OF HOTEL MANAGEMENT (MHM)
ELECTIVE PRACTICAL PAPER CODE: MHM 308 D
ACCOMMODATION OPERATION MANAGEMENT**

S.No	Topics
1	Practicing 2 nd Semester Practical's
2	Practicing different types of Flower arrangements (including 6 basic arrangements)
3	Making floor plans, wall elevations and templates
4	Creating model of a guest room / public area with interior decoration themes
5	Stain removal of 10 common stains
6	Guest Room Cleaning & handling Mini Bar
7	Bed Making & Evening Turndown

MASTER OF HOTEL MANAGEMENT (MHM)
ELECTIVE PRACTICAL II Paper Code: MHM 309 A
Commodities & Nutrition

List of Practical's1.

Plan a balanced meal for

a. Infant (0-1yrs)

b. Child (1-6yrs)

2. Preparation of Immunization schedule.

3. Prepare an interview schedule and interview working mothers for substitute care.

4. Plan a balanced meal for-

a. Adolescent

b. Old age

5. Make a list of foods available in the local market according to food groups.

6. Plan a balanced meal for –

a. Pregnant women

b. Lactating women

7. Identify the problems of adjustments of adolescents (group activity).

8. Spend a day with an aged person and observe the needs and problems. Write a report (visit to old age home).

9. Critically evaluate any one-activity center near your house and suggest improvements.

10. Prepare a nutritious meal using different cooking methods.

11. To study the nutritional intake and its effect on the nutritional status of a family by maintaining a food diary.

12. Demonstration on “How to make hand sanitizer at home”.

13. Prepare a flowchart of a game to inculcate healthy eating habits for infants, children.

14. Enlist from the common foods we consume, five rich sources each of energy, protein, calcium, iron, vitamin A, Thiamine and vitamin C.

15. Calculate the nutrient content per 100gm of the edible foodstuff using ICMR book

16. Critically evaluate mid-day meal given in your institution and suggest improvements.

17. Enlist the deficiency diseases caused by lack of intake of these nutrients.

18. Frame five slogans to promote healthy food and discourage junk food among children. (Class 1 to Class 5).

MASTER OF HOTEL MANAGEMENT (MHM)

ELECTIVE II PRACTICAL PAPER CODE: MHM 309 B FOOD AND BEVERAGE SERVICE MANAGEMENT

S.No	Topic
1	Understanding Room Service Amenities, Room Service equipments.
2	Room Service Tray & Trolley Lay-Up. Carrying Continental Tray
3	Functional Layouts for room service
4	Role play: Knocking & opening guest door, wishing the guest, placing tray, checking order, presenting bill, greeting at exit.
5	Order taking on telephone (standard phrases)
6	Set-up for In Rooms.
7	Procedure for handling fruit basket's (amenities) and actual practices of placing same with finger bowl, knife on B&B plate etc. in guest room.
8	Conducting Briefing/De-Briefing for F & B outlets.
9	Taking an Order & Service of Beer, Sake and Other Fermented & Brewed Beverages.
10	Taking an order & Service of –Sparkling, Aromatized, Fortified, Still Wines. Order of service (starting with wine approval from host, wrapping bottle with napkin etc.)
11	Opening different types of wine bottles. (Different types of cork screws)
12	Use of different glasses, holding & carrying glasses
13	Set up a table with Prepared Menu with wines.
14	Service of Cigars and Cigarettes.

MASTER OF HOTEL MANAGEMENT (MHM)

ELECTIVE PRACTICAL II Paper Code: MHM 309 C Tour and Travel Management

FIELD TRIP REPORT

Students are required to submit a field trip report on any destination or on any specific topic from the visited place. Each student will have to make presentation before a duly constituted board for the said purpose.

MASTER OF HOTEL MANAGEMENT (MHM)
ELECTIVE PRACTICAL II Paper Code: MHM 309 D
Interior Decoration and Management

Project Design Planning and Drawing of a Single Room with kitchen and toilets with Sectional Elevation in a drawing plate of A1 size sheet with furniture and sanitary layout.

Different Interior layouts and Its detailing (Total 20 sheets for practical)

1. Isometric view of furniture
2. Carpentry joints
3. Room furniture layout with elevation
4. Kitchen Layouts with elevation
5. Concept of colour and colour wheel, different types of colour scheme.
6. Flower arrangement guest rooms and different areas of hotels

MASTER OF HOTEL MANAGEMENT (MHM)

Semester IV

Industry Integrated Practical Module

Duration of Exposure: 20 weeks

Leave Formalities: 1 weekly off, festivals and national holidays given by the hotel, 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. The training in IV semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

Housekeeping: 3-4 weeks; **Front Office:** 4-5 weeks; **Food and Beverage Service:** 4- 5 weeks **Food Production:** 4-5 weeks; **floating weeks:** others (In the areas of Interest) may be availed **Total weeks:** 20 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 24. Being practical oriented the number of hours input per week comes as 48 hours per week.

Academic Credits for training shall be based on following:

- Log books and attendance, Appraisals, Report and presentation, as applicable.
- All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed.
- Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 minutes.
- Marks will be awarded on this jointly by a panel of one internal and one external examiner. The presentation should express the student's experiences in the department and what has he learned/ observed.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on single side of the paper.
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

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

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power point presentation on a CD, based on training report
6. Attendance sheet
7. Leave Card

Evaluation of Industrial exposure:

- a. The viva will be conducted by an external examiner on the basis of the experimental learning in operation areas of the hotel. The 60% weight age will be given to report writing, log book & presentation and 40% weight age viva voce.

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Research Bachelor Degree.

Year: Second

Semester: Fourth

Course Code: BHM 401

Course Title: Food Production Operations (Industry Exposure-1)

Credits: 7

Compulsory

Max. Marks: 50+100

Min. Passing Marks: 25+50

Course outcomes:

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Research Bachelor Degree.

Year: Second

Semester: Fourth

Course Code: BHM 402

Course Title: Food & Beverage Service Operations (Industry Exposure-1)

Credits: 7

Compulsory

Max. Marks: 50+100

Min. Passing Marks: 25+50

Course outcomes:

WHAT TO OBSERVE

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures.
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles

2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunken guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Research Bachelor Degree.

Year: Second

Semester: Fourth

Course Code: BHM 403

Course Title: Room Division Operations- (Industry Exposure-1)

Credits: 7

Compulsory

Max. Marks: 50+100

Min. Passing Marks: 25+50

Course outcomes:

WHAT TO OBSERVE

Room Division

1. Number of rooms cleaned in a shift

2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency.
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

The Control Desk

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

Public Area

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations

10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. Travel Desk: coordination, booking, transfers etc.

Year-2/Semester-IV

Programme /Class: Diploma/ Degree/ Research Bachelor Degree.

Year: Second

Semester: Fourth

Course Code: BHM 404

Course Title: Other Departments (Industrial Exposure-1)

Credits: 3

Compulsory

Max. Marks: 50+100

Min. Passing Marks: 25+50

Course outcomes:

WHAT TO OBSERVE

Human Resource Practices

1. Organisation Mission/ Vision/ Values
2. The Human Resource Divisions
3. Human Resource Roles,
4. HR Challenges
5. Manpower Planning Process,
6. Managing Workers
7. Recruitments – Policy & Techniques
8. Group Expectations from New Employees

9. Learning & Development
10. Training Practices & Methods
11. Organizational Culture
12. Managing Employee Performance
13. Employee Motivation,
14. Job Satisfaction
15. Organizational Culture
16. Disciplinary Action
17. Innovative Practices in Units/ Group

WHAT TO OBSERVE

Writing Skills for Hospitality (Writing of Industrial Reports)/ Hospitality Operation Software Skills/
Trade Presentation Skills

1. Hotel/ Business Communications
2. Email & Web Applications
3. Software Operations
4. Professional Presentations
5. Annual Reports
6. Appraisals
7. Inter Office Communications
8. Intra Office Communications
9. Formal Telephonic Conversations
10. Interacting with Guest/Colleague/Seniors/Juniors

Further the students have to observe the routine activities of the following subsidiary departments;

1. Security department
2. Fire
3. Finance & Account
4. Sales & Marketing etc.