

SCHEME OF EXAMINATION

&

SYLLABI

of

**BACHELOR OF HOTEL MANAGEMENT AND
CATERING TECHNOLOGY (BHMCT)**

for

First to Eighth Semester (w.e.f. 2018 – 2019 Academic Session)



**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY
DWARKA, NEW DELHI-110078**

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

SCHEME OF EXAMINATIONS

Criteria for Internal Assessment

All theory courses have internal assessment of 25 marks and 75 marks for external examination. For the courses related to projects, internal assessment is 50 marks and external examination is 50 marks. The courses related to Lab have 40 marks as internal assessment and 60 marks for external examination.

The internal assessment of the students (out of 25 marks) shall be as per the criteria given below:

- 1. Class Test** - **15 marks**
Written Test Compulsory (to be conducted on the date communicated by the University)

- 2. Individual Presentation/Assignment/Viva-Voce/Group Discussion/ Class Participation** - **10 marks**

Note: Record should be maintained by faculty and made available to the examination branch of the University.

MAXIMUM & MINIMUM CREDITS OF THE PROGRAM

The total number of the credits of the BHMCT Programme is **200** credits.

Each student shall be required to appear for examination in all courses. However, for the award of the degree a student should secure at least **190** credits and he or she has successfully completed the courses on:

**Industry Internship (BHCT – 361/ 362) and
Research Project Report (BHCT- 452)**

Note: The students are required to choose between Core electives I or II in Seventh and Eight Semesters. All the 3 subjects and 2 practical will be compulsory to study from any one of the core elective as per their choice of area of specialization in Semester 7 and 8. The core electives shall be floated if minimum number of students opting for it is 25 per cent of the intake in the course.

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SCHEME OF EXAMINATIONS

I. INDUSTRY INTERNSHIP

Each student shall undergo Industry Internship of **22** weeks during the FIFTH/SIXTH semester wherein, for 16 weeks the students will cover various core areas in Hospitality Industry and shall undergo the last 6 weeks training in their area of specialization and submit at least two copies of the Internship Report to the Director / Principal of the Institution before the commencement of the end-term Examination. The Industry Internship Report shall Carry 100 marks. It shall be evaluated for 50 marks by an External Examiner to be appointed by the University and for the rest of the 50 marks by an Internal Examiner to be appointed by the Director / Principal of the Institution.

Industry Internship Report to be submitted as per specifications and format (to be collected from the college). Daily Log Book and Performance Appraisal will be essential documents while evaluating student.

II. FINAL YEAR PROJECT REPORT

During the Eighth semester each student (individually or in a specified group) shall undertake a project to be pursued by him / her under the supervision of an Internal Supervisor to be appointed by the Director / Principal. The project should preferably be based on primary data. Both the subject and the name of the Supervisor will be approved by the Director / Principal of the Institution. The Project Report in duplicate along with one soft copy in a CD/DVD will be submitted at least three weeks prior to the commencement of the End Term Examination of the Sixth Semester. Project Report shall carry 100 marks. It shall be evaluated for 50 marks by an External Examiner to be appointed by the University and for the rest of the 50 marks by an Internal Examiner to be appointed by the Director / Principal of the Institution.

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INSTRUCTIONS FOR PREPARATION OF THE PROJECT REPORTS

Students are required to follow the mentioned pattern in preparing the project:

Format of the report:

1. Title page
2. Certificate
3. Acknowledgement
4. Table of Contents
5. Chapter Plan:
 - Chapter I: Introduction
 - Objectives of the study
 - Review of Literature
 - Research Methodology
 - Limitations of the study
 - Chapter II: Profile of the Organization (in case of Summer Training only)
 - Chapter III: Analysis and Interpretation of Data
 - Chapter IV: Conclusions and Recommendations

Format for Bibliography

Follow APA style of Referencing (8th edition)

<https://www.scribd.com/document/251154420/Apa-Citation-Style-8th-edition-pdf>

Annexure

Questionnaire (if applicable)

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

SCHEME OF EXAMINATION

FIRST SEMESTER EXAMINATION

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 101	Foundation Course in Food Production - I	Core Course	3	-	3
BHCT 103	Foundation Course in Front Office	Core Course	3	-	3
BHCT 105	Foundation Course in Food & Beverage Service	Core Course	3	-	3
BHCT 107	Foundation Course in Accommodation Operations	Core Course	3	-	3
BHCT 109	Indian Heritage & Culture	Foundation Course - Interdisciplinary	3	-	3
BHCT 111	Business Communication	Foundation Course – Skill Based	3	-	3
<u>Practical/Lab</u>					
BHCT 151	Basic Food Production Operations -I	Core Course – Skill Based	-	4	2
BHCT 153	Basic Front Office Operations-I	Core Course – Skill Based	-	2	1
BHCT 155	Basic Food & Beverage Service Operations-I	Core Course – Skill Based	-	2	1
BHCT 157	Basic Accommodation Operations-I	Core Course – Skill Based	-	2	1
BHCT 159	Bakery & Confectionery-I	Core Course – Skill Based	-	4	2
BHCT 161	Hospitality Grooming, Etiquettes & Manners (NUES)*	Foundation Course – Skill Based	-	2	1
		Total	18	14	26

*NUES: Non University Examination System

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SECOND SEMESTER EXAMINATION

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 102	Foundation Course in Food Production - II	Core Course	3	-	3
BHCT 104	Front Office Operations	Core Course	3	-	3
BHCT 106	Food & Beverage Service Operations	Core Course	3	-	3
BHCT 108	Accommodation Operations	Core Course	3	-	3
BHCT 110	Environmental Science (NUES)*	Foundation Course – Skill Based	3	-	3
BHCT 112	Hospitality Accounting	Foundation Course - Interdisciplinary	3	-	3
<u>Practical/Lab</u>					
BHCT 152	Basic Food Production Operations-II	Core Course – Skill Based	-	4	2
BHCT 154	Basic Front Office Operations-II	Core Course – Skill Based	-	2	1
BHCT 156	Basic Food & Beverage Service Operations-II	Core Course – Skill Based	-	2	1
BHCT 158	Basic Accommodation Operations-II	Core Course – Skill Based	-	2	1
BHCT 160	Computer Applications for Hospitality Industry	Foundation Course – Skill Based	-	2	1
BHCT 162	Personality Development (NUES)*	Foundation Course – Skill Based	-	2	1
		Total	18	14	25

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THIRD SEMESTER EXAMINATION

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 201	Indian Cuisine and Culture	Core Course	3	-	3
BHCT 203	Front Office Management -I	Core Course	3	-	3
BHCT 205	Restaurant & Bar Management-I	Core Course	3	-	3
BHCT 207	Accommodations Management-I	Core Course	3	-	3
BHCT 209	Airlines, Travel & Tourism Management	Foundation Course – Skill Based	3	-	3
BHCT 211	Management & Organizational Behaviour	Foundation Course - Interdisciplinary	3	-	3
<u>Practical/Lab</u>					
BHCT 251	Quantity Food Production Operations -I	Core Course – Skill Based	-	4	2
BHCT 253	Front Office Operations-I	Core Course – Skill Based	-	2	1
BHCT 255	Restaurant & Bar Operations-I	Core Course – Skill Based	-	2	1
BHCT 257	Accommodation Operations-I	Core Course – Skill Based	-	2	1
BHCT 259	Bakery & Confectionery-II	Core Course – Skill Based	-	2	1
BHCT 261	Advanced Computer Applications for Hospitality Industry (Web Designing) (NUES)*	Foundation Course – Skill Based	-	2	1
		Total	18	14	25

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FOURTH SEMESTER EXAMINATION

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 202	Quantity Food Production Management	Core Course	3	-	3
BHCT 204	Front Office Management - II	Core Course	3	-	3
BHCT 206	Restaurant & Bar Management - II	Core Course	3	-	3
BHCT 208	Accommodation Management - II	Core Course	3	-	3
BHCT 210	Hospitality Engineering & Maintenance	Foundation Course – Skill Based	3	-	3
BHCT 212	Event Management	Foundation Course - Skill Based	3	-	3
<u>Practical/Lab</u>					
BHCT 252	Quantity Food Production Operations - II	Core Course – Skill Based	-	4	2
BHCT 254	Front Office Operations-II	Core Course – Skill Based	-	2	1
BHCT 256	Restaurant & Bar Operations-II	Core Course – Skill Based	-	2	1
BHCT 258	Accommodation Operations-II	Core Course – Skill Based	-	2	1
BHCT 260	Bakery & Confectionery-III	Core Course – Skill Based	-	2	1
BHCT 262	Hospitality Professional Skills –I (NUES)*	Foundation Course – Skill Based	-	2	1
		Total	18	14	25

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FIFTH/SIXTH SEMESTER EXAMINATION

The batch will be divided into two groups A & B. “A” group will undergo Internship in fifth semester and will undergo classroom teaching and Practical’s in their sixth semester. Similarly “B” Group will undergo classroom teaching and Practical’s in their Fifth semester and will undergo Internship in sixth semester.

The Industry Internship will be for 22 weeks wherein, for 16 weeks the students will cover various core areas in Hospitality Industry and shall undergo the last 6 weeks training in their area of specialization. Area of Specialization will be informed to the hotel beforehand.

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 361/362	Industry Internship	Core Course – Skill Based	-	-	24
		Total	-	-	24

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 301/302	Introduction to International Cuisine	Core Course	3	-	3
BHCT 303/304	Advanced Front Office Management	Core Course	3	-	3
BHCT 305/306	Advanced Food & Beverage Service Management	Core Course	3	-	3
BHCT 307/308	Advance Accommodation Management	Core Course	3	-	3
BHCT 309/310	Hotel Law & Corporate Governance	Foundation Course – Interdisciplinary	3	-	3
BHCT 311/312	Hygiene, Sanitation & Food Science	Foundation Course - Skill Based	3	-	3
<u>Practical/Lab</u>					
BHCT 351/352	Advanced Food Production Operations	Core Course – Skill Based	-	4	2
BHCT 353/354	Advanced Front Office Operations	Core Course – Skill Based	-	2	1
BHCT 355/356	Advanced Food & Beverage Service Operations	Core Course – Skill Based	-	2	1
BHCT 357/358	Advanced Accommodation Operations	Core Course – Skill Based	-	2	1
BHCT 359/360	Hospitality Management & Etiquettes (NUES)*	Foundation Course – Skill Based	-	2	1
		Total	18	12	24

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SEVENTH SEMESTER EXAMINATION

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 401	Research Methodology	Foundation Course – Interdisciplinary	3	-	3
BHCT 403	Entrepreneurship Development	Foundation Course – Interdisciplinary	3	-	3
BHCT 405	Hospitality Sales & Marketing	Foundation Course - Skill Based	3	-	3
<u>Core Elective I: Advanced Food & Beverage Management:</u>					
BHCT 407	Food & Wine Philosophy	Elective Course - Core	3	-	3
BHCT 409	Modern Gastronomy	Elective Course - Core	3	-	3
BHCT 411	Food & Beverage Controls - I	Elective Course - Core	3	-	3
<u>Core Elective II: Advanced Rooms Division Management:</u>					
BHCT 413	Revenue Management	Elective Course - Core	3	-	3
BHCT 415	Interior Decoration	Elective Course - Core	3	-	3
BHCT 417	Linen & Laundry Operations & Management	Elective Course - Core	3	-	3
<u>Practical/Lab</u>					
BHCT 451	Advanced Hospitality Professionals' Skills (NUES) *	Foundation Course - Skill Based	-	2	1
<u>Core Elective (Practical) I: Advanced Food & Beverage Management:</u>					
BHCT 453	Advanced Baking & Culinary Management - I	Elective Course – Skill Based	-	4	2
BHCT 455	Advanced Food & Beverage Service Management - I	Elective Course – Skill Based	-	4	2
<u>Core Elective (Practical) I: Advanced Rooms Division Management :</u>					
BHCT 457	Advanced Front Office Management - I	Elective Course – Skill Based	-	4	2
BHCT 459	Advanced Accommodation Management - I	Elective Course – Skill Based	-	4	2
		Total	18	10	23

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Note: The students are required to choose between Core electives I or II. All the 3 subjects and 2 practical subjects will be compulsory to study from any one of the core elective as per their choice of area of specialization in Semester 7 and 8.

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EIGHTH SEMESTER EXAMINATION

Code No.	Paper	Discipline	L	T/P	Credits
BHCT 402	Innovating the Customer Experience	Foundation Course – Skill Based	3	-	3
BHCT 404	Hospitality Customer Relationship Management	Foundation Course – Interdisciplinary	3	-	3
BHCT 406	Human Resource Planning & Management	Foundation Course – Interdisciplinary	3	-	3
<u>Core Elective I: Advanced Food & Beverage Management:</u>					
BHCT 408	Kitchen & Restaurant Planning	Elective Course - Core	3	-	3
BHCT 410	Advanced Food Production Management	Elective Course - Core	3	-	3
BHCT 412	Food & Beverage Controls - II	Elective Course - Core	3	-	3
<u>Core Elective II: Advanced Rooms Division Management:</u>					
BHCT 414	Hospitality Quality Management & Guest Satisfaction	Elective Course - Core	3	-	3
BHCT 416	Ambience Management	Elective Course - Core	3	-	3
BHCT 418	Tour Operations & Management	Elective Course - Core	3	-	3
<u>Practical/Lab</u>					
BHCT 452	Project Report	Foundation Course – Skill Based	-	-	6
<u>Core Elective (Practical) I: Advanced Food & Beverage Management:</u>					
BHCT 454	Advanced Baking & Culinary Management - II	Elective Course – Skill Based	-	4	2
BHCT 456	Advanced Food & Beverage Service Management - II	Elective Course – Skill Based	-	4	2
<u>Core Elective (Practical) I: Advanced Rooms Division Management:</u>					
BHCT 458	Advanced Front Office Management - II	Elective Course – Skill Based	-	4	2
BHCT 460	Advanced Accommodation Management - II	Elective Course – Skill Based	-	4	2
		Total	18	8	28

Note: The students are required to choose between Core electives I or II. All the 3 subjects and 2 practical subjects will be compulsory to study from any one of the core elective as per their choice of area of specialization in Semester 7 and 8.

FIRST SEMESTER

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 101: FOUNDATION COURSE IN FOOD PRODUCTION - I

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course aims to introduce the students to Basic Kitchen knowledge which will subsequently help to understand and apply Professional Cookery during the subsequent semesters.

Course Content

UNIT 1

(8 hours)

Introduction to Professional Cooking - History and Origin of Modern Cooking, Attitude and Behavior in Kitchen, Personal Hygiene and Understanding Food Safety, Uniform and Protective Clothing, Aims and Objective of Cooking

Hierarchy of Kitchen - Classical Kitchen Brigades, Duties and Responsibilities, Coordination with Other Departments, Modern Day Staffing In Hotels, Career Opportunity

UNIT 2

(8 hours)

Equipments and Fuels used in Kitchen - Introductions to Hotel Equipments Small and Large, Safety Procedures in Handling Kitchen Equipment, Identification Of Knives and Sharpening Skills, Cleaning and Maintenance, Different Types of Fuels, Advantages and Disadvantages

Basic Cooking Principles - Heat Transfer Methods Conduction Convection and Radiation, Different Methods of Cooking (Frying, Baking, Grilling, Poaching, Stewing, Braising, Boiling, Steaming Sautéing, Poeling, Searing), Principles of Cooking, Care and Precautions, Examples of Method of Cooking, Introduction to Modern Methods of Cooking- Microwave, Sous Vide, Air Frying

UNIT 3

(4 hours)

Basic Principles of Vegetable and Fruit Cooking - Classification of Vegetables, Pigments and Colour Change on Cooking, Cuts of Vegetable, Classifications of Fruits

UNIT 4

(4 hours)

Stocks, Soups and Sauces - Definition, Types, Usage, Preparation Storage and Precaution of Stocks, Classification, Preparation, Storage and Precaution for Sauces, Classification of Soup

UNIT 5

(4 hours)

Egg Cookery – Introduction, Structure, Selection and Storage, Classification On The Basis of Size and Source, Uses of Egg

UNIT 6

(8 hours)

Introduction to Bakery and Confectionery - History of Bakery

Equipments Used in Bakery Large and Small, Ingredients Used in Bakery – Wheat (Structure & Composition), Flour (Gluten, Bread Flour, Pastry Flour, All-Purpose Flour), Shortening, Sugar, Leavening Agents (Air, Steam, Chemicals and Yeast). Sweetening Agent, Raising Agents, Milk and Milk Products, Gelling Agents

Bread Making - Steps in Bread Making, Methods of Bread Making, Faults and Remedies

Text Books:

1. Food production operations by Parvinder S.Bali, Publisher: Oxford University press
2. Basics of Baking: Science and Craft by S.C. Dubey, Publisher: S.C. Dubey

Reference Books:

1. Theory of Cookery by K. Arora, Publisher: Frank Brothers
2. Modern cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan
3. Professional baking by Wayne Gisslen, Publisher: Wiley Publications

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 103: FOUNDATION COURSE IN FRONT OFFICE

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course endeavors to introduce the students about the concept, significance, organization and basic functions of Hotel Front Office.

Course Content

UNIT 1

(8 hours)

Introduction To Hospitality Industry : Evolution and Growth of Hotel Industry and Tourism, Famous hotels worldwide, Hotel Industry-An Overview, Service Provider in the Modern Day, Classification on hotel on the basis of: Size, Star Classification, Clientele, Location, Ownership, Independent, Management Contract, Chains & Franchise/ Affiliated, Resorts & Time Share, Bed & Breakfast, Boutique Hotel, Pod Hotels, Ecotels

UNIT 2

(6 hours)

Introduction to Front Office : An overview of the Front Office Department, Importance of Front Office in Hotel Sections and Layout of the Front Office and their Importance

UNIT 3

(6 hours)

Front Office Organization: Organizational Chart: Large, Medium and Budget, Organization Chart of the Front Office Department: Large, Medium and Budget, Duties and Responsibilities of Various Front Office Personnel, Work shifts in Front Office, Essential Attributes of a Front Office Professional

UNIT 4

(6 hours)

Basic Knowledge for Front Office Personnel : Different Types of Rooms, Numbering of Rooms , Basis of Charging a Guest, Meal Plan, Room Rates, Discounts and Policy , Brochure, Designing & Tariff Card

UNIT 5

(6 hours)

Front Office Responsibilities: Key Control & Handling Procedure, Business Centre Activities, Role & Functions of Bell Desk and of Uniform Staff: Concierge, Valet Parking Attendant, Door Man, Lift Operator, Role of Bell Desk, Equipments Required at Front Office & Bell Desk, Functions Performed at Bell Desk: Guest Mail, Wake-up call, Luggage Handling of FIT, Group, VIP/Regular Guest, Left Luggage, Scanty Baggage, Daily Reports, Errand Cards

UNIT-6

(4 hours)

Classification of Guests: FIT, VIP, Business Traveler, GIT, Domestic & International, Crew, Corporate, Blacklisted Guests

Text Book:

1. Textbook of Front Office Management & Operations by Sudhir Andrews. Publisher: McGraw Hill

Reference Books:

1. Hotel Front Office: Operations, Accounting and Management by Arvind Kumar Saraswati and Sunita Badhwar, Publisher: Naman Publisher
2. Front Office Operations and Management by Ahmed Ismail, Publisher: Thomson Delmar
3. Front Office Operations by Colin Dix & Chris Baird, Publisher: Pearson
4. Front office Operation Management by S.K Bhatnagar, Publisher: Frank Brothers
5. Principles of Hotel Front Office Operations by Sue Baker and Jeremy Huyton, Publisher: Cengage Learning

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 105 : FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The Course has been designed so as to inculcate basic understanding operational perspectives of Food and Beverage Service with basic knowledge about F&B areas & familiarization of equipments so that the students may be gradually exposed to the professional and applied intricacies of the subject.

Course Content

UNIT 1

(6 hours)

Food & Beverage Service Industry - Introduction to F & B Service industry, Growth of Indian Hotels and Restaurants, Classification of Catering Operations and Establishments

UNIT 2

(6 hours)

Food & Beverage Service Organization - Organization Hierarchy of the F & B Department, French terminology of F & B Staff, Duties and Responsibilities of F & B Staff, Attributes of Food & Beverage Service Personnel, Interdepartmental Relationship

UNIT 3

(6 hours)

Food & Beverage Service Areas - Introduction, Location, Types of Service, Operational Timings, Types of Menu etc. (Specialty Restaurant, Coffee shop, Room Service, Bar, Banquets)

UNIT 4

(4 hours)

F & B Service Equipment - Cutlery, Crockery, Glassware, Flatware, Hollowware, All Other Equipment Used in F&B Service

UNIT 5

(6 hours)

Introduction to Menu - Origin of menu, Importance of Menu, Types of Menu (Cyclic Menu, Ala Carte, Table d'hote, Fixed, Combination Menu), French Classical Menu, Order Taking Procedure (KOT, BOT etc), Introduction to Menu Planning

UNIT 6

(8 hours)

Types of Service - Importance in Catering Establishment, Suitability of Service to Catering Establishment, Different types of Services (American, Russian, French, Gueridon) Buffet, Banquet, Cafeteria. Room Service, Hospital Tray, Airline Tray, Coffee Shop, Rail Service, Home Delivery, Lounge Service), Preparation for Service (Mis-en-Scene, Mis-en-Place)

Text Books:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press

Reference Books:

1. Food & Beverage Service Training Manual by Sudhir Andrews, Publisher: McGraw Hill
2. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
3. Modern Restaurant Service by John Fuller, Publishers: Hutchinson's
4. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication
5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

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BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 107: FOUNDATION COURSE IN ACCOMMODATION OPERATIONS

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course structure has been planned in a manner that the students are able to develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning.

Course Content

UNIT 1

(6 hours)

Role of Housekeeping in Hospitality Operations - Introduction to Housekeeping, Scope and Significance of Housekeeping in Hospitality Industry, Housekeeping Department-Working towards Customer Delight, Role and Responsibilities of Housekeeping Department, Housekeeping for Different institutions-Airlines, Hospitals, Hostels and Corporate, Other Opportunities for Housekeepers

UNIT 2

(6 hours)

The Housekeeping Department - Layout of the Department, Staff Hierarchy – Lines of Authority for Large and Medium Hotels, Duties and Responsibilities of Housekeeping Staff At Operational, Supervisory and Managerial Level, Essential Qualities and Personal Attributes of Housekeeping Staff , Areas of Responsibility, Vertical and Horizontal Coordination Within and Outside the Department

UNIT 3

(6 hours)

Guest Rooms - Types of Rooms, Layout of Double, Twin and Suite Room, Status of Rooms, Guest Room Supplies Provided in Standard, Superior and Deluxe Rooms, VIP and Single Lady Travellers

UNIT 4

(8 hours)

Housekeeping Control Desk – Introduction, Forms, formats, Records and Registers, Gate Pass Procedure, Lost and Found Procedure, Types of Keys and Key Control, Key Belts, Changing Door Locks, Handling Telephone Calls

UNIT 5

(6 hours)

Cleaning Science - Types and Nature of Soil, Principles of Cleaning, Hygiene and Safety Factors in Cleaning, Methods of Cleaning (Manual and Mechanical), Frequency of Cleaning- Daily, Periodical and Special, Design Features That Simplify Cleaning

UNIT 6

(4 hours)

Equipments and Cleaning Agents - Introduction and Types, Selection Criteria, Handling and Issuing Procedure, Storage

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley

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BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 109: INDIAN HERITAGE & CULTURE

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The aim of the course is to understand the concept and meaning of culture; establish the relationship between culture and heritage and tourism; discuss the role and impact of Indian Heritage and Culture in human life and Tourism.

Course Content

UNIT 1

(6 hours)

Heritage - Meaning and Concept, Criteria for Selection as Heritage Sites, Monuments and Zones by UNESCO (WHC), Types of Heritage Properties, World Famous Heritage Sites and Monument in India and Abroad

UNIT 2

(6 hours)

Museums - Concept and Classification, (National Museum, New Delhi; Bharat Kala Bhawan, Varanasi; Archaeological Museum; Sarnath, Etc.), Heritage Hotels and Its Classification

UNIT 3

(8 hours)

Culture - Culture-Concept, Meaning & Definition, Elements of Culture (Discourses on Culture in 19th and 20th Century A.D. (An Overview), Layers of Culture (Manifestations of Culture), Civilization (Concept, Meaning & Definition, Characteristics of Civilization), Difference between Culture and Civilization, Cultural Diversity (Dimensions of Cultural Diversity)

UNIT 4

(8 hours)

Indian Culture - General Features, Sources, Components and Evolution, Indian Culture & Heritage (Cultural Diversity of India, Geographic, Religious, Language, Clothing and Attire, Food Habits, Performing Arts, Fairs & Festival), Cultural History of India

UNIT 5

(4 hours)

National Tourism Resources - Wild Life Sanctuaries and National Park, the Indian Birds, Sanctuaries, Trekking and Mountaineering, Beaches, Hill and Mountain Resorts, Deserts, Ballooning, Boating, Island Tourism, Safari, Risk Based Activities

UNIT 6

(4 hours)

Other Tourism Resources - Duty Free Shops, Entertainment and Night Life, Theme Parks, Specialized Fairs, Annual Fairs, Sports Tourism, Dance and Music Festivals

Text Book:

1. Indian Art and Culture by Nitin Singhania, Publisher: McGraw Hill

Reference Books:

1. Conservation of Indian Heritage by Allchin and Allchin, Cosmo Publishers
2. The Tourist Historic City. Retrospect & Prospect of managing the heritage city by G. J. Ashworth, Publisher: Pergamon, Oxford.
3. Eyewitness Travel India, Publisher: Dorling Kindersley Ltd. London
4. Fundamentals of Travel & Tourism by Arpita Mathur, Publisher: Ann Books Pvt. Ltd, New Delhi.
5. Fairs & Festivals of India by S. P. Dharma and Seema Gupta, Publisher: Hindology Books.

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 111: BUSINESS COMMUNICATION

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: To train students to enhance their skills in written as well as oral Communication through practical conduct of this course. This course will help students in understanding the principles & techniques of business communication.

Course Contents

UNIT 1

(8 Hours)

Fundamental of Communication: Meaning and Significance of Communication, Process of Communication, Principles of Effective Business Communication, 7Cs; How to Improve Command over Spoken and Written English, Effective Listening

UNIT 2

(8 Hours)

Communicating in a Multicultural World: Idea of A Global World, Impact of Globalization on Organizational and Multicultural Communication, Understanding Culture for Global Communication; Etic and Emic Approaches to Culture, The Cross Cultural Dimensions of Business Communication, Technology and Communication, Ethical & Legal Issues in Business Communication, Overcoming Cross Cultural Communication

UNIT 3

(6 Hours)

Business letter writing and Presentation Tools: Business letters- Need, Functions and Layout of Letter Writing, Types of Letter Writing: Persuasive Letters, Request Letters, Sales Letters and Complaints; Employment related letters Interview Letters, Promotion. Letters, Resignation Letters

UNIT 4

(6 Hours)

Departmental Communication: Barriers of Communication, Meaning, Need and Types, News Letters, Circulars, Agenda, Notice, Office Memorandums, Office Orders, Minutes of the meeting.

Project and Report writing, how to make a Presentation, the Various Presentation Tools, along with Guidelines of Effective Presentation,

UNIT 5

(8 Hours)

Language Skills - Grammar (Tenses, Adjectives, Adverbs, Conjunctions, Prepositions), Listening Skills, Reading Skills, Speaking Skills

Text Book:

1. Business Communication (Principles, Methods and Techniques) by Nirmal Singh, Publisher: Deep and Deep.

Reference Books:

1. Fundamentals of Business Communication by K.K. Sinha, Publisher: Taxmann Publishing
2. Essentials of Business Communication by Marley Ellen Guffey, Publisher: South-Western College Publication
3. Body Language by Allan Pease, Publisher: Manjul Publishing
4. Business Correspondence and Report Writing by R.C. Sharma and Krishna Mohan, Publisher: McGraw Hill

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 151: BASIC FOOD PRODUCTION OPERATIONS -I

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on the BHCT 101.

1. Introduction to Equipments, Identification, Description, Uses And Handling Of Equipments
2. **Knife Skills** – Cuts of Vegetables
3. **Cooking Methods**
Frying, Baking, Grilling, Poaching, Stewing, Braising, Boiling, Steaming Sautéing, Poeling, Searing
4. **Stocks**
White, Brown, Fish & Vegetable
5. **Mother Sauces**
Béchamel, Espagnole, Velouté
6. **Other Sauces**
Hollandaise, Mayonnaise and Tomato Sauce
7. **Soups**
Consommé, Cold and Broth
8. **Thick Soups**
Puree, Velouté, Cream, Bisque and Chowder
9. **Egg Cookery**
Boiled- Soft & Hard, Fried- Bulls Eyes, Over Easy, Continental and Masala Omelet, Scrambled, Encocotte
10. **Salads-Simple and Compound**
Garden green, Waldorf salad, Russian salad, Coleslaw, Caesar, Nicoise salad
11. **Potato Cookery**
Fried, Mashed, Roast, Boiled, Sauté, Baked
12. **Rice & Pasta Cookery**
Drainage and Absorption Method, Al- dente, Fried Rice, Boiled Rice, Rice Pilaf, Herb Rice, and Brown Rice

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 153: BASIC FRONT OFFICE OPERATIONS - I

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 103.

1. Basic Manners, Attributes and Grooming Standards Required for Front Office operations.
2. Communication Skills – Verbal and Non Verbal.
3. Hotel Visits
4. Communication Systems - Different Types of Calls, Screening Practice.
5. Identification of Equipment & Stationery
6. Use of F.O. Equipments & Stationary
7. Telephone Etiquettes and Telephone Handling
8. Bell Desk Activities
9. Concierge Activities
10. Preparation of Sales Letters, Brochure, Tariff Cards & Other Sales Documents
11. Role-Play – Lobby Manager, GRE, Concierge, Bell Boy, Bell Captain Etc.
12. Study of Countries – Capitals & Currency, Airlines & Flag Charts,

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 155: BASIC FOOD & BEVERAGE SERVICE OPERATIONS -I

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 105.

1. Practice On Restaurant Etiquettes
2. Basic Technical Skills, Interpersonal Skills, Taking Booking, Preparation of Service, the Order of Service.
3. Identification of Restaurant Equipments.
4. Mis-en-Place, Mise-en-Scene.
5. Table Laying - Simple Covers Ala' Carte & Table D' Hote'
6. Napkin Folding, Spreading & Changing Tablecloth.
7. Laying Table for Lunch/Dinner.
8. Arranging Of Side Board/ Dummy Waiter.
9. Carrying A Salver Or Tray, Carrying Plates, Glasses And Other Equipments
10. Rules For Laying Table - Laying Covers As Per Menus
11. Order Taking – Writing A Food KOT, Writing A BOT
12. Handling Service Gear, Clearing An Ashtray, Crumbing, Clearance And Presentation Of Bill
13. Silver Service
14. American Service
15. Practical Situation Handling e.g. Spillage etc

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

BHCT 157: BASIC IN ACCOMMODATION OPERATIONS - I

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 107.

1. Sample Layouts of Guest Rooms

Double Room, Twin Room, Suite Room

2. Guest Room Supplies and Position

Standard Room, Suite Room, VIP and Single Lady Travelers' Room, Special amenities

3. Maids' Trolley

Trolley Setup, Contents with Placement

4. Pantry Set Up

Layout of housekeeping Pantry, Placement of Equipment, Setup of Pantry

5. Cleaning of Equipments- Manual and Mechanical

Familiarization, Different parts and attachments, Function, Care and maintenance, Brand Names

6. Cleaning Agents

Identification, Usage, Brand names

7. Introduction to Basic Cleaning

Glass Cleaning, Dusting, Mopping

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 159: BAKERY & CONFECTIONERY - I

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on the BHCT 101. The objective of this lab is to understand the various skills of Baking and Bread Making in Bakery.

1. Equipment Identification
2. Ingredients & Glossary
3. **Bread Making**
Straight dough method – Bread loaf & Bread rolls.
4. **Bread Making**
Straight dough method – Bread sticks & Bread rolls
5. **Bread Making**
Sponge & dough method – Brown bread loaf & rolls
6. Burger buns & Genoise sponge
7. Dinner rolls & Swiss roll & Yule log
8. Multigrain bread rolls & Donuts.
9. Garlic bread rolls and fruit tarts
10. Milk Bread & Bread & butter Pudding
11. Dinner Rolls & Crème caramel
12. Hot Dog Buns & Brownie

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 161: HOSPITALITY GROOMING, ETIQUETTES & MANNERS*

*NUES: Non University Examination System

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: The basic objective of the course is to help the students to acquire and develop Hospitality Etiquettes and Manners necessary for efficient management, and also to understand the significance of effective communication in an organization. The module has been designed keeping in mind the various aspects of communication necessary for day-to-day transactions with Special reference to Hotels, Restaurants and other Hospitality Institutions.

1. Orientation for Hospitality

Classroom Manners and Discipline, Conduct of Students (Theory & Practical), Grooming Useful Phrases for Everyday Use, Asking Questions

2. Self Esteem

Know Yourself, Accept Yourself (One Activity through Psychometric test)

3. Hospitality Etiquettes and Manners

College Etiquettes, Conversation Etiquettes, Social Etiquettes, Telephone Etiquettes

4. Communication Skills (Meaning and Definition)

Spoken English, Phonetics, Accent, Intonation, Practice Proper Pronunciation through Words and Phrases

5. Communication Skills through Extempore - I

Speaking about Objects, Speaking about People

6. Communication Skills through Extempore – II

Speaking about Events, Speaking about Hospitality Industry – Current Trends

7. Developing A Positive Attitude

Meaning and Definition of Attitude, How to Develop Positive Attitude, 7 Steps to Change Attitude

8. Group Discussion

Introduction to GD, Do's and Don'ts of GD, Useful words Phrases, Practice on Basic GD topics

9. Listening Skills

Meaning and Significance, Do's and Don'ts of Listening, Guidelines for Effective Listening, Problems and Solutions to become Active Listener

10. Current Affairs

National & International Ministers and Leaders along with News Makers, Countries, Capitals and Currencies, Political Scenario of various Countries, Important Acronyms of International and National Organizations (PATA, WTO, UNESCO, IATA etc)

Reference Books:

1. Personality Development, Harold R. Wallace and L. Ann Masters, Publisher: Cengage Learning (Indian Edition).
2. Personality Development and Career Management by R. M. Onkar, Publisher: S.Chand & Company Pvt. Ltd.
3. Communication Skills by Sanjay Kumar and Pushp Lata, Publisher: Oxford University Press.
4. Personality Development and Soft Skills by Barun K. Mitra, Publisher: Oxford University Press.
5. Body Language – A Guide for Professionals by Hedwig Lewis, Publisher: Sage Publications
6. Soft Skills (Know Yourself and Know the World) by Dr. K. Alex, Publisher: S.Chand & Company Pvt. Ltd.

SECOND SEMESTER

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 102 : FOUNDATION COURSE IN FOOD PRODUCTION - II

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course aims to introduce the students to Basic Kitchen knowledge which will subsequently help to understand the ingredients used in Food Production, Menu Planning for an organisation, meat, fish, breakfast, cake making and starters in a full course menu.

Course Contents

UNIT- 1

(6 Hours)

Kitchen Commodities - Fats and Oils, Seeds, Nuts, Spices and Herbs, Pulses and Cereals, Thickening Agents

UNIT-2

(4 Hours)

Menu Planning - Types of Menu, Factors to Keep in Mind for Menu Designing

UNIT-3

(4 Hours)

Breakfast - International and Indian Menus, Traditional Preparations, Power Breakfast, Brunch Concept

UNIT- 4

(8 Hours)

Meat - Physical and Chemical Characteristics, Selection and Processing, Types –Lamb, Beef, Pork, Poultry, Cuts and their uses

Fish – Classification, Selection and Storage, Cuts and Their Uses

UNIT 5

(6 Hours)

Hors D'oeuvre and Salads - Types of hors d'oeuvre, Classical Hors d'oeuvre with Accompaniments, Canapés, Cocktails, Relishes, Dips and Miscellaneous Hors d'Oeuvres, Salads (Classification and Parts), Popular Dressings and types of Lettuce

UNIT 6

(8 Hours)

Cakes & Pastries - Types- Short Crust, Choux, Phyllo, Puff, Uses of the Above Mentioned Pastries, Types of Cakes (High Fat Ratio & Low Fat Ratio), Roles of ingredients, Methods in Cake Making, Faults & Remedies

Text Book:

1. Food Production Operations by Parvinder S.Bali, Publisher: Oxford University press
2. Basics of Baking: Science and Craft by S.C. Dubey, Publisher: S.C. Dubey

Reference Books:

1. Theory of Cookery by K. Arora, Publisher: Frank Brothers
2. Modern Cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan
3. Professional Baking by Wayne Gisslen, Publisher: Wiley Publications
4. Modern Cookery (vol-2) by Thangam E.Philip, Publisher: Orient Blackswan

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 104: FRONT OFFICE OPERATIONS

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course endeavors to introduce the students about the concept of inter & intra departmental coordination & communication, guest cycle, PMS and functions & systems of room reservation.

Course Contents

UNIT 1

(4 Hours)

Hotel Entrance & Lobby - Hotel Entrance, Lobby, Size of Lobby, Layout of Lobby, Reception Counter & its Types, Security Equipments in Front Office Department

UNIT 2

(6 Hours)

Inter & Intra Departmental Coordination & Communication - Intra & Inter departmental Communication & Coordination (Housekeeping, F & B Service, Food Production, Accounts, Engineering and Maintenance, Revenue Centers, Marketing and Public Relations), Communication Tools (Log Book, Information Directory, Emails & Others)

UNIT 3

(8 Hours)

Guest Cycle - The Guest Cycle, Stages of Guest Cycle (Pre-Arrival, Arrival, Occupancy, Departure, Post Departure)

UNIT 4

(4 Hours)

Property Management System - Reservations Management Software, Rooms Management Software, Guest Accounting Management Software, General Management Software, Back Office Interfaces, System Interfaces

UNIT 5

(6 Hours)

Room Reservation - Functions of Reservation, Channels of Reservation, Sources of Reservation: FIT, FFIT, Group, Travel Agents, Airlines, Corporate

Types of Reservation- Guaranteed Reservations & Non-Guaranteed Reservations

Reservation Systems- Central Reservation Systems, Global Distribution Systems, Inter-sell Agencies, Property Direct, Reservations through the Internet, Computerized Reservation System, Future Blocks

UNIT 6

(8 Hours)

Reservation Process – Procedure for reservation in Person, Telephone, Email- Group & FIT, Policies & Procedures for Confirmation, Amendment, Cancellation, Overbooking & No Show, Reservation Reports & Histories, Reservation Considerations: Legal Implications, Waiting Lists, Packages, and Potential Reservation Problems

Text Book:

1. Textbook of Front Office Management & Operations by Sudhir Andrews. Publisher: McGraw Hill

Reference Books:

1. Hotel Front Office (Operations, Accounting and Management) by Saraswati and Badhwar, Publisher: Naman Publisher
2. Front Office Operations and Management by Ahmed Ismail, Publisher: Thomson Delmar
3. Front Office Operations by Colin Dix & Chris Baird, Publisher: Pearson
4. Front office Operation Management by S.K Bhatnagar, Publisher: Frank Brothers
5. Principles of Hotel Front Office Operations by Sue Baker and Jeremy Huyton, Publisher: Cengage Learning

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 106: FOOD & BEVERAGE SERVICE OPERATIONS

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The Course has been designed so as to inculcate basic understanding operational perspectives of Food and Beverage Service with basic knowledge about F&B interpersonal skills, control systems, beverages, room service and kitchen stewarding.

Course Contents

UNIT 1

(4 Hours)

Interpersonal Skills -Dealing With Incidents, Spillage, Returned Food, Lost Property, Illness, Alcohol over Consumption, Recording Incidents, Customer with Special Needs

UNIT 2

(6 Hours)

Types of Meals - Breakfast (English, American, Continental, Indian) Lunch, Brunch, Dinner, Supper, Afternoon Tea, High Tea, Low Tea

UNIT 3

(6 Hours)

Control System - F & B Sales, Necessity and Function of Control System, F & B Control Cycle, Role of Cashier In F & B Controls, Cash Handling Equipment, Theft Control Procedures - Single K.O.T, Double K. O. T, Triplicate K.O.T & Four Copies K.O.T, Introduction of Micros in F & B, Its Role and Importance

UNIT 4

(8 Hours)

Non-Alcoholic Beverages - Classification (Nourishing/ Stimulating / Refreshing), Tea - Origin & Manufacture, Types of Brands, Preparation & Service, Coffee - Origin & Manufacture, Types of Brands, Preparation, Nourishing - Cocoa & Malted Beverage - Origin & Manufacture, Types Of Brands, Refreshing – Juices, Aerated Drinks, Mixers (Tonic/ Lemonade/ Bitter Lemon), Squashes, Syrups, Mineral Water, Sparkling Water/Soda

UNIT 5

(6 Hours)

Room Service - Type of Room Service/Centralized/Decentralized/Decentralized Mobile, Room Service Menu, Room Service Hierarchy, Duties of Room Service Order Taker, Forms and Formats, Trolleys and Tray Set up

UNIT 6

(6 Hours)

Kitchen Stewarding - Introduction to Kitchen Stewarding & Organization Structure, Layout of Kitchen Stewarding, Wash Up-Methods Used, Different Kind of Chemical, and Dish Washing Machines, Cleaning Method of Silver/ EPNS, Stainless Steel, Copper, Brass

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press

Reference Books:

1. Food & Beverage Service Training Manual by Sudhir Andrews, Publisher: McGraw Hill
2. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
3. Modern Restaurant Service by John Fuller, Publishers: Hutchinson's
4. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication
5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 108: ACCOMMODATION OPERATIONS

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: This paper has been planned to ensure that the students are able to effectively assimilate the intricacies of housekeeping procedures including those related to public area cleaning and material management.

Course Content

UNIT 1

(7 Hours)

Daily Routine Management - Guest Floor Etiquettes, Opening the Department, Guest Room Cleaning, Handling VIP Guest Rooms and Long Staying Guests, Handling DND Rooms, Turndown Service, Second Service and Handling Guest Special Request
Guestroom Inspections

UNIT 2

(6 Hours)

Public Area Cleaning - Front of the House Area, Back of the House Area, Work Routine and Associated Problems (e.g. High Traffic Areas), Facade Cleaning

UNIT 3

(6 Hours)

Care and Cleaning of Different Surfaces -Metals, Glass, Ceramics, Plastic, Rexene, Wood Wall and Floor Finishes

UNIT 4

(7 Hours)

Organising Operations - Manning and Scheduling, Staff Allocation in Housekeeping Department, Duty Roaster, Work Place Relationship (Internal, External and Guest), Night shift Duties and Responsibilities

UNIT 5

(6 Hours)

Material Planning - Bed, Bedding, Mattress, Soft Furnishings

UNIT 6

(4 Hours)

Emerging Trends in Accommodation Operations - Eco Friendly Cleaning Practices and Involvement of Staff and Guest, Green Amenities, Latest Trends

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and Smritee Raghubalan, Publisher: Oxford University Press

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 110: ENVIRONMENTAL SCIENCE*

*NUES: Non University Examination System

L-3, T/P-0,

Credits: 03

Max Marks: 100

Objective: The basic objective of this paper is to understand the basic fundamental to environmental science, complexity of ecosystems, major environmental problems including their causes and consequences. This course endeavors to provide a background to current and controversial environmental issues and possible solutions to environmental problems.

Course Contents

UNIT 1

(8 Hours)

Ecosystems and how they work - Types of Eco-Systems (Geo-sphere, Biosphere and Hydrosphere). Major issues of Biodiversity, Conservation of Bio-Diversity

Concept of sustainability and international efforts for environmental protection: Concept of Sustainable Development, Emergence of Environmental Issues. International Protocols, WTO, Kyoto Protocol, International Agreement on Environmental Management

UNIT 2

(8 Hours)

Water Pollution - Water Resources of India, Hydrological Cycle, Methods of Water Conservation and Management, Rain Water Harvesting and their legal aspects, River Action Plan, Ground and Surface Water Pollution; Waste Water Management

Air Pollution: Air Pollution and Air Pollutants, Sources of Air Pollution and its Effect on Human Health and Vegetations. Green House Effect, Global Warming and Climate Change

UNIT 3

(6 Hours)

Solid Waste - Management and Various Methods Used, Composting, Land Fill Sites etc. Hazardous Waste Management, Biomedical Waste Management, Environmental Impact Assessment and Environmental Management System - Introduction and its Impact

UNIT 4

(6 Hours)

Introduction to Indian Environmental Laws - Legal framework, The Indian Penal Code, Role of Judiciary in Environmental Protection, Water (Prevention and Control of Pollution) Act, 1974, Environment (Protection) Act, 1986, Air (Prevention & Control of Pollution) Act, 1981,

UNIT 5

(8 Hours)

Environmental Management System (EMS) - Motives of Adopting EMS, Environmental Clearance & Certification, Environmental Impact Assessment (EIA), Environmental Audit, Carbon Abatement Strategies, India Green Rating Project, Leeds- Design for Green Building

Text Book:

1. Essential Environment Studies by S.P. Mishra and S.N. Pandey, Publisher: Ane Books Pvt. Ltd.

Reference Books:

1. Environmental Management for Hotels: A student's Handbook By David Kirk, Publisher: Butterworth- Heinemann
2. Ecology and Environment by P. D. Sharma, Publisher: Rastogi Publications
3. Environmental Management by N. K. Uberoi, Publisher: Excel Books

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 112: HOSPITALITY ACCOUNTING

L-3, T/P-0,

Credits: 03

Max Marks: 100

Objective: The objective of this subject is to give understanding of the basic accounting principles and techniques related to Hotels and Restaurants for users of accounting information.

Course Contents

UNIT 1

(4 Hours)

Hotel Accounting Department and its Operations - Introduction, Organizational Charts, Role of Accounting Department, Accounting Operation in Full Service Hotels & Budget Hotels, Purchasing and inventories, Monthly Preparation of Financial Reports

UNIT 2

(6 Hours)

Maintenance of Journal, Ledger & Trial Balance - Rules for Debit & Credit, Meaning and formats for Journal, Ledger & Trial Balance, Voucher, Process of Journalizing (Basic Entries), Posting and Summarizing, Rectification of Errors

UNIT 3

(4 Hours)

The Recording Process: Cash & Credit - Cash Receipts and Payments Journal for Hotel, Internal Control of Cash, Petty Cash Management, Cash-Less and Online Transactions System, Process of Reconciliation

UNIT 4

(6 Hours)

Presentation of Financial Report - The Profit Report (Income Statement), Gross Profit, Operating Profit, Net Profit, Net Profit Before/After Tax, Income Statement format Variations for Analysis Purposes, Income Statement Applications for Restaurants, Balance Sheet (Positional Report) - Assets & Liabilities, Relationship between Profit & Loss Account and Balance Sheet
Interpretation of Financial Report and the Hotel Budgeting Process - Examining Profitability Examining Financial Stability and Liquidity, Introduction & Types of Budget, Annual Operating Budget for Hotels, Budgeting Process, Phases of Budgeting Control, Cash Flow Budget

UNIT 5

(8 Hours)

Internal Control - Control in Hotel & Catering industry, Meaning & Objectives of internal Control, Basic Components & Requirements for Effective internal Control, Principles/ Characteristics of internal Control

Auditing - Auditing- Meaning, Duties of Auditor, Functions of Auditor, Rights of Auditor, Night Auditor's Report, Tools of internal Audit, Importance of External Audit, Distinction between External Audit and Internal Audit

UNIT 6

(8 Hours)

Ratio Analysis & Business Reasoning - Gross Profit Ratio, Operating Ratio, Operating Profit Ratio, Net Profit Ratio, Quick Ratio, Inventory Turnover Ratio, Business Arithmetic: Percentage, Discount, Commission & Brokerage, Profit & Loss

Text Book:

1. Elements of Hotel Accountancy, by G.S. Rawat and J.Negi, Publisher: Aman Publication

References Books:

1. Financial Accounting for Hotels by Prasanna, Linda and Mrintunjaya, Publisher: McGraw Hill
2. Hospitality Management Accounting by Michael M Coltman & Martin, Publisher: Wiley
3. Hotel Accountancy & Finance by S.P.Jain and K.L Narang, Publisher: Kalyani Publishers
4. Uniform System of Accounts for the Lodging Industry by AHLEI, Publisher: AHLEI
5. Introductory Accounting for the Hospitality Industry by Garry Dick, Publisher: Global Books

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 152: BASIC FOOD PRODUCTION OPERATIONS - II

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on the BHCT 102.

1. All Basic Cuts of Chicken to be demonstrated and the following **Menu 1:**

Crème d'épinard, Poulet sauté aux Champignon, Pommes Layonnaise, Petit pois ala Flamande

2. All Basic Cuts of Fish to be demonstrated and the following **Menu 2:**

Crème de Chou-fleur, Fish À l'Orly avec Sauce Tomate, Pommes de terre Grillées, Macédoine de Légumes

3. Menu 3: Crème de Tomate, Poulet sauté Maryland, Tranche de Bacon, Beignets de Maïs

4. Menu 4: Potage Chou Chowder, Poulet à la Kiev, Pomme de terre à la Crème, Carottes Glacées et Pois

5. Menu 5: Oeuf Farcis, Fish en Anglaise avec Sauce Tartare, Jardinière des Légumes, Pomme de Terre Anna

6. Menu 6: Potage Purée de Carottes, Stroganoff d'Agneau, Herbe Riz, Sauté Haricot Verts

7. Menu 7: Consommé Royale, Filet de Poisson Meuniere, Crouquettes de Pommes de terre, Brocolis à la Vapeur

8. Menu 8: Salade Niçoise, Soupe à L'oignon à la Française, Ragoût Irlandais, Riz au Safran, Épinards au Gratin

9. Menu 9: Crevettes et Maïs Bisque, Poulet Sauté Chasseur, Riz Créole, Aubergines à la Provençale

10. Menu 10: Salade Waldorf, Steak D'agneau sautées Bercy, Purée de Pommes de terre à l'Ail, Poivron et Courgettes Grillé

11. Menu 11: Gazpacho, Poulet Marengo, Riz à l'Espagnole, Légumes à la crème

12. Menu 12: Salade César, Poulet à la King, Beignets de Pommes de terre, Champignons et Oignons Balsamiques

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 154: BASIC FRONT OFFICE OPERATIONS - II

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 104.

1. Procedure of Taking Reservations – in Person And on Telephones
2. Handling Guest Enquiries at Reservation
3. How to Convert inquiries into Valid Reservations
4. Practice on Room Management System, Reservation, Check in, Practical Situations & Guest Problems.
5. Amendments in Reservations, Cancellation, Room Availability Charts
6. Filling Up of Reservation Forms, Making Amendments & Cancellations.
7. Updating Reservations on the Computer-Actual Computer Lab Work on PMS.
8. Situations on Basis of Charging.
9. Practice on Cases Related to Front office & Other Departmental Communications
10. Tour Itinerary
11. Assignment on GDS
12. Telephonic Conversations - Standard Phrases, Manners, Do's & Don'ts
13. Mock Situations – Role – Plays

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 156: BASIC FOOD & BEVERAGE SERVICE OPERATIONS - II

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 106.

1. Layout of Breakfast (English, Continental, Indian and American)
2. Room Service Tray and Trolley Setup.
3. Procedure For Service of a Meal
 - Taking Guest Reservations
 - Receiving & Seating of Guests
 - Order Taking & Recording
 - Order Processing (passing orders to the kitchen)
 - Sequence of Service
 - Presentation & Encashing the Bill
 - Presenting & Collecting Guest Comment Cards
 - Bidding Farewell to Guests
4. Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee
5. Layout Activities of Pantry
6. Dish Washing Technique
7. Service Etiquettes

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 158: BASIC ACCOMMODATION OPERATIONS - II

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 108.

1. Guest Room Cleaning: Bed Making, Bedroom Cleaning, Bathroom Cleaning
Turndown Service
2. Public Area Cleaning- Cleaning Of Front Areas And Cleaning Of Back Of The House
3. Guest Room Inspection
Public Area Inspection
Handling Checklist
4. Mini-Bar Management: Issue, Stock Taking, Checking Expiry Date (FIFO)
5. Cleaning Different Surfaces- Glass, Wood, Brass, Silver, Leather
6. Handling Guest Complaints
7. Role Play and Situation Handling Case Study
8. Model Guest Room Designing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 160: COMPUTER APPLICATIONS FOR HOSPITALITY INDUSTRY

L-0, T/P-2

Credits: 01

Max Marks: 100

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

1. Computer Fundamentals

History, Generation, Types, Classification

2. Elements of a Computer System

Booting, BIOS, Memory Architecture

3. Hardware Features and Concept

Components, Primary and Secondary Storage, Data Input and Output Devices, etc.

4. Operating Systems

Types of Operating System, Characteristics of Operating System

5. Windows Operating System

Introduction to Windows, Features of Windows Operating System, Parts of a Typical Window and their Functions

6. Computer Network

Definitions, Network Topology (Bus, Star, Ring), Network Applications, Types of Network (LAN, MAN, WAN), Internet (Surfing and E-mail)

7. Basic Windows Operations

Creating Folders, Creating Shortcuts, Notepad, Calculator, Taskbar, Copying and Moving Files/Folders, Renaming Files/Folders, Deleting Files/Folders, Windows Explorer, Quick Menus, Control Panel

Reference Books:

1. Computers in Hotels: Concept and Applications by Partho Pratim Seal, Publisher: Oxford University Press.
2. Fundamentals of Computers by E. Balagurusamy, Publisher: Tata McGraw Hill

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 162: PERSONALITY DEVELOPMENT*

*NUES: Non University Examination System

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: The course endeavors to prepare students for Hospitality Industry by enhancing personality and professional communication skills.

1. Personality

Importance, Types, Attributes of Successful Personality, Negative Traits to Avoid
Swami Vivekananda Concept of Personality (Physical, Energetic, Intellectual, Mental and Blissful)

2. Self Improvement

Planning and Goal Orientation, Short term Objectives & Long term Goals, Making Self improvement Action Plan

3. Communication Skills – Just a Minute Round

A Brief Introduction about Just a Minute, Demo and Practice by Each Student, Feedback

4. Time Management

Planning, Time wasting Habits, How to say “NO”, Pareto Principle of Time Management, Making To do Lists

5. Group Discussion

Topics related to current Domestic and International Trends (This activity needs to be done for a minimum of two weeks)

6. Reading Skills and Comprehension - I

Reading Newspapers, Purposeful Reading Techniques, Skimming (Practice through Activity), Reading Skills needs to be done for a Minimum of Two Weeks

7. Reading Skills and Comprehension -II

Reading Magazines and Books, Observing and Note-Taking, Reading in a Group (Practice through Activity), Reading Skills needs to be done for a Minimum of Two Weeks

9. Current Affairs

Hospitality Trends, Knowledge of Hospitality Major Hotel Chains along with their General Manager, Awards and Honors of the Hotel Industry

Reference Books:

1. Personality Development, Harold R. Wallace and L. Ann Masters, Publisher: Cengage Learning (Indian Edition).
2. Personality Development and Career Management by R. M. Onkar, Publisher: S.Chand & Company Pvt. Ltd.
3. Communication Skills by Sanjay Kumar and Pushp Lata, Publisher: Oxford University Press.
4. Personality Development and Soft Skills by Barun K. Mitra, Publisher: Oxford University Press.
5. Body Language – A Guide for Professionals by Hedwig Lewis, Publisher: Sage Publications
6. Soft Skills (Know Yourself and Know the World) by Dr. K. Alex, Publisher: S.Chand & Company Pvt. Ltd.

THIRD SEMESTER

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 201: INDIAN CUISINE AND CULTURE

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course aims to introduce the students to Regional Indian Cuisine, Gravies, Tandoor Cookery and Indian Sweets.

Course Contents

UNIT 1

(4 Hours)

Introduction to Indian Cuisines - History of Indian Cuisine, Influences Foreign & Religion, Features and Characteristics – Regional Nature, Geography, Heritage, Indian Masala – Types, Blends & Usage, Cooking Methods and Techniques

UNIT 2

(8 Hours)

Gravies - Introduction and Classification, Derivatives and Regional Gravies, Guidelines for Gravy Preparation

Tandoor Cookery: Introduction and History of Tandoor, Types, Manufacturing, Installation and Safety Guidelines, Marination (Types) and Cooking of Tandoor Dishes, Breads Made in Tandoor

Indian Sweets: Introduction, History & Classification, Ingredients and Equipments, Festive and Regional Delicacies

UNIT 3

(6 Hours)

Regional Cuisine – North (Punjab, Jammu & Kashmir, Rajasthan & Awadh)

Geographical Location, History & Staple Food, Seasonal Availability of Ingredients, Special Equipments, Cooking Methods, Festive Delicacies

UNIT 4

(6 Hours)

Regional Cuisine – South (Andhra Pradesh, Tamil Nadu, Kerala, Karnataka)

Geographical Location, History & Staple Food, Seasonal Availability of Ingredients, Special Equipments, Cooking Methods, Festive Delicacies

UNIT 5

(6 Hours)

Regional Cuisine – West (Maharashtra, Gujarat, Goa)

Geographical Location, History & Staple Food, Seasonal Availability of Ingredients, Special Equipments, Cooking Methods, Festive Delicacies

UNIT 6

(6 Hours)

Regional Cuisine – East (Bengal, Bihar, Odisha, Northeast)

Geographical Location, History & Staple Food, Seasonal Availability of Ingredients, Special Equipments, Cooking Methods, Festive Delicacies

Text Book:

1. Quantity Food Production Operations & Indian Cuisine by P. S. Bali, Publisher: OUP

Reference Books:

1. Tandoor: The Great Indian Barbeque by Ranjit Rai, Publisher: Penguin India
2. Prashad Cooking with Indian Masters by Jiggs Kalra, Publisher: Allied Publisher
3. The Gourmet Indian Cookbook by Arvind Saraswat, Publisher: Roli Books
4. The Professional Chef: The Art of Fine Cooking by Arvind Sarswat, Publisher: UBSPD

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 203: FRONT OFFICE MANAGEMENT - I

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The aim of this course is to familiarize students with activities related to Front Office contained in Guest Cycle.

Course Contents

UNIT 1

(4 Hours)

Pre-Registration Activities - Preparing for Guest Arrival, Pre-Registration Activity for Groups & FIT's, VIP Arrival

UNIT 2

(10 Hours)

Registration: Guest Arrival - Types of Registration (Register & Guest Registration Card), Registration Records, Registration Procedure and Legal Implication (Foreigners, FIT's, FFIT), Confirmed Reservation, Room Status, Rates and Allocation, Process of Registration for Groups and FIT's, Procedure for a Fully Automated Front Office, Methods of Payment, Direct Billing Denying a Credit Request, Issuing the Room Key and Escorting Guest to Room, Notification of Guest Arrival, Welcome Slip, When Guests cannot be accommodated (Walk-In, Non-Guaranteed Reservations and Guaranteed Reservations), Selling the Guestroom to Walk In

UNIT 3

(4 Hours)

Registration: Latest Trends- Self-Registration, In-Room Check-In, Web Check-In, Mobile and Apps Check-in, Express Check-in

UNIT 4

(6 Hours)

Guest Stay Activities -Information Service, Fulfilling Special Requests, Foreign Currency Exchange, Telephone Handling (Tips for Using Telephone in Hotel, Telephone Phraseology), Handling of Messages, Keys & Mails, Guest Paging and Wake Up Calls, Concierge & Travel Desk (Travel Related Facilities, Itinerary Planning), Safety & Security of Guest, Room Change Procedure

UNIT 5

(8 Hours)

Guest Departure Procedure -Departure Procedure: FIT, Group, Airline Crew, VIP Guests, Corporate Guests (at Bell Desk, At Reception, at Cashiers Desk), Settlement Modes (Cash, Personal Cheque, Travelers Cheque, Credit Cards, Direct Billing, Travel Agent Vouchers, Company Vouchers, Bill to Company and Account Aging), Innovative Check-out Options (In Room Guest Checkout, Express Check-Out, and Self Check-Out), Late Checkout & Charges, Integrating wellness into the guest experience

UNIT 6

(4 Hours)

After Guest Departure - Maintaining Guest History & Guest Feedback, Handling Late Charges

Text Book:

1. Hotel Front Office Management by James A. Bardi, Publisher: Wiley

Reference Books:

1. Managing Front Office Operations by Kasavana & Brooks, Publisher: AHLEI
2. Front Office (Procedures, Social Skills & Management) by Abbott & Lewry, Publisher: Routledge
3. Hotel Front Office (Operations, Accounting & Management) by Saraswati & Badhwar, Publisher: Naman
4. Front Office Operations by Colin Dix & Chris Baird, Publisher: Pearson
5. Principles of Hotel Front Office Operations by Baker and Huyton, Publisher: Cengage Learning

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 205: RESTAURANT & BAR MANAGEMENT - I

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course structure has been designed to develop the insight of the students on bar and bar related operations and elaborate knowledge of Wines, Aperitifs and Beer have been detailed for the knowledge of students.

Course Contents

UNIT 1

(6 Hours)

Alcoholic Beverages - Introduction & Definition, Classification of Fermented Alcoholic Beverages, Definition of Fermentation & Distillation

UNIT 2

(10 Hours)

Wines - Introduction, Wine Producing Countries and Regions, Types of Grapes, Classification of Wines, Production Process of Wines, Types (Table/Still/Natural, Sparkling, Fortified, Aromatized, Fruit Wines and Bitters), Storage of Wines, Service of Wines, Food and Wine Harmony, Wine Terminology

UNIT 3

(6 Hours)

Old World Wines - Principal Wine Regions, Wine Laws, Grape Varieties, Production and Brand names of France, Germany, Italy, Spain, Portugal

New World Wines – Argentina, Australia, Canada, Chile, Colombia, India, Mexico, New Zealand, Peru, South Africa, United States

UNIT 4

(6 Hours)

Aperitifs - Introduction and Definition, Types of Aperitifs, Definition, Types & Brand Names (Vermouth and Bitters)

UNIT 5

(8 Hours)

Beer - Introduction & Definition, Manufacturing Process, Types of Beer, Storage of Beer, Service of Bottle Beer, Canned Beer and Draught Beer, Care of Beer, Beer Dispensing System Brand Names (National & International)

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press

Reference Books:

1. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's
3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication
4. The Waiter by John Fuller and A.J.Cuvrie, Publisher: Hutchinson
5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 207: ACCOMMODATIONS MANAGEMENT - I

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: This paper has been planned to ensure that the students are able to effectively assimilate the intricacies of housekeeping procedures including those related to Laundry, Textiles, Linen/Uniform Room management and Security.

Course Contents

UNIT 1

(6 Hours)

Linen Room- Functions of the Linen Room, Layout and Equipment, Planning and Staffing, Quality of Good Linen, Standard sizes of Bed and Bath Linen, Selection of Linen, Calculating Linen Requirement, Establishing Par Stock, Stock taking, Procedures and Records, Linen Issuing System, Storage of linen, Discard Procedure

UNIT 2

(6 Hours)

Uniform and Sewing Room - Layout and Equipment used in Uniform Room and Sewing Room, Functions of Uniform and Sewing Room, Uniform Designing and Selection, Managing Uniform Supply, Establishing Uniform Controls, Stocking and Storing Uniforms, Planning and Staffing of Uniform and Sewing Room, Creating a Replacement Schedule

UNIT 3

(6 Hours)

Introduction to Laundry- Types of Laundry: Commercial, On Site and Laundromats, Laundry equipment and Agents, The Laundry Process, Valet Service, Care Labels

UNIT 4

(6 Hours)

Fabrics and Fibres - Fibre - characteristics and classification of fibres; need to understand fibres; synthetic, filaments, silk filaments and staple fibres, Knitting, weaving and bonding, Weaving, classification of weaves, Fabrics commonly used in hotels, Bonded fabrics

UNIT 5

(6 Hours)

Textiles - Introduction, Terminology and Classification, Characteristics of Textile Fibres, Textile Identification Tests, Textile Finishes, Use of Textile in hotels

UNIT 6

(6 Hours)

Safe Guarding of Assets- Introduction and Concept, Security within Hotel Guestroom, Nature of Emergencies (Fire protection/ Bomb Threats/ Natural Disasters/ Riots and Civil Disturbances), Loss Prevention, OSHA Regulations and Hazard Control Standards

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and Smritee Raghubalan, Publisher: Oxford University Press

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper- Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations: Thomas J. A. Jones, Publisher: Wiley

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 209: AIRLINES, TRAVEL & TOURISM MANAGEMENT

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: This paper has been devised to cover all aspects for those seeking a career in travel field. It covers geography, travel formalities, reservation, fare constructions & ticketing and travel agency management

Course Contents

UNIT 1

(6 Hours)

Aviation History - World Transportation, Jets – Planes without Propellers

International Travel Organisations: International Regulations, the Chicago Convention and ICAO, IATA, UFTAA, WTO, PATA, ICCA, TAAI, TAFI.

Travel Terminology: Special Service Requirement Codes, Miscellaneous Abbreviations, Terms and Definitions

UNIT 2

(6 Hours)

World Geography - Economic and Physical Geography, IATA - Geography and Airport Codes
Planning Itineraries by Air, Time Zones & Elapsed Transportation Time

UNIT 3

(6 Hours)

Travel Formalities - Introduction , Travel Documents - Passport, Visas, Tax, Customs and Currency, Travel Insurance, General Preventive Measures, Consequences of Negligence

UNIT 4

(6 Hours)

Air Travel Facilities - Aircraft Carriers, The Art of flying, Take off flights, the Flight on the Ground, Hazards of flying - Delays & Cancellation, Technical Problem, Weather, In-flight Services, Cabin Compartments, Airport Facilities - Check in Counter, Landside Facilities for Departing Passenger, Immigration, Airsides and Transit Area, The Gate area, Security checks, Arrival facilities, Air Traffic Control, Special Passengers, Baggage Handling - Free Baggage Allowances, Excess Baggage, Dangerous Goods

UNIT 5

(8 Hours)

Reservation – GDS, Computerized Travel Agency Systems, Cancellation of Reservation

Fare Construction & Ticketing: Arrangements of the Tariff Manual, Terms and Definitions
Air Fares, IATA-UFTAA Fare Formula, Taxes, Ticketing, Special Fares

UNIT 6

(4 Hours)

Travel Agency Management: Role of Travel Agent in Travel & Tourism Industry, Domestic Air Travel, Foreign Exchange, Indian Railways, Airports Authority of India

Reference Books:

1. The Tourism System: An introductory Text Book by Mill and Morrison, Prentice Hall.
2. Tourism Principles and Practices by Cooper and Fletcher, Publisher: Heinemann, ELBS
3. The Geography of Tourism & Recreation by C. M. Hall and S. J. Page, Publisher: Routledge.
4. Tourism Operations and Management by S. Roday, A. Biwal & V. Joshi, Publisher: Oxford University Press
5. Airline Operations and Management: A Management Textbook by Gerald N. Cook and Bruce Billig, Publisher: Routledge

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 211: MANAGEMENT & ORGANIZATIONAL BEHAVIOUR

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course aims at providing fundamental knowledge and exposure to the concepts, theories and practices in the field of management.

Course Contents

UNIT 1

(6 Hours)

Management: Concept, Nature, Process, Significance, Managerial levels, skills, Functions and Roles, Management vs. Administration, Coordination as Essence of Management, Development of Management Thought: Classical, Neo-Classical, Behavioral, Systems and Contingency Approaches.

UNIT 2

(6 Hours)

Planning: Nature, Scope and Objectives of Planning, Types of plans, Planning Process, Business Forecasting, MBO (Concept, Types, Process and Techniques), and Bounded Rationality.

Organizing: Concept, Principles of an Organization, Span of Control, Departmentation, Types of an Organization, Authority-Responsibility, Delegation and Decentralization

UNIT 3

(6 Hours)

Staffing: Concept, Nature and Importance of Staffing, Motivating and Leading: Nature and Importance of Motivation, Types of Motivation, Theories of Motivation: Maslow, Herzberg, X, Y and Z, Leadership: Meaning and Importance, Traits of a leader, Leadership Styles (Likert's Systems of Management), Tannenbaum & Schmidt Model and Managerial Grid

Controlling: Nature and Scope of Control, Types of Control, Control Process, Control Techniques (Traditional and Modern), Effective Control System

UNIT 4

(6 Hours)

Organizational Behaviour-I: Concept and nature of Organizational behavior, O.B. Models, Importance, Challenges and Opportunities

Individual & Interpersonal Behaviour: Personality – Determinants and Traits, Emotions, Learning-Theories, Perception –Process and Errors, Attitudes- Formation, Theories, Relationship between Attitude and Behavior, Johari Window, Transactional Analysis – Ego States, Types of Transactions, Life Positions, Applications of T.A.

UNIT 5

(6 Hours)

Group Behaviour & Team Development: Concept of Group and Group Dynamics, Stages of Group Development, Theories of Group Formation, Concept of Team Vs. Group, Types of Teams; Building and Managing Effective Teams.

UNIT 6

(6 Hours)

Organization Culture and Change Management: Concept of Organizational Culture, Managing Conflict, Managing Change, Resistance to Change, Managing cross Cultures.

Text Books:

1. Fundamentals of Management, by Robbins, Publisher: Pearson
2. Organizational Behaviour by Robbins and Sanghi, Publisher: Pearson

Reference Books

1. Essentials of Management by Koontz, H, Publisher: McGraw Hill Education.
2. Management- A Real World Approach by Ghillyer, Publisher: McGraw Hill Education.
3. Management by Stoner, Freeman and Gilbert Jr., Publisher: Pearson Education.
4. Organizational Behavior by Luthans, Fred, Publisher: McGraw Hill Education.

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 251: QUANTITY FOOD PRODUCTION OPERATIONS - I

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on the BHCT 201.

1. Punjab

Machi Amritsari, Murg Makhani, Paneer Makhani, Dal Amritsari, Tandoori Roti, Boiled Rice, Gajar Ka Halwa

2. Awadh

Murg Korma, Shahi Paneer, Daal Masoor Musallam, Naan, Muzzafar

3. Kashmir

Subz Shorba, Mutton Rogan Josh, Kashmiri Dum Aloo, Rajma Gogji, Kashmiri Pulao, Bakarkhani, Phirnee

4. Rajasthan

Kachori, Lal Maas, Mangori Papad Ki Subzi, Dal Panchmel, Missi Roti, Gatte Ka Pulao, Imarti

5. Maharashtra

Tamatar Saar, Kohlapri Murg, Fulavar, Batata Vatana Tameta Chi Vangi, Amti, Poli, Masala Bhat, Coconut Poli

6. Goa

Caldo Verdo, Goan Fish Curry, Cabbage Foogath, Feijoada, Goan Pulao, Sannas, Dodol

7. Gujarat

Methi Gotta, Salli Jardaloo Murgi, Bhinda Tamatar Nu Shaak, Gujarati Khicdi, Gujarati Kadhi, Phulka, Basundi

8. Bihar

Litti Chokha, Bhuna Maas, Kathal Ki Subzi, Rice, Masoor Dal, Parval Ki Mithai

9. Hyderabad

Hyderabad Biryani (Vegetarian /Non Vegetarian), Boorani Raita, Mirchi Ka Salan, Double Ka Meetha

10. Bengal

Gugni, Aloo Posto, Macher Kalia, Chor Chori, Cholar Daal, Luchi, Misti Pulao, Nolen Gur Payesh

11. Tamil Nadu

Rasam, Chicken Chettinad, Avial, Sambhar, Lemon Rice, Parotta, Paysam

12. Kerala

Mor, Chicken Stew, Kara Kuzhambu, Mezkuvarti, Pal Appam, Tomato Rice, Ada Pradhaman

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 253: FRONT OFFICE OPERATIONS - I

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 203.

1. Preparing & Filling Up of Registration Card.
2. Role Play for Check-In of Different Types of Guests-FIT, Walk-In, VIP, Groups
3. Role Plays of Check-In of foreigners Using C-Form
4. Handling Room Keys (Issuing, Receiving, Missing Keys, Computerized Key Cards)
5. Operating PMS for Registration
6. Rooming a Guest, Dealing With Change of Room Request.
7. Handling Guest Enquiries at Reception & Guest Relations
8. Handling of Keys-Situations Related To Loss of Keys.
9. Role Play on Situation Handling Like Emergencies, Walking a Guest, Dealing With Overbooking Situations, Complaints
10. Identification of Vouchers
11. Use of F.O. Stationary during Arrival & Departure Process.
12. Reception and Concierge and Cash Counter Activities.
13. Departure Control Procedure
14. Express Check Out, Late Check Out
15. Role Plays of Check-Out Procedure
16. Mock Situations – Role – Plays
17. Preparation of Guest History Cards

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 255: RESTAURANT & BAR OPERATIONS - I

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 205.

1. Introduction to Bar Equipments and Glassware
2. Bar Setup and Operations
3. Service of White Wines
4. Service of Red Wines
5. Service of Rose Wines
6. Service of Sparkling Wines
7. Service of Fortified Wines
8. Service of Bottled Beer
9. Service of Draught/Draft Beer
10. Practice on Menu- matching Wines with Food

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 257: ACCOMMODATION OPERATIONS - I

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 207.

1. Layout of Linen and Laundry room.
2. Laundry Visit.
3. Uniform Designing for different Departments and Cost calculation.
4. Preparation of First aid Kit and Dealing with Different Emergency Situations
5. Linen and Uniform Control and Exchange Procedure
6. Basic Hand Sewing Techniques
7. Fiber Identification Test-Burn Test
 - a. Cotton
 - b. Hemp
 - c. Jute
 - d. Linen (Flax)
 - e. Rayon
 - f. Silk
 - g. Wool
 - h. Acetate, Triacetate
 - i. Nylon, Polymide
 - j. Polyester
 - k. Acrylic, Modacrylic, Polyacrylic

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 259: BAKERY & CONFECTIONERY - II

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 201. The objective of this lab is to understand the various skills of Baking and Cakes, Pastries & Cookies in Bakery.

1. High Ratio Cakes – Plum cake
2. Madeira cake
3. Oat & Raisin Cookie, Peanut Butter Cookies, Choco Chip Cookies
4. Tarts – Truffle
5. Cookies – Checker Board & Spritz
6. Cup Cakes (Butter Cream)
7. Chocolate Truffle Cake
8. Eclairs & Profiteroles
9. Puff Pastry – Patties (Egg, Banana, Vegetable)
10. Palmiers & Vol-au-vent
11. Apple Pie
12. Baba au Rhum

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 261: ADVANCED COMPUTER APPLICATIONS FOR HOSPITALITY
INDUSTRY (WEB DESIGNING)*

*NUES: Non University Examination System

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: This is a basic paper for students to familiarize with computer and its applications in the relevant fields and exposes them to MS Office management and Web Designing for their business start-ups.

1. Ms Word

Introduction to Word Processing, its Features, Formatting Documents, Paragraph Formatting, Indents, Page Formatting, Header and Footer, Bullets and Numbering, Tabs, Tables, Formatting the Tables, Finding and Replacing Text, Mail Merging etc.

2. Ms-Excel

Introduction to Electronic Spreadsheets, Entering Data, Entering Series, Editing Data, Cell, referencing, ranges, Formulae, Functions, Auto Sum, Copying Formula, Formatting Data, Creating Tables, Graphs and charts, Creating Database, Sorting Data, Filtering etc. Mathematical functions, Statistical functions, date and time functions, Text functions, financial functions, Analyze data with Pivot tables, create and manage scenarios and summaries.

3. Ms-Power Point

Making a Simple Presentation, Using Auto content Wizards and Templates, Power Points Five Views, Slides, Inserting Pictures & Objects, Setting up a Slide Show, Creating an Organizational Chart

4. Introduction to Web-Designing

Basic of Web Site and Web-Designing: HTML (Hyper Text Markup Language), Basic Structure of an HTML Document, Tagging, Adding Images in HTML, Links in HTML, Tables in HTML, Quote and Block Quote Tags, Title the Webpage in HTML

CSS (Cascading Style Sheets), Syntax in CSS, CSS ID and CLASS Rules, CSS Background Styling, Creating and Editing of a Simple Web Page, Review, Summary and Finishing Up

Reference Books:

1. Computers in Hotels: Concept and Applications by Partho Pratim Seal, Publisher: Oxford University Press.
2. Fundamentals of Computers by E. Balagurusamy, Publisher: Tata McGraw Hill

FOURTH SEMESTER

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 202 : QUANTITY FOOD PRODUCTION MANAGEMENT

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course aims to expose the students to quantity cooking in different catering establishments. The students will be exposed to technique of cooking and the equipments required for the same. The students will also be familiarizing with Frozen desserts, Chocolates and Fast Food.

Course Contents

UNIT 1

(4 Hours)

Introduction to Volume Cookery - Equipments Required for Mass / Volume Production
Types of Establishments -Institutional & Industrial (Army, Hospital, Airlines, Railways, Off Premises, Central Processing Units, Theme Banquets, Marine), Care and Maintenance

UNIT 2

(8 Hours)

Purchase and Indenting for Volume Cookery - Principles of Indenting, Purchase System and Standard Purchase Specifications, Storage – Rules & Process, Inventory Control, Portion Size and Portion Control

UNIT 3

(6 Hours)

Planning For Volume Cookery - Basics Stages of Design for a Catering Establishment, Factors to be considered in Menu Planning, Modifying Recipe for Volume Production, Financial Management – Costing & Pricing, Personal Management – Staffing & Resourcing

UNIT 4

(6 Hours)

Frozen Desserts - Types –Mousses, Soufflé, Parfait, Bombe, Sorbet, Granita, Ice Cream, Special Equipments Required & Precautions

UNIT 5

(6 Hours)

Chocolate - History and Types, Manufacturing Process & parts, Tempering, Care and Storage

UNIT 6

(6 Hours)

Fast Food - Evolution of Fast Food & Franchising, Types – Indian, American, Oriental, Convenience Food, Special Equipments

Text Book:

1. Quantity Food Production Operations & Indian Cuisine by Parvinder S.Bali, Publisher: OUP

Reference Books:

1. Professional baking by Wayne Giessen, Publisher: Wiley Public
2. Catering Management by Mohini Sethi, Publisher: New Age International
3. Modern cookery (vol-1) by Thangam E. Philip, Publisher: Orient Blackswan
4. Quantity Cooking by Thomas Mario, Publisher: Avi Publishing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 204: FRONT OFFICE MANAGEMENT - II

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: This course aims at exposing the potential hotel professionals to Front Office Accounting & Internal Control, Front Office Sales and Night Auditing.

Course Contents

UNIT 1

(6 Hours)

The Hospitality Industry as an International Business - International Hotel Business (Definition, Development and Ownership), Hospitality Industry as a Service Export and Service Industry Earnings, International Travel and Hospitality Service Providers, Motivations for Global Expansion, Fundamental Operational Principles Associated to International Hospitality Industry, Case Study on Diverse Nature of International Hospitality Industry Management

UNIT 2

(8 Hours)

Front Office Accounting & Credit Control - The Front office Accounting Cycle: (Creation, Maintenance and Settlement of Accounts), Types of Postings, Accounts Correction/Amendment, Accounts Allowance, Accounts Transfer, Types of Folio (Non-Guest Folio, Guest Folio, Master Folio, Split Folio), Types of Voucher: (Correction Voucher, Paid Out Voucher, Cash Voucher, Allowance Voucher, Correction Voucher, Room Rate Change Voucher), City Ledger, Visitor Tabular Ledger, Credit Control at Various Stages of Guest Cycle, Internal Control in Front Office (Front office Cash Sheet, Cash Banks, Petty Cash)

UNIT 3

(4 Hours)

Promoting In-House Sales - The Role of Front Office in Marketing & Sales, Planning a Point of Sale Front Office, Selling Techniques

UNIT 4

(8 Hours)

Marketing Approach to International Business Travelers - International Business Travelers (Introduction, Their Needs, like Executive or Business Floors, Business Services, Health and Fitness Centre, Special Amenities, In Room Refreshment Centre, Frequent Traveler Programmer, and All Suites Properties), Reaching International Business Traveler: Individual Leisure Travelers (Families, seniors, Baby Boomers, Others) and Group Leisure Travelers (Tour Intermediaries, Types of Tour, Leisure Travelers)

UNIT 5

(6 Hours)

Night Auditing - Night Auditor (Duties & Responsibilities), Night Auditing Procedure (Manual System, Semi-Automated System, Fully Automated System), Goal of Night Audit Reports, Reports by Night Auditor, Reading the Flash Reports and the Night Audit

UNIT 6

(4 Hours)

Guest Complaint Handling/Problem Solving - Process, Thumb Rules, Common Complaints & Their Types, Role of Emotions in Situation Handling

Text Book:

1. Hotel Front Office Management by James A. Bardi, Publisher: Wiley

Reference Books:

1. Front Office (Procedures, Social Skills & Management by Abbott & Lewry, Publisher: Routledge
2. Principles of Hotel Front Office Operations by Baker, Bradley and Hyton, Publisher: Cengage Learning
3. Managing Front Office operations by Michael and Kasavana, Publisher: AHELI

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 206: RESTAURANT & BAR MANAGEMENT - II

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course structure has been designed to develop the insight of the students on bar and bar related operations and elaborate knowledge of Spirits, Liqueurs and Tobacco have been detailed for the knowledge of students.

Course Contents

UNIT 1

(10 Hours)

Spirits -Introduction & Definition, Distillation (Pot Still and Patent Still), Types of Spirits (Whisky, Gin, Rum, Vodka, Brandy, Mezcal, Tequila, other spirits), Spirit Producing Countries and Brand Names of Spirits, Proof scales (American Proof, British Proof (Sikes scale), Gay Lussac (OIML Scale)

UNIT 2

(4 Hours)

Liqueurs - Definition & Classification of Liqueur, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel), Service of Liqueurs, Popular Liqueurs (Name, Colour, Predominant Flavour & Country of Origin)

UNIT 3

(6 Hours)

Bar Operations - Types of Bar (Cocktails, Dispense, Floating/ Cash Bar), Area of Bar (Front, Under, Back), Bar Equipment, Bar Stocks of (Alcoholic, Mixers, Non-Alcoholic, Perishables and Dry Stores), Staffing and their Job Description, Dispense Bar (Functions, Storage and Service)

UNIT 4

(4 Hours)

Bar Control Systems and Legal Tangle - Inventory & Controls Systems, Sales Profitability and Controls, Liquor Licenses, Central and State Government Legal Regulations

UNIT 5

(6 Hours)

Cocktails -Definition & Classification, Cocktail Bar Equipment, Method of Mixing, Preparation & Service of Cocktails, Classic Cocktails, Mocktails, Specialty Coffees

UNIT 6

(6 Hours)

Tobacco - History, Processing for Cigarettes, Pipe Tobacco & Cigars, Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names, Cigars – Shapes, Sizes, Colours and Brand names, Care and Storage of Cigarettes & Cigars

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: OUP

Reference Books:

1. Food and Beverage Service by Cousins, Lillicrap and Weekes, Publisher: Hodder Education
2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's
3. Professional Food & Beverage Service Management by Varghese, Publisher: Laxmi Publication
4. The Waiter by John Fuller and A.J.Cuvrie, Publisher: Hutchinson
5. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 208: ACCOMMODATION MANAGEMENT – II

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: This paper has been planned to familiarize the students with the operation of the Housekeeping Department as well as its role in Renovation, Inventory, Horticulture and Flower Arrangements. The course also discusses the importance of Ergonomics in a Guestroom and other facilities for Staff and Guest Planning.

Course Contents

UNIT 1

(8 Hours)

The Art of Floral Decoration and its Alternatives Color Schemes - Concept of Floral Art, Floral Art Trends and Inclination, Fundamentals of Flower Arrangements, Basic Concepts (Flowers, Foliage, Equipment and Accessories), Buying cut Flowers, Care and Conditioning of Flowers, Types of Flower Arrangements, Floral Decorations for Various Hotel Areas

UNIT 2

(6 Hours)

Horticulture - Essential Components of Horticulture (Hedges, Lawns, Flowerbeds, Shrubbery and Trees), Landscaping- Base Plan, Landscape Design, Indoor Plants- Care and Placement
Bonsai in Hotel Properties, Benefits of Live Plants for Hospitality Industry

UNIT 3

(6 Hours)

Hotel Renovation - Key Concepts, Reasons to Renovate, Renovation Categorization, Subsidiary Processes in Renovation, Refurbishing, Redecoration, Restoring, Remodeling, Renovation: Current Marketing Vogue in Hotels

UNIT 4

(4 Hours)

Commercial Cleaning - Premises Cleaned, Cleaning Techniques and Equipments, Central Services and Outsourcing, Advantages and Disadvantages, Contract Specification

UNIT 5

(6 Hours)

Housekeeping Inventories – Definition, Types of Inventory, Establishing Par level, Stock Taking and Control, Area Inventory List

UNIT 6

(6 Hours)

Ergonomics - Definition and Principles, Ergonomics in Hotel Housekeeping, Significance and Need of Ergonomics, Analysis of Risk Factors in Housekeeping: Ergonomics Perspectives, Mitigation of Risks in Housekeeping by Applying Ergonomic Principle

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 210: HOSPITALITY ENGINEERING & MAINTENANCE

L – 3, T/P – 0

Credits -3

Max Marks: 100

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

Course Contents

UNIT 1

(6 Hours)

Hotel Maintenance Management and Systems - Introduction to Hotel Engineering Department, Organization, Hierarchy and Functions of the Department, the Staff – Duties and Responsibilities Classification and Types of Maintenance, Equipment Replacement, Work Order System, Requirement of Engineering Workshop

UNIT 2

(8 Hours)

Fuels - Types of Fuels - Classification; Advantages and Disadvantages, Energy Resources, Types of Heat; Heat Requirement, Bunsen burner, Industrial Gas Range – Parts and Functions
Electricity: Introduction and Uses, Conductors and Non Conductors, Electric Measures – Ampere, Volt, Ohm, AC & DC, Open and Closed Circuit, Causes and Dangers of Electricity
General Layout of Circuits, Bill Calculation of Electrical Consumption, Earthing System

UNIT 3

(6 Hours)

Water Management System - Sources of Water, Hardness of Water and Methods to Remove It, Supply, Storage and Distribution of Water In Hotels, Swimming Pool Management System, Calculation of Water Requirement

UNIT 4

(4 Hours)

Sanitary Management System - Sanitary Fittings – Structure, Functioning and Maintenance
Water Traps; Water Seals; Water Pipes; Soil Pipes, Blockages and Leakages and Their Remedies

UNIT 5

(8 Hours)

Refrigeration and Heating & Air-Conditioning System - Introduction and Uses of Refrigeration in the Hotel Industry, Basic Scientific Principles, Types of Refrigeration Systems and Refrigerants, Walk In Coolers, Freezers – Care and Maintenance, Classification Air Conditioning System and Layout of AC, Heating Systems in Hotels, Conditions for Comfort Air Movement, Humidity Control and Ventilation, Selection of Air Conditioning System

UNIT 6

(4 Hours)

Fire Prevention & Protection - Classification of Fire, Different Types of Fire Extinguishers, Fire Alarms and Functioning, Fire Hazards, Fire Prevention Measures

Text Book:

1. Hotel Engineering by Sujit Ghosal, Publisher: Oxford University Press

Reference Books:

1. Management of Maintenance and Engineering Systems in Hospitality by Borsenik, Publisher: Wiley.
2. Hospitality Facilities Management and Design by Stipanuk and Roffman, Publisher: AHLEI.
3. Textbook of Hotel Maintenance by N C Goyal and K C Arora Publisher: Standard Publishers
4. Hotel Facility Planning by Tarun Bansal, Publisher: Oxford University Press.

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 212: EVENT MANAGEMENT

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The aim of this course is to acquire understanding and skill related to the processes involved in overall management of events. It further explain the unique characteristics of an event; Classify and describe events according to size and type.

Course Contents

UNIT 1

(8 Hours)

Introduction to Event Management, Concept and Design - Concept of Event Management, Types of Events – Cultural, Festival, Religious, Business etc, Need of Event Management, Key factors for Best Event Management, Code Ethics, The Event Team, Developing, Analyzing, Designing and Logistics of Event Concept, Job Opportunities in Event Management, Case study of some Cultural Events (Surajkund Fair, International Trade Fair & Promotions etc)

UNIT 2

(4 Hours)

Feasibility and Legal Compliance - Keys to Success, SWOT Analysis, Permission from Local Authorities, Liquor Licenses, Contracts

UNIT 3

(6 Hours)

Marketing & Promotion - Nature of Event Marketing, Process of Event Marketing, Marketing Mix, Sponsorship, Branding, Advertising, Publicity & Public Relations

UNIT 4

(6 Hours)

Planning & Budgeting - Budget preparation, Estimating Fixed and Variable Costs, Cash Flow, Sponsorship and Subsidies, Establishing Aims & Objectives of the Event, Prepare an Event Proposal, Use of Planning Tools, Organization Charts, Job Description of the Event Manager

UNIT 5

(4 Hours)

Staging - Choosing the event site, Developing the Theme, Conducting Rehearsals, Providing the Services, Arranging Catering & Accommodation, Managing the Environment

UNIT 6

(8 Hours)

Protocol – Titles, Dress for Formal Occasions, Protocol for Speakers, Religious and Cultural Protocol, Protocol for Sporting Ceremonies, Preparing for Dignitaries, Rules for Flag Hoisting
Crowd Management and Evacuation: The Crowd Management Plan, Major Risks, Crowd Management, Implementing Emergency Planning and Procedures, Security and Incident Reporting

Text Book:

1. Event Management (Tourism, Cultural, Business & Sporting Events) by Wagen & Carlos, Publisher: Pearson

Reference Books:

1. Marketing your Event Planning Business: A Creative Approach to Gaining the Competitive Edge by Judy Allen, Publisher: Wiley
2. Event Management for Dummies by Laura Capel, Publisher: For Dummies.
3. Event Management for Tourism, Cultural, Business and Sporting Events by Lynn Van Der Wagen and Brenda R Carlos, Publisher: Pearson

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 252: QUANTITY FOOD PRODUCTION OPERATIONS - II

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on the Fast Food cookery in Volume as per BHCT 202.

1. American

Hot Chicken Strips/ Vegetable Fingers, Kentucky Fried Chicken, Corn on the Cob, Hash Brown, Vegetable Burger

2. Punjab

Sarson Da Saag, Makki Di Roti, Peshawari Chole, Motia Pulao, Gajarela

3. Chinese

Vegetable Salt & Pepper, Chili Chicken, Vegetable Manchurian, Vegetable Chowmein, Chilli Potato, Banana Toffee

4. Rajasthan

Dal Batti Churma, Besan Ke Gatte, Ratalu Ki Subzi, Safed Mass, Moong Dal Halwa

5. Sandwiches

Canapés, French Fries, Sandwich (Vegetarian/ Non-Vegetarian/Club/Grilled/Open), Cold Coffee

6. South Indian

Idli Sambhar, Upma, Vada Sambhar, Uttapam, Dosai, Chutneys

7. North Indian Snacks

Tandoori snacks, Chole Bhature / Matara Kulcha

8. Mumbai Snacks

Aloo Bonda, Pao Bhaji, Misal Pao, Chutneys

9. South Indian

Meen Poriyal, Curd Rice, Thoran, Olan, Malabari Prantha, Mysore Pak

10. Bengali Snacks & Dessert

Egg roll, Motorer Singhara (Samosa – Bengali Style), Aloo Chop, Mishti Doi

11. Delhi 6

Aloo Chat, Dahi Bhalla, Bedmi Poori, Aloo Ki Subzi

12. Awadhi Snacks

Galouti Kebab, Ulte Tawe ke Paranthe, Veg Korma, Mint Chutney

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 254: FRONT OFFICE OPERATIONS - II

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 204.

1. Preparation of Guest Folio-filling up, View folio, Post Charges, Posting Guest Charges, Telephone, Laundry, Room Charge, Food & Beverage and Other Charges Accounting & Totaling Guest Folios
2. Practice on Bills Compilation, Presentation, Settlement & Night Auditing Procedures.
3. Preparing & Filling of Forms of Traveler's Cheques, Cash Sheet
4. Visitors Paid Outs
5. Allowances and Discounts
6. Awareness of exchange rates of commonly accepted foreign currency
7. Field Visits (Self) Assignments to observe Cashiers' Desk in classified Hotels and
 1. Small Hotels
 8. VTL, City Ledger Formats
 9. Handling Credit Cards, TC, Travel Agent Vouchers etc.
 10. Night Auditing Reports
 11. Auditing of Bill Statement
 12. Maintenance of reports and registers
 13. Role play- selling techniques
 14. Mock Situations – Role Plays

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 256: RESTAURANT & BAR OPERATIONS - II

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 206.

Practical will be in accordance with the topics of Theory

1. Service of Whiskey
2. Service of Rum
3. Service of Brandy
4. Service of Gin
5. Service of Tequila
6. Service of Vodka
7. Service of Liqueur

Preparation and Service of:

1. Two Whiskey Based Cocktails
2. Two Rum Based Cocktails
3. Two Gin Based Cocktails
4. Two Brandy Based Cocktails
5. Two Vodka Based Cocktails
6. Two Tequila Based Cocktails
7. Service of Cigars and Cigarettes

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 258: ACCOMMODATION OPERATIONS - II

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 208.

1. **Basic Flower Arrangements:**
Flower Arrangement in Hotels
Equipment and Material Required for Flower Arrangement
Styles of Flower Arrangement
Flower Arrangement in Hotels
2. **Horticultural Aspects:**
Plantation and Nursery Visit
Basic Gardening Plans
Tools and Equipment
Landscape Designing
How to make a Bonsai
3. **Theme Based Restaurant Designing**
4. **Uniforms:**
Attire
Designing
Cost Calculation

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

BHCT 260: BAKERY & CONFECTIONERY - III

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 202 covering the confectionary that includes Frozen Desserts and Chocolate making.

1. Mousse
2. Baked Soufflé
3. Croissant
4. Danish Pastry
5. Lemon Meringue Pie
6. Choco Lava
7. Red Velvet Cake
8. Banoffee pie
9. Gateaux Mocha
10. Quiche
11. Tiramisu
12. Bavarois

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 262 : HOSPITALITY PROFESSIONAL SKILLS –I*

*NUES: Non University Examination System

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: The course endeavors to prepare students for Hospitality Industry by enhancing Hospitality Skills necessary for efficient management, and also to understand the significance of effective communication in an organization. The module has been designed keeping in mind the various aspects of communication necessary for day-to-day transactions and Job Interviews with Special reference to Hotels, Restaurants and other Hospitality Institutions.

1. Interview Skills & Techniques – I

Purpose and Basics of Interview, Types of Interview, How to give Introduction in an Interview (Demo and Practice by each student)

2. Interview Skills & Techniques – II

Preparation before the Interview, Telephonic and Personal Interview guidelines, Group Interview (Introduction and Practice)

3. Group Discussion

Points to Remember, Step to Succeed in Group Discussion, Do's and Don'ts in Group Discussion, Current Hospitality based topics (at least 5 Discussions and Practice)

4. PPT Presentation Skills

Importance of Planning and Preparation for Presentation, Important tips about Power Point Presentations (Introduction, Middle, Closing Presentation)

5. Conversational Skills

Purpose of Conversations, Tips on Improving Conversations, Asking Appropriate Questions, Care, Courtesy and Consideration, Telephonic Conversation (Personal and Professional), Conversation Skills with Strangers

6. Team Building

Team Development and Management, Characteristics of a Good Team, Team Building Activity, Importance of Building a Team

7. Writing Skills for Managers

Writing Emails (Personal and Professional), Use of Diary Writing, How to Build Your Vocabulary, Writing Objectives in Resume, the Art of Report Writing

Reference Books:

1. Personality Development, Wallace and Ann Masters, Publisher: Cengage Learning.
2. Personality Development and Career Management by Onkar, Publisher: S.Chand & Comp.
3. Communication Skills by Sanjay Kumar and Pushp Lata, Publisher: Oxford University Press.
4. Personality Development and Soft Skills by Barun K. Mitra, Publisher: Oxford University Press.
5. Body Language – A Guide for Professionals by Hedwig Lewis, Publisher: Sage Publications
6. Soft Skills (Know Yourself and Know the World) by Alex, Publisher: S.Chand & Comp.

FIFTH/ SIXTH SEMESTER

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

BHCT 361/ 362: INDUSTRY INTERNSHIP

L-0, T-0

Credit-24

Max Marks: 100

22 Weeks Industry Internship Programme

The batch in the Third year of their study will be divided into two groups A & B (approximately there will be an equal division of students in these 2 groups). “A” group will undergo Internship in fifth semester and will undergo classroom teaching and Practical’s in their sixth semester. Similarly “B” Group will undergo classroom teaching and Practical’s in their Fifth semester and will undergo Internship in sixth semester.

The Industry Internship will be for 22 weeks wherein, for 16 weeks the students will cover various core areas in Hospitality Industry and shall undergo the last 6 weeks training in their area of specialization. Area of Specialization will be informed to the hotel beforehand.

The Internship will be followed by Industry Internship Report and Presentation during Semester End Examination, to be prepared and presented before duly constituted panel comprising of:

1. Institute Representative (Director/Principal or his nominee)
2. Industry Representative (External Examiner appointed by the Vice – Chancellor/Controller of Examinations)

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 301/ 302 : INTRODUCTION TO INTERNATIONAL CUISINE

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course aims to introduce the students to International Cuisine, their history, popular dishes and cooking methods. This course also discusses the art of icing of the cakes and wine & food Harmony.

Course Contents

UNIT 1

(6 Hours)

European Cuisine - Introduction to (French, German, Italian, Spanish) Cuisines, History, Regions, Equipments, Ingredients, Cooking Methods and Techniques, Popular Dishes

UNIT 2

(6 Hours)

Asian Cuisine - Introduction to (Chinese, Japanese, Korean, Thai & Indonesian) Cuisine, History, Regions, Equipments, Ingredients, Cooking Methods and Techniques, Popular Dishes

UNIT 3

(6 Hours)

American Cuisine - Introduction to (Mexican, USA & South American) Cuisines, History, Regions, Equipments, Ingredients, Cooking Methods and Techniques, Popular Dishes

UNIT 4

(6 Hours)

Mediterranean Cuisine - Introduction to (Lebanese, Turkish & Greek) Cuisine, History, Regions, Equipments, Ingredients, Cooking Methods and Techniques, Popular Dishes

UNIT 5

(8 Hours)

Icings & Meringues – Introduction, Uses and Types of Icings (Royal, Butter Cream, Glaze, Ganache, Fondant and Marzipan), Types and Uses of Meringues (Swiss, Italian and French), Precautions to be taken while Preparing Meringues

UNIT 6

(4 Hours)

Herbs & Wine in Cooking - Uses of Wine in Cooking, Classification and Uses of Herbs in Cooking

Text Book:

1. International Cuisine & Food Production Management by Parvinder S.Bali, publisher: OUP
2. Basics of Baking: Science and Craft by S.C. Dubey, Publisher: S.C. Dubey

Reference Books:

1. Food Production Operations by Parvinder S.Bali, Publisher: Oxford University press
2. Professional baking by Wayne Giessen, Publisher: Wiley Publications
3. The Professional Chef: The Art of Fine Cooking by Arvind Sarswat, Publisher: UBSPD

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 303/ 304 : ADVANCED FRONT OFFICE MANAGEMENT

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: To have a thorough understanding of Room rate pricing and revenue management techniques, to deal with various situations at the front desk daily and in time of a crisis, thereby gaining an insight into problem solving in the hotel and to appreciate the role played by the manager in the efficient running of the Front Office.

Course Contents

UNIT 1

(4 Hours)

Accommodation Management Aspects - Effective Use of SOP's in Front Office Department, Establishing Standards, Monitoring Performance, Equipment Management and Maintenance

UNIT 2

(8 Hours)

Tariff Decisions (Cost & Pricing) - Traditional Pricing Strategies (Hubbart Formula, Rule of Thumb), Completion Mapping (Contribution Prices Strategies), Web Influenced Pricing Strategies, Occupancy and Revenue Reports

UNIT 3

(6 Hours)

Personnel Management - Calculating Staff Requirement, Duty Rota's, Selection and Requirement of Employees, Competencies of Staff at Various Levels of Hierarchy, Time & Motion Study, Work Study & Work Measurement

UNIT 4

(6 Hours)

Crisis Management - Introduction and Importance, Handling Emergency/Crisis Management (Fire, Bomb Threat, Bomb Threat Call, Common Areas to Search, Theft by Guest, Death in a Hotel, Suicide, Sick Guest, Security Measures for Single Lady Travelers, Extra Person Accompanying the Guest at Night, Natural Disaster, Terrorism)

UNIT 5

(6 Hours)

The Topography of International Hospitality Development - Introduction to World Regions, World Regional Travel and Hospitality Patterns, the Most Internationalized Hotel Companies General Hospitality and Business Resource Related Association, Regional Expansion & Competition and Case Studies

UNIT 6

(6 Hours)

Strategic Hospitality Management and Innovation - Role of Strategy in Hospitality Industry International Hotel Chains' Corporate Strategies and Management, External Analysis Tools, Innovation and Game Changers, Cohesive Nature of International Tourism and Hospitality Business

Text Book:

1. Hotel Front Office Management by James A. Bardi, Publisher: Wiley

Reference Books:

1. Front Office (Procedures, Social Skills & Management) by Abbott & Lewry, Publisher: Routledge
2. Basic Hotel Front Office Procedures by Peter Renner, Publisher: Wiley
3. Principles of Hotel Front Office operations by Baker, Bradley and Hyton, Publisher: Cengage Learning
4. Managing Front Office operations – Michael and Kasavana, Publisher: AHELI

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 305/ 306 : ADVANCED FOOD & BEVERAGE SERVICE MANAGEMENT

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: This course focuses on Planning and Organization of F & B operations in different outlets; Function Catering, Buffets, Guéridon Service, MICE management and Banqueting procedure have been detailed for the knowledge of students.

Course Contents

UNIT 1

(6 Hours)

Planning & Operating Various F&B Outlet - Layout of Functional and ancillary areas, Objective of a Good Layout, Steps in Planning, Factors to be Considered While Planning, Various Set Ups For Seating, Planning Staff & Equipments Requirement

UNIT 2

(6 Hours)

Guéridon Service - History of Guéridon (Definition, General Consideration of Operations, Advantages & Disadvantages), Types of Guéridon Trolleys, Guéridon Equipment; Guéridon Ingredients, Factor to Create Impulse Buying, Open Kitchens

UNIT 3

(6 Hours)

Banquet and Off-Premise Operations and Management - Types of Functions, Organizational Structure of Banquet Department, Banquet Booking Procedures and Documentation, Menu Planning, Organization and Methods of Service in Function Catering, Function Sales, Toast Procedures & Protocol, Banquet SOP's, Off-Premises Catering, Managing off-Premises Catering, Introduction to Informal Banquet (Reception, Cocktail Parties, Convention, Seminar, Exhibition, Fashion Shows, Trade Fair, Wedding)

UNIT 4

(6 Hours)

Buffets - Types of Buffet (Display, Sit Down, Fork, Finger, Cold Buffet, Breakfast Buffets) Factors to Plan Buffets, Area Requirement, Planning and Organization, Sequence of Food, Equipment and Supplies, Check List

UNIT 5

(6 Hours)

Mice Management - Introduction & Concept of MICE, Value of MICE for Hospitality Industry, Transportation, Attractions & Supporting Infrastructure, Public Sector, Client Management, Budgeting for MICE, Sponsorship and Financial Analysis, Negotiations (Negotiable & Non-Negotiable Items), Legal Issues in MICE Industry, Service Contractors (New Concepts)

UNIT 6

(6 Hours)

Managing F & B Outlets - Indenting and Maintaining Par-Stocks, Advertisement/Selling Techniques, Garbage Disposal, Situation Handling, Employee Requirement, Setting up Operational Procedures

Text Book:

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: OUP
2. Meetings, Expositions, Events and Conventions an Introduction to the Industry by Fenich. Publisher: Pearson Education

Reference Books:

1. Food and Beverage Service by Cousins, Lillcrap and Weekes, Publisher: Hodder Education
2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's
3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Pub.
4. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 307/ 308: ADVANCED ACCOMMODATION MANAGEMENT

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: This course focuses on Planning and Organization and managerial aspects of Housekeeping department.

Course Contents

UNIT 1

(7 Hours)

Planning and Organizing Housekeeping Department - Frequency Schedules, Performance and Productivity Standards, Time and Motion Study in Housekeeping Operations, Standard Operating manuals – Job Procedures, Job Allocation and Work Schedules, Calculating Staff Strengths and Planning Duty Roasters, Team Work and Leadership in Housekeeping, Training In Housekeeping Department, Devising Training Program for Housekeeping Staff

UNIT 2

(7 Hours)

Preparing and Managing Budget - Budget and Budgetary Control, the Budgeting Process, Planning Capital Budget, Planning Operational Budget, Operating Budget, Controlling Expenses, Income Statement, Purchasing System- Methods of Buying, Stock Records- Issuing and Control

UNIT 3

(6 Hours)

Managing Housekeeping Personnel – Scheduling, Work Study, Work Measurement, Table of Personnel Requirements, Job Analysis, Job Description and Specifications, Team Work, Employee Motivation, Welfare and Discipline, Swing Team

UNIT 4

(7 Hours)

Conceptual Planning - The New Executive Housekeeper, The Executive Housekeeper's Position within the Organization, Reporting for Work, Early Priority Activities (Division of Work Document., Area responsibility Plan, Continuous Property Tours, Housekeeping Department Organization), House Breakout Plan (Criteria for Workloads, Room Sections and House Divisions), Staff Considerations-Team Concepts in Staffing, The Staffing Guide

UNIT 5

(6 Hours)

Operational Planning - Procedure for Opening the House, Forms for Direction and Control, Standard Operating Procedures (Standardization, Structured versus Unstructured Operations, Suitable Subjects for Standard Operating Procedures in hotels)

Computers in the World of Housekeeping - Housekeeping Software, the Latest IT Amenities

UNIT 6

(3 Hours)

Pest Control and Energy Conservation -Integrated Pest Management, Areas of Infestation, Types of Pesticides, Waste Management/ Safe and Correct Disposal of Garbage, Energy and Water Conservation in Hotels

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan & Smritee Raghubalan, Publisher: Oxford University Press

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 309/ 310: HOTEL LAW & CORPORATE GOVERNANCE

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: To familiarizes the students with the legalities and regulations governing the hospitality establishments and corporate governance in hotel industry.

Course Contents

UNIT 1

(6 Hours)

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

UNIT 2

(6 Hours)

Introduction to the Hospitality Laws in India -Origin of Hotel Law in India- The Sarai Act (XXII of 1867), Legal Requirement in Hotel Business, Introduction to Delhi Shop and Establishment Act 1954

UNIT 3

(6 Hours)

Licenses and Permits for Hotel Operations - Types of license and procedure for applying; conditions for grant of license, Bar and liquor license; liquor licensing law; licensed premises; types of permits; type of premises; general permitted hours, Food and Beverage, Boarding and Lodging Licenses, Public Amusement Licenses, Fire and Safety Licenses, Eating House Licenses, Licenses for Lift Operation, No Smoking Law, FEMA 1999 (Introduction), Foreign Exchange Regulation Applicable in Hotel, Credit Card and Debit Card Regulation

Law Regarding Food: Food Safety and Standard Act 2006 (FSSAI), Food Safety and Standard Authority of India, Food Additive, Food Analyst, Food Authority, Food Lab, Food Safety and Food Management System, Duties and Function of Food Authority, Food Safety Officer and Power, Provision Related to Import, Offences and Penalties, Analysis of Food and Licenses

UNIT 4

(6 Hours)

Taxes Applicable to the Hospitality Industry - Income Tax Act 1961- Introduction, Heads of Income, Section - 80HH Deduction in Respect of Profits and Gains from Newly Established Industrial Undertakings or Hotel Business in Backward Areas Withholding and Report, Goods and Services Tax (GST) Act 2017- Goods and Service Tax Definition; How GST Works; Tax Rates of Goods and Services

UNIT 5

(6 Hours)

Business Ethics - Meaning, Sources, Factors' Influencing Business Ethics, Benefit of Ethical Codes to Different Groups, Distinguish Between –Ethics & Moral Value, Code of Ethics, Ethics & Social Responsibility, Distinguish Between – Value &Attitude, Value & Behaviour, Need and Practice of Operational Ethics in Hospitality

UNIT 6

(6 Hours)

Corporate Governance – Introduction, Independent Director, Majority Voting, Voting Results for Director Elections, E Proxies, Risk Oversight, Board of Directors and Audit Committee, Poison Pills in Corporate Governance, Investors' Perspectives, Corporate Governance- Documents Acceptability; Related to Shareholder and Management Proposal, Board and Committee Meeting

Text Book:

1. Hotel Law by Amitabh Devandra, Publisher: Oxford University Press

Reference Books:

1. Food and Hotel Legislation and Polices by E. Dharmaraj, Publisher: New Age International
2. Hotel and Tourism laws by Dr Jagmohan Negi, Publisher: Frank Brothers
3. Corporate Governance: Principles, Polices and Practices by A.C. Fernando, Publisher: Pearson
4. Essentials of Corporate Governance by Sanjay Anand, Publisher: Wiley

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 311/ 312: HYGIENE, SANITATION & FOOD SCIENCE

L – 3, T/P – 0

Credits -3

Max Marks: 100

Objective: The course is aimed at familiarizing the students regarding causes of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in a hotel or restaurant. Also, the students will be able to know the affects of micro organisms on food and apply the acquired knowledge in diet planning and food preservation.

Course Contents

UNIT 1

(6 Hours)

Hygiene - Definition and Concept, Importance of Food Hygiene in the Catering Industry, Significance of Hygiene in the Food Industry, Etiquettes and Practices of Hygiene for Hospitality Person, Safety and Security in Kitchen

Sanitation: Introduction and Definitions, Sanitation Regulations and Standards (Regulatory Agencies, Control of Food Quality, Local Health Authority), Types of Sanitation (Disinfectants- Types and Brands used in Hospitality Industry, Sterilizers, Sanitizers, Water Purifiers and Softeners), Significance of Sanitation in the Food Industry, General Practices of Sanitation for Hospitality Person

UNIT 2

(6 Hours)

Food Science and Nutrition - Introduction to Food Science Concepts (Health and Nutrition), Nutrients- Carbohydrates, Proteins, Lipids, Vitamins and Minerals-Definitions and Composition, Effects of Cooking On Various Nutrients, Balanced Diet- Definition, Factor and Menu Planning, Introduction to Evaluation of Food

UNIT 3

(6 Hours)

Food Microbiology - Microorganisms in Food: Classification and Types, Factors Affecting Growth of Micro-Organisms, Control of Micro-Organisms in Relation to Food Preservation, Harmful and Useful Micro-Organisms in the Food Industry, Food Borne Diseases (Indigestion, Algal Toxins, Metal Poison, Phylotoxins, Zootoxins, Protozoan Diseases, Infestation, Intestinal Infection, Bacterial and Fungal Food Intoxication)

UNIT 4

(6 Hours)

Food Additives and Adulteration - Introduction and Types of Additives and Adulterants, Common Food Adulterants and Simple Tests to Detect Food Adulterants (Milk, Sugar, Turmeric, Chilli Powder, Tea, Coffee, Semolina Flour, Ghee, Butter, Margarine & Oil), Food Contaminants and Types

UNIT 5

(6 Hours)

Hazard Analysis & Critical Control Points (HACCP) - Importance and Usage of HACCP, Principles, Specialization, Certification

UNIT 6

(6 Hours)

Newer Trends in Food Service Industry - Emulsion (Definition and Types), Flavours (Definition and Types), Browning (Definition, Types, Prevention)

Text Book:

1. Food Hygiene and Sanitation by S. Roday, Publisher: McGraw Hill
2. Food Science and Nutrition by S. Roday, Publisher: Oxford University Press

Reference Books:

1. Food Microbiology by Frazier and Westhoff, Publisher: McGraw Hill
2. Essentials of Food Safety in the Hospitality Industry by Amuquandoh, Publisher: Xlibris
3. HACCP: A Practical Approach by Sara Mortimore and Carol Wallace, Publisher: Springer
4. Essentials of Food and Nutrition, Volumes 1& 2 by M. Swaminathan, Publisher: Ganesh
5. Nutrition Science by B. Srilakshmi, Publisher: New Age International
6. Food Science by Mudambi, Rao, and Rajagopal, Publisher: New Age International

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 351/ 352: ADVANCED FOOD PRODUCTION OPERATIONS

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based BHCT 301/302.

1. French

Crème d'Epinards/ Soupe à la Citrouille, Coq Au Vin, Duchesse de Pommes de Terre, Ratatouille, Crème Brûlée

2. Italian

Bruschetta, Minestrone, Spaghetti Bolognese, Tiramisu

3. Spanish

Patata Con Alio Oli Y Naranja Jus, Carne De Cordero Con Queso Machengo, Vegetales Crema, Arroz Español, Crème Catalana

4. German

Gebackener Blumenkohl, Berliner Kartoffel Suppe, Hähnchenschnitzel, Das Sauerkraut, Spaetzel Zwiebel und Käse

5. Mexican

Pollo y Tomate Chimichanga, Fajitas, Arroz Mexicano, Torta de Piña al Revés

6. Thai

Tom Yum Soup, Thai Chicken Red Curry, Thai Pumpkin Green Curry, Thai Jasmine Rice, Pandan (Coconut Ice Cream)

7. Japanese

Ganmodoki, Vegetable Tempura, Nori Makisushi, Unagi-yaki in Teppanyaki Sauce

8. Korean

Jhapchae, Chogetang, Dak Tai Tang, Dak Bulgogi, Kimchi Fried Rice, Bupyeon

9. Lebanese

Mezze Platter, Bamia, Jawane, Hummus, Falafel, Tabbouleh, Pita, Umm Ali

10. Greek

Soupes Avgolemono, Mousakás, Dolma, Tzazíki, Loukoumádes

11. Turkish

Beyaz Peynir ve Kavun, Imam Bayildi, Döner Kebap, Pide, Lokum

12. Indonesian

Gado Gado, Ayam Goreng Kecap, Terong Goreng Kecap, Nasin Goreng, Roti Chanai, Klepon

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 353/ 354: ADVANCED FRONT OFFICE OPERATIONS

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 303/304.

1. SOP's For Guest Arrival, Departure, Complaint Handling
2. Role Plays & Problem Handling
3. Calculation of Staff Requirement & Making of Duty Rotas For Front Office Department of Small, Large & Medium Sized Hotels With Different Levels of Occupancy
4. Practicing Fixing of Room Rate: Rules of Thumb Approach, Hubbart Formula Approach.
5. Group Discussions on Topics of Relevance/ Current Hotel Operative Practices
6. Role Plays On Handling Emergency Situations:
 - Fire
 - Bomb Threat
 - Theft by Guest
 - Death in Hotel
 - Sick Guest
 - Extra Person Accompanying the Guest at Night
 - Natural Disaster
 - Terrorism

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

BHCT 355/ 356: ADVANCED FOOD & BEVERAGE SERVICE OPERATIONS

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on the BHCT 305/306.

1. Skill and Techniques for Formal Banquet Services Function
2. Calculation of Space for Banquets Banquet Menu.
3. Setting of Various Types of Buffet.
4. Guéridon and Flame Cooking and Carving at Table.
5. Designing and Setting The Bar
6. Arranging A Theme Dinner/ Food Festivals
7. Practice on Standard Operating Procedures in Restaurant
8. List Of Restaurant Equipment Manufacturer (Assignment)
9. Preparation of Duty Roasters in Restaurants & Function Catering
10. Planning: M.I.C.E (Meetings, Incentives, Conferences and Exhibition)
11. Supervisory Skills SOP

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 357/ 358: ADVANCED ACCOMMODATION OPERATIONS

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: Lab would be based on BHCT 307/308.

1. Event Planning-
 - a. Banquet Set-Up for Events
 - b. Auditorium Set-Up for Events
2. Team Cleaning
 - a. Planning
 - b. Organizing
 - c. Executing
 - d. Evaluating
3. Staffing
 - a. Duty Roasters
 - b. House Break out Plan
4. Standard Operating Procedures for Guest Room
5. Standard Operating Procedures for Public Area
6. Pest Control Exposure
7. Energy Conservation Activities

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 359/ 360: HOSPITALITY MANAGEMENT & ETIQUETTES*

*NUES: Non University Examination System

L-0, T/P-2

Credits: 01

Max Marks: 100

Objective: This lab will help students to understand the importance of Etiquettes and Communication. The subject aims to promote and encourage students to foster skills essential to their ethical, intellectual, social, and personal development.

1. Dining Etiquettes

Introduction, How to Dine at Formal Occasion, Do's and Don'ts of Dining Etiquettes, International Dining Etiquettes, Conduct of the Guest during Dining at an Event, Course wise Dining Etiquette

2. Resume

Resume Writing Skills, Guidelines for a Good Resume, Preparation and Practice for a Good Resume, Vocabulary for Resume, Making a Resume

3. Negotiation Skills

Importance of Negotiation, Traits of a Good Negotiator, How to handle and be winner while Negotiating, Steps to follow while Negotiating in Hospitality Sector

4. Sales Skills

Nature of Selling, Up Selling Techniques in Sales, Stages of Selling, e.g. SPANCO, Key Phrases for Selling, Influencing and Persuading Your Customer, How to Deal with Objections by a Customer

5. Group Discussions

Preparation and Practice on Previous Year Placement Topics in GDs

6. Interview Skills and Techniques

Mock Practice on Top 25 General Interview Questions, Tips and Techniques for Facing Interview, Technical Interview Questions (Core Department Wise)

7. Decision Making

Decision Making (Introduction, Importance of Decision Making, Steps of Decision Making, Importance of Decision Making in Hospitality Sector)

Reference Books:

1. Personality Development, Harold R. Wallace and L. Ann Masters, Publisher: Cengage Learning
2. Personality Development and Career Management by Onkar, Publisher: S.Chand & Co.
3. Communication Skills by Sanjay Kumar and Pushp Lata, Publisher: Oxford University Press.
4. Personality Development and Soft Skills by Barun K. Mitra, Publisher: Oxford University Press.
5. Body Language – A Guide for Professionals by Hedwig Lewis, Publisher: Sage Publications
6. Soft Skills (Know Yourself and Know the World) by Alex, Publisher: S.Chand & Co.

SEVENTH SEMESTER

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 401: RESEARCH METHODOLOGY

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: The objective of this paper is to understand the various aspects of research, identify the various tools available to a researcher. Research Methodology can help the business manager in decision making.

Course Contents

UNIT 1

(6 Hours)

Introduction to Research Methodology - Meaning and Objectives of Research, Types of Research, Research Approaches, Significance of Research, Managerial Decision Making, Research & Managerial Effectiveness, Research Methods v/s Methodology, Criteria of Good Research, Problem Faced by Researchers, Techniques Involved in Defining a Problem, Research in Tourism and Hospitality

UNIT 2

(4 Hours)

Research Process - An Overview; Problem Identification and Definition; Selection of Basic Research Methods- Field Study, Laboratory Study, Survey Method, Observational Method, Existing Data Based Research, Longitudinal Studies, Panel Studies, Questionnaire Design

UNIT 3

(8 Hours)

Sample Design - Censure and Sample Survey, Implication of Sample Design, Steps in Sampling Design, Criteria for Selecting a Sampling Procedure, Characteristics of a Good Sample Design Different Types of Sample Design, Measurement Scales, Important Scaling Techniques

UNIT 4

(8 Hours)

Methods of Data Collection & Data Analysis - Collection of Primary Data, Collection through, Questionnaire and Schedule, Difference in Questionnaire and Schedule, Collection of Secondary Data, Different Methods to Collect Secondary Data, Analysis of Data- Preparing Data for Analysis, Examining Relationship and Trends Using Statistics, Selecting Appropriate Statistical Technique, Tabulation of Data, Analysis of Data- Techniques for Data Analysis

UNIT 5

(6 Hours)

Report Writing and Presentation - Research Proposal (Report Presentation Techniques, Analysis of Qualitative Data, Managerial Relevance), Report Writing (Types of Report, Planning Report Writing, Research Report Format), Documentation (Footnotes and Bibliography, Writing and Typing a Report)

UNIT 6

(4 Hours)

Computerized Data Analysis - An overview, features, and role of Computerized Data Analysis (Advanced Excel / SPSS or any other analytical software) (Introductory aspects only).

Text Book:

1. Research Methodology: Methods and Techniques by C R Kothari, Publisher: New Age Publication

Reference Books:

1. Travel Tourism & Hospitality Research by Ritchie Goeldner, Publisher: John Wiley
2. How to Complete Your Research Project Successfully by Judith Bell. Publisher: USBPD

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 403: ENTREPRENEURSHIP DEVELOPMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: The objective of this paper is to provide students with the knowledge, skills and motivation to encourage entrepreneurial success in a variety of settings. Students will understand the role of entrepreneurs in the economy and identify the traits of successful entrepreneurs.

Course Contents

UNIT 1

(6 Hours)

Entrepreneur - Meaning of the Concept, Functions of an Entrepreneur, Types of Entrepreneur, Concept of Entrepreneurship, Evolution of Entrepreneurship, Development of Entrepreneurship, Intrapreneurship an Emerging Trend

UNIT 2

(6 Hours)

Entrepreneurship in India - Introduction –Identification and Evaluation of opportunities, The Political Context (From Policy to Practice), How do Government Intervene? Evaluating Enterprise Policies, Market Research for Entrepreneurship, Start- up Process (Project Identification, Selection, Formulation, Evaluation & Feasibility analysis), Project Report, Institutional Support- Introduction, Supporting Agencies of Government, Nature of Support, Central & State Government Agencies, Different Schemes, All India Financial Institution, Legal Issues- The Legal Environment, Forms of Organization, Approval for New Ventures, Tax and Duties Payable, Intellectual Right and Franchising

UNIT 3

(6 Hours)

Finances and Raising Capital For New Ventures - Types of Capital Available for New Venture Capital, Venture Creation-Structure of the Fund, Professional Involved, Compensation and Concept, Sources and Securing Debt Finance, Financing an Ongoing Venture, What Lenders and Investor Look for?

UNIT 4

(6 Hours)

Entrepreneurial Marketing - Characteristics of Entrepreneurial Firm, Limited Resources and Small Size, Features of Entrepreneurial Marketing-Proactive Orientation, Risk Management, Value Creation, Focus on the Customer, Market Research (Segmentation, Positioning, Targeting and Branding), Pricing (Price Sensitivities & Pricing Strategies), Distribution (Going Directly to the Customer, Retailer or Bypass Distribution and Sale Agents), Participation in Established Channel, Types of Promotional Campaign

UNIT 5

(6 Hours)

Entrepreneurial Development Programmes (EDP) - Role of Government in Organizing EDPS, Critical Evaluation, Economic Development and Enterprise Growth, Strategic Approaches in Changing Economics, Scenario for Small Scale Entrepreneur – MSME, NSIC, Franchising and Dealership, Development of Women Entrepreneurship

UNIT 6

(6 Hours)

E- Business – Introduction, Domain Name & Website-Finding Designer, Choosing Designer, Settling on a Design & Updates, The Contract, Social Network-tracking Social Media, E- Commerce (Shopping Chart, Auction Programmes, Payment Mechanism & Shipping), Hosting (Selection of the Right Host, Storefront Solution, Building Traffic, Search Engine Optimization, Pay per Click Search, Banner, links and Affiliates), Emails for Communication

Text Book:

1. Management and Entrepreneurship by N.V.R. Naidu and T. Krishna Rao, Publisher: IK Publishing

Reference Books:

1. Entrepreneurship by Rajeev Roy, Publisher: Oxford University Press
2. Management and Entrepreneurship by Kanishka Bedi, Publisher: Oxford University Press
3. Fundamentals of Entrepreneurship by H.Nandan, Publisher: Prentice Hall
4. Project Management of Hotel Opening Processes: Exploring better ways to manage new hotel openings by Gert Noordzij, Publisher: CreateSpace Independent Publishing Platform

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 405: HOSPITALITY SALES & MARKETING

L- 3, T-0,

Credits: 03

Max Marks: 100

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

Course Contents

UNIT 1

(6 Hours)

Introduction to Sales & Marketing - Role of Sales and Marketing Department in Hotel Industry, Coordination of Sales & Marketing with Various Departments of Hotel, Organizational Chart of Sales and Marketing Department, Duties and Responsibilities of Sales & Marketing Personnel, Set-Up and Organization of Sales and Marketing Department (Individual property, regional/ national chain/ multinational chain), Different Aspects of Sales & Marketing

UNIT 2

(6 Hours)

Hospitality Marketing - Market & Marketing, Distinguish between Market & Marketing Mix, Marketing vs. Selling, Marketing Management & Plan, Marketing Concepts/Philosophies, Marketing Segmentation and the Hospitality Industry, Applying Key Marketing Methodologies (Marketing Research, Sales, Customer Service, Advertising, PR, Promotions, Packaging, Collateral Materials and Promotional Support), Technology and Marketing in Perspective, Practical Ways to Maximize Marketing, The Marketing Budget, New Concept- Digital Marketing

UNIT 3

(6 Hours)

Hospitality Sales - Selling Concepts, Selling Techniques, Sales Call, Closing the Call, Making of Sales and Marketing and Advertising Plan, Internal/In-house Sales Promotion, Merchandising, Direct Sales (Travel Agents, Tour Operators, Hotel Booking Agencies, Internet and Tourist Information Counter at Airports, Direct Mail etc.), Communication Channels (Articles, Speakers, Bloggers, Social Networking Sites, etc.)

UNIT 4

(6 Hours)

Personal Selling & Sales Management - Personal Selling & Promotional Mix, Categories of Personal Selling, Personal Selling Strategies, the Sales Process, Plan & Management, Personal Selling in Hotel Industry, Positioning In Line with Guest Preferences

UNIT 5

(6 Hours)

Brand Management & Public Relations in Hospitality - Introduction & Definition, Effective Management of Brand, Identification of Component, Brand Positioning of Guests, Repositioning of Brand and Repositioning of Products, Brand Portfolio, Importance of Public Relation, Job Description of PR Manager, Difference between PR & Marketing, Media Penetration & Media Relations, Relationship with Stakeholders (Guest, Employee & Share Holders)

Text Book:

1. Sales & Marketing: A Textbook for the Hospitality Industry by Andrews, Publisher: McGrawHill

Reference Books:

1. Marketing Management by Philip Kotler, Publisher: Prentice Hall
2. Marketing for Hospitality & Tourism by Philip Kotler, Bowen & Makens, Publisher: Prentice Hall
3. Hospitality Marketing Management by Robert D. Reid and David C. Bojanic, Publisher: Wiley
4. Hospitality Sales: A Marketing Approach by Margaret Shaw and Susan, Publisher: Wiley
5. Hospitality Sales and Marketing by James, Publisher: AHLEI

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE I: ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 407: FOOD & WINE PHILOSOPHY

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This paper discusses objectives in wine and food pairing, matching traditions, and key elements of wine and food: components, texture, and flavors and to provide knowledge for identifying key wine and food elements as well as to facilitate greater interest and confidence by culinary and foodservice professionals in the service of wine and food.

Course Contents

UNIT 1

(6 Hours)

The Wine and Food Pyramid: A Hierarchy of Taste – Introduction, Objectives of Food and Wine Pairing, Food-and-Wine Pairing Mechanics

UNIT 2

(6 Hours)

Taste Basics and the Basics of Wine Evaluation - Introduction, Elements of Wine Service, Sensory Evaluation, Basics of Wine Evaluation, The Art and Science of Wine Evaluation, Palate Mapping, Tasting Instructions

UNIT 3

(6 Hours)

Gastronomic Identity - The Effect of the Environment and Culture on Prevailing Components, Texture, and Flavors, Organization of Menu and Wine List, Wine: The Impact of Geography, Climate and Culture, Gastronomic Identity: Old World Wines and New World Wines

UNIT 4

(6 Hours)

Salt, Bitter and Bubbles - Food and Wine Pairing: The Impact of Sweetness, Salt, Bitterness, Bubbles and Acidity Levels Which to Choose First, Wine or Food? Types of Sweeteners, Perceived Sweetness Levels, Interaction between Wine and Food Sweetness, Acidity: From Flat to Tart (and Beyond), Levels in Wine and Food, Acidity Level Descriptions, Interaction between Wine and Food Acidity, Sparkling Wine and Pairing, Effervescence: The Great Equalizer

UNIT 5

(6 Hours)

Menu Planning: Horizontal and Vertical Pairing Decisions - General Menu Planning Suggestions, Basic Wine Sequencing Recommendations, Wine and Food Pairing Instrument, Wine and Food Match Decision Tree

UNIT 6

(6 Hours)

Wine and Cheese Pairing- Cheese Categories, Wine and Cheese Pairing

Dessert and Wine Pairing- Dessert Wine Categories, Dessert Selection and Wine Pairing

Text Book:

1. Food and Beverage Service by Cousins, Lillicrap and Weekes, Publisher: Hodder Education

Reference Books:

1. Food and Wine Pairing A Sensory Experience by Robert J. Harrington, Publisher: Wiley & Sons
2. Questions of Taste: The Philosophy of Wine by Barry C Smith, Publisher: OUP
3. A History of World in 6 Glasses by Tom Standage, Publisher: Bloomsbury USA
4. Perfect Pairings: A Master Sommelier's Practical Advice for Partnering Wine with Food by Evan Goldstein, Publisher: University of California Press.
5. Pairing Wine and Food: A Handbook for All Cuisines by Johnson-Bell, Publisher: Burford Books
6. Indian Food & Wine Paperback by Michael Swamy, Publisher: Om Book International

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE I: ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 409: MODERN GASTRONOMY

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This paper studies the relationship between food and culture, art of preparing and serving rich or delicate and appetizing food, modern style of cooking & technical innovations from the scientific disciplines, and the science of good eating.

Course Contents

UNIT 1

(8 Hours)

Modernist Cuisine (Molecular Gastronomy) - Introduction to Molecular Gastronomy, Equipments and Ingredients, Techniques (Spherification, Gelling, Thickening, Foaming, Dehydration, Smoking & Use of NO₂), Storage and Precautions, Menu Examples

UNIT 2

(4 Hours)

Life Style Cooking - Gluten Free, Sugar Free, Vegan, Slow Food Movement, Menu Examples

UNIT 3

(6 Hours)

Sous Vide and Cook Chill & Cook Freeze - Importance and Function, Processing, Storage and Quality of Foods, Temperature Controls and Precautions, Menu Examples, Comparison of Conventional, Cook-Chill & Cook-Freeze Foodservice Systems

UNIT 4

(6 Hours)

Sustainable Food & Beverage Production - Importance of Sustainability in Food Operations, Farm to Fork, Organic Food, Sustainable Culinary Practices, Waste Disposal

UNIT 5

(8 Hours)

Food Presentation & Styling - Basic Presentations, Modern Presentations, Use of Technology, Contemporary Plates, Unconventional Garnishes, Food Styling – Food Photography, Use of Non Edible Components

UNIT 6

(3 Hours)

Anthropology of Food - Evolution of Modern Era, Food and Culture Relation (Religion, Geography, Influences)

Reference Books:

1. Molecular Gastronomy At Home by Jozef Youssaf , Publishres: Firefly Books
2. Molecular Gastronomy – Exploring the Science of Flavor (Arts & Traditions of the Table: Perspectives on Culinary History) by Herve This, Publisher: Columbia University Press
3. Modernist Cuisine: The Art and Science of Cooking by Nathan Myhrvold, Publisher: Phaidon
4. Sous Vide Cookbook: Modern Day Techniques for Flawlessly Cooked Meals (Under Pressure Cooking Sous Vide) by Sandra Anderson, Publisher: CreateSpace Independent Publishing Platform
5. Food Styling: Art Of Preparing Food For Camera By Delores Custer , Publisher: John Wiley
6. Eating Culture: An Anthropological Guide to Food by Gillian Mary Crowther, Publisher: University of Toronto Press

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE I: ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 411: CORE ELECTIVE I: FOOD & BEVERAGE CONTROLS - I

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This paper aims will help students to understand control methods and procedures involving F & B Service.

Course Contents

UNIT 1

(6 Hours)

Food & Beverage Management & Control - Objectives , Control Cycle (Planning, Organizing, Coordinating, Directing, and Controlling), Factors Affecting Food and Beverage Management Control (External Factors and Internal Factors)

UNIT 2

(6 Hours)

Purchasing Control - Types of Perishable and Non-Perishable Products, Quality Purchasing, Standing Purchase Specifications, Purchasing Procedure and Different Methods of Food Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Economic Order Quantity, Carrying Cost, Frauds in Purchasing

UNIT 3

(6 Hours)

Receiving Controls - Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment Required for Receiving, Documents by the Supplier (Including Format - Delivery Notes, Bills/Invoices, Credits Notes, Statements), Records Maintained in the Receiving Department (Goods Received Book, Daily Receiving Report, Meat Tags), Receiving Procedure, Blind Receiving, Assessing the Performance and Efficiency of Receiving Department, Potential Frauds in Receiving, Hygiene in Receiving Areas and Its Relative Importance

UNIT 4

(6 Hours)

Storing and Issuing Control - Aims of Store Control, Job Description of Food Store Room Clerk/Personnel, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security and Stock Control, Stock Records Maintained Bin Cards (Stock Record Cards/Books), Issuing Control and Procedure (Requisitions, Transfer Notes), Frauds in Storing and Issuing

UNIT 5

(6 Hours)

Inventory Control -Importance and Objectives of Inventory Control, Method (Physical & Perpetual), Inventory Management Techniques, Monthly Inventory and Stock Taking, ABC and VED Analysis, Par Stock

Text Book:

1. Food and Beverage: Management and Cost Control by J. P. Kant, Publisher: Aman Publications.

Reference Books:

1. The Complete Food and Beverage Cost Control Book by H. Berberoglu, Publisher: Shelox Bound.
2. Food and Beverage Cost Control By L. R. Dopson and D. K. Hayes, Publisher: Wiley.
3. Practical Food and Beverage Cost Control by Clement Ojugeo, Publisher: Cengage Learning
4. Food & Beverage Cost Control by Donald A Bell, Publisher: McCutchan
5. Culinary Economics by Y B Mathur, Publisher: IK Publications

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II: ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 413 : REVENUE MANAGEMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This is planned to explain all the aspects that must be taken into consideration to effectively apply the concept of Hotel Revenue Management to carefully analyze and evaluate big data sets about a hotel property and its business environment.

Course Contents

UNIT 1

(6 Hours)

Forecasting Room Availability - Benefits of Forecasting, Data Required for Forecasting, Records Required for Forecasting Room Availability (Ten Day Occupancy Forecast, Three Day Occupancy Forecast, Weekly Occupancy Forecast, Monthly Occupancy Forecast), Sample Forecast Forms, Room Count Considerations

UNIT 2

(6 Hours)

Budgeting and Cost Control: Budget and its Characteristics, Types of Budget (Fixed Budget or Capital Budget, Operational Budget, Pre-Opening Budget), Room Division Budgeting and Revenue Budget for Front Office, Preparation of Budget, Budgetary Control (Characteristics, Advantages of Budgetary Control), Measures to Reduce Operating Cost & Labor Cost

UNIT 3

(6 Hours)

Inventory and Price Management – Inventory Management, Characterising Rooms for Optimum Inventory Management, Classifying Guest by Market Segment, Over-Booking and Inventory Management Strategy, Price Management, Stay Restrictions, Principles of Inventory and Price Management

UNIT 4

(6 Hours)

Revenue Management – Introduction, Managerial Skills for Room Division Management, Duties of Revenue Manager, Revenue Management Tools (Room Types, Market Codes, Track Codes), Implementation of Revenue Management, High Demand and Low Demand Revenue Management Strategies

UNIT 5

(6 Hours)

Revenue Analysis - Revenue Management Essentials (Managing Occupancy, Managing ADR, Evaluating Effectiveness), Occupancy Index, ADR Index, RevPAR Index, GoPAR, MPI - Market Penetration Index, RGI - Revenue Generation Index, ARI - Average Rate Index, Revenue Management Software

UNIT 6

(6 Hours)

Yield Management - Yield: Definition & Concept, Maximizing Yield: Optimal Occupancy & Optimal Rate, Differential Rates, Booking Horizons, Forecasting, STAR Reports, Block Out Reports, Channel Management

Text Book:

1. Hotel Front Office Operations and Management by Jatashankar R. Tiwari, Publisher: OUP

Reference Books:

1. Hotel Front Office: Operations, Accounting and Management by Arvind Kumar Saraswati and Sunita Badhwar, Publisher: Naman Publisher
2. Front Office Operations – Colin Dix & Chris Baird, Publisher: Longman
3. Managing Front Office Operations by Kasavana & Brooks, Publisher: AHLEI
4. Revenue Management for the Hospitality Industry by David K. Hayes and Allisha Miller, Publisher: Wiley
5. Check-In Check-Out: Managing Hotel Operations by Gary and Jerome, Publisher: Pearson

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II: ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 415: INTERIOR DECORATION

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This paper has been planned to familiarize the students with such significant areas of housekeeping related to interior design, colour schemes, lightings, flooring and furniture arrangement alongside the key 'guest room' perspectives.

Course Contents

UNIT 1

(6 Hours)

Interior Design – Introduction, Significance of Interior Design, Types of Interior Design, Fundamentals of Interior Design, Principles and Elements of Design, Hospitality Sector Warming, Up for the Differently-abled Guests

UNIT 2

(6 Hours)

Colours and Colour Schemes – Introduction, Colour Theory Basics, Colour Schemes for Lobby and Public Areas, Chromo therapy

UNIT 3

(8 Hours)

Walls and Wall Finishes - Practical Considerations, Types of walls and wall Coverings, Selection of Wall Coverings, Maintenance of Wall and Wall Coverings, Ceiling, its Finishes and Maintenance

Windows and Door Finishes: Structure, Types and Designs of a Window, Window Treatments, Measurement and Installation of drapes, Types of Doors and Door Finishes, Door Locks, Door Safety Features

UNIT 4

(6 Hours)

Floors and Floor Coverings - Selection of Floor Coverings, Types, Characteristics and Cleaning of Floors (Hard Flooring/Finishes, Semi-hard Flooring and Finishes, Soft Floor Coverings, Non Slip/Slip Resistant Floorings, Anti Static/Anti Conductive Floorings, Modern Trends in Floorings), Carpets (Composition, Types and Characteristics, Selection and Installation of Carpets, Care and Maintenance of Carpets)

UNIT 5

(4 Hours)

Furniture and its Types - Guestroom Furniture, Selection of Furniture, Types of Furniture and Furniture Joints, Materials Used For Making Furniture, Furniture Arrangement, Furniture Arrangement in Guest Room Areas

UNIT 6

(6 Hours)

Lighting - Importance and Principle of Lighting Designs, Types of Lighting, Lighting Fixtures and Fittings, Planning and Selection of Lighting Systems, Good Hotel Lighting

Accessories: Functions of Accessories, Classification of Accessories, Selection and Placement of Accessories

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: OUP

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley
4. Time-Saver Standards for Interior Design & Space Planning by Dechiara, Panero and Zelnik, Publisher: McGraw Hill

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II: ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 417: LINEN & LAUNDRY OPERATIONS & MANAGEMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This course exposes the students to the Laundry operations of a Hotel which plays a vital role in Hotel Housekeeping and Guest satisfaction.

Course Contents

UNIT 1

(6 Hours)

Controlling Linen and its Storage – Introduction, Managing Linen Supply and Issuing Systems, Hotel Linen and Standard Sizes, Calculating Linen Need and Requirement, Purchasing and Hiring Linen, Stock Taking and Records Maintained, Linen Inventory Management, Linen Quality and Life Span, Creating a Replacement Schedule, Discards and Their Re-use

UNIT 2

(4 Hours)

Laundry - Introduction and Importance, Types of laundry, Advantages and Disadvantages, Planning and Staffing in Laundry

UNIT 3

(6 Hours)

The Laundry: Basic Engineering and Operations - Planning and Pre Engineering-Basic Knowledge, Major Equipment Requirements, Factors to be considered for a Laundry Operation- Linen Supply, Floor Plan Layout, Laundry Set up-Layout, Engineering Requirement, Ventilation Requirement, Provision for Lint Removal

UNIT 4

(4 Hours)

Laundry Agents - Introduction and Importance, Classification (Detergents, Bleaches, Anti-chlor, Alkaline Agents, Acidic Agents, Organic Solvents, Fabric Softeners, Stiffeners)

UNIT 5

(9 Hours)

The Laundry Process - The Laundry Cycle, Wash Cycle, Dry Cleaning of Fabrics, Handling Guest Laundry, Care labels

UNIT 6

(7 Hours)

Stains - Types and Classification of Stains, Stain Identification, Principles of Stain Removal, Stain Removal Methods

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and Smritee Raghubalan, Publisher: Oxford University Press

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations: Thomas J. A. Jones, Publisher: Wiley

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 451: ADVANCED HOSPITALITY PROFESSIONALS' SKILLS*

*NUES: Non University Examination System

L-0, T/P-2

Credits: 01

Max Marks: 100

Objectives: The aim of this course is to groom students for Hospitality Industry by training them in Business Etiquettes, Interview Handling, Body Language and overall success at work place.

1. Business Etiquettes

Business Manners, Body Language, Advanced Telephone Etiquettes, Handling Business Meetings, Handling Team Meetings

2. Mock Interview Drills

Mock Practice, Tips and Techniques for Facing Interview to be discussed in Class, Technical Interview Questions (on Various Sectors of Hospitality like Hotels, Fast Food, and Travel Agencies etc)

3. Body Language for Interviews

Handshakes, Gestures and Postures, Social Space, Body Language Basics for Interviews and Group Discussions

4. Group Discussions

Preparation and Practice for Placement Rounds, Advance Level GD Topics from Previous Year Placement Rounds

5. Conflict Management

Conflict Definition and Phases, Handling Conflicts /Conflict Management Skills

6. Success at Workplace

First Day on the Job, Keeping Your Job (Essential Skills), Planning Your Career, Moving Ahead, 10 Rules for Success in Your Career (From R. M Onkar's Book)

7. Leadership

Quality and Attributes of a Leader, Discussions on Great Leaders of the World, Knowing Your Skills and Abilities as a Leader, Leader vs. Manager

Reference Books:

1. Personality Development by Harold R. Wallace and L. Ann Masters, Publisher: Cengage Learning (Indian Edition).
2. Personality Development and Career Management (A Pragmatic Approach) by R. M. Onkar, Publisher: S. Chand & Company Pvt. Ltd.
3. Communication Skills by Sanjay Kumar and Pushp Lata, Publisher: Oxford University Press
4. Personality Development and Soft Skills by Barun K. Mitra, Publisher: Oxford University Press
5. Soft Skills (Know Yourself and Know the World) by Dr. K. Alex, Publisher: S.Chand & Company
6. Body Language by Allan Pease, Publisher: Manjul Publishing

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

CORE ELECTIVE I (PRACTICAL): ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 453: ADVANCED BAKING & CULINARY MANAGEMENT - I

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on BHCT 409 including Modern Bakery and Gastronomy.

ADVANCED BAKERY

1. Choux Craquelin
2. Chocolates & Petit Fours
3. Meringue Based Desserts
4. Classical French Breads & Viennoiseries
5. French Entremets (Opera & Sacher)
6. Verrines & Cheese Cakes

ADVANCED CULINARY

1. Handmade Pastas
2. Modern Italian Menu
3. Modern Indian Menu
4. Modern French Menu
5. Menus with Wine Pairings
6. Theme Lunches
7. Molecular Gastronomy

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

CORE ELECTIVE I (PRACTICAL): ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 455: ADVANCED FOOD & BEVERAGE SERVICE MANAGEMENT - I

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on BHCT 411.

1. Menu Costing And Pricing Using Standard Recipe Every Week
2. Sales Control Sheet
3. International Specialty Food Service
4. “5” Case Studies on Overhead Costs, Location, Quality, Clientele, Service Standards.
5. Discussion on Real Life Situations Faced during Industrial Training By Students.
6. Practical Will Be According to À La Carte Menu.
7. F & B Service Outlet Planning: Concept to Commissioning & Operations.
8. Formats and Records Maintained and Used for Control Purpose in Bar, Restaurant & Banquet
9. List of Licenses Required (Assignment)
10. Practice a Software Applications in F & B & Generating Daily Revenue Report, Sales Analysis, F& B Cost Report
11. Hands-on Training in Store Management (Inviting Tenders, Purchasing, Receiving, Storing, Issuing And Inventory)

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II (PRACTICAL): ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 457: ADVANCED FRONT OFFICE MANAGEMENT - I

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on BHCT 413.

1. Yield Management Calculations, Preparing Statistical Data Based on Actual Calculations
2. Forecasting Formulae and Operation Ratios
3. Practice on Forecasting Demand, Schedules & Budgeting
4. Practice on-Time Study - Work Study, Motion Study.
5. Case Study - Practical Situations
6. Role play & Problem Handling
7. Preparing Operating Budget for Front Office Department
8. Preparation of Sales Letters, Brochure, Tariff Cards & Other Sales Documents
9. Assignment on GDS
10. Assignment: Compare Two Hotels from the Stand Point of Their Attitude to Yield Management
11. Assignment: Collect Tariff From Various City Hotels and Evaluating Their Strategies of Tariff Structure

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

CORE ELECTIVE II (PRACTICAL): ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 459: ADVANCED ACCOMMODATION MANAGEMENT - I

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on BHCT 417.

1. Laundry Visit
 - a. Making Report of Laundry Machinery and Equipment
 - b. Making a Blue Print Lay out Plan of a In-house Laundry for a Hotel
 - c. Flow process of Industrial laundering and OPL
 - d. Planning and Designing a laundry Model
 - e. Fabric laundering and Handling Machines
2. Stain Removal
 - a. Protein Stains and Red Inks and Dyes
 - b. Fruit, Beverage, and Various Liquid Stains
 - c. Greasy, Nonfood
 - d. Greasy Food Stains
 - e. Special Problem
 - f. Unknown Stains
3. Towel Origami
 - a. Crab
 - b. Cat
 - c. Snail
 - d. Bunny
 - e. Sitting Baby
 - f. Swan Couple
 - g. Elephant
 - h. Baby Bird
 - i. Lobster
 - j. Basket and Napkin
4. Model Guest Room Designing
 - a. Standard Room
 - b. Suite Room
 - c. Theme Based Rooms

EIGHTH SEMESTER

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 402: INNOVATING THE CUSTOMER EXPERIENCE

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This course exposes the students to the Innovative Practices, Innovative Marketing, Customers' Decision Making Process and Engaging & Retaining Customers in Hotel Industry.

Course Contents

UNIT 1

(8 Hours)

Innovation in Hotel Operations - Innovation Types in Hospitality Industry, Material & Technical Innovation (Accommodation Facility), Economic Innovation –Erasing Blank Spot in the Geographical Space, Organization and Management Innovation –New Solution and Approaches (E.g. Hospitality Models like European, Asian and American etc), Legal Innovation-Integrating the New Laws or Regulation, Social Innovation-New Ideas and Concepts for Social and Cultural Challenges (Medical Tourism, Business Tourism, Education and Eco Tourism), Marketing Innovation-New Marketing Methods Encompassing the Changes in the Design and Packaging (Concept of Sensory Marketing)

UNIT 2

(6 Hours)

Key Components of Innovative Marketing Mix within a Hotel - The 9Ps of a Hotel's Internal Environment (Programming, Physical Evidence, Policy, Process, People, Promotion, Place, Price and Product), 6P s of Hotel's External Environment (Purse Strings, Partnership, Policy, People, Perception, Promotion)

UNIT 3

(6 Hours)

Customers' Decision Making Process - Customer Influence-Opinion Leaders, Opinion Leadership and Marketing Strategy, Diffusion of Innovation-Innovation Strategy, Network and Communities of Innovation, Channels of Communication, the Social System, Managing Product Innovation- Profile & definition of the Customer Innovator

UNIT 4

(6 Hours)

Engaging and Retaining Customers - Brand Champions, Customer Satisfaction Index, Customer Feedback Analysis, Customer Experience Management and Solution, Customer Decision Making and Beyond-Levels, Models, Consumer and Possessing

UNIT 5

(4 Hours)

Impact of Innovations - Business Models, Organizational Marketing Innovation

UNIT 6

(6 Hours)

Innovative Models in Hospitality Industry - Wellness and Spa- Latest Innovations like Energized Lighting, Air Purification, Shower water with vitamin and Yoga Spaces in Rooms, Energy Conservation and Impression on customers, Case Studies on New Trends (E.g. Ice hotels, Pod Hotels etc)

Reference Books:

1. Innovation in Hospitality by Dr Sjoerd Gehreals, Publishers :Stender
2. Competence Based on Hospitality Innovation in Hospitality by Pechlaner & Innerhofer, Publisher: Routledge
3. Innovation in Hospitality Innovation in Hospitality by Mike Peters & Birgit, Publisher: Routledge

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 404: HOSPITALITY CUSTOMER RELATIONSHIP MANAGEMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This course helps the students to understand customer needs better, uses of CRM in Maintaining long-term customer relationships, be able to pursue a strategy of Relationship Marketing.

Course Contents

UNIT 1

(6 Hours)

Introduction to CRM - Conceptual Framework of CRM in Hospitality, Goals of CRM, CRM Cycle and Customer Life Cycle, Advantages of CRM in Hospitality Industry, Types of CRM, Significance and Importance of CRM in Modern Business Environment, Transition from Database Marketing to CRM

UNIT 2

(6 Hours)

CRM Strategy - Planning, Strategy for CRM, Process of Segmentation, Choice of Technology, Choice of organizational Structure for CRM, Understanding Market Intelligent Enterprises

UNIT 3

(6 Hours)

Managing Different Stages of CRM - Building Customer Relationships, Bonding with Customers, Customer Service/ Sales Profile Models, Customer Acquisition Strategies, Customer Retention, Customer Equity and Customer Metrics

UNIT 4

(6 Hours)

CRM Implementation - Implementation of CRM (Pre Implementation, Kick off Meeting, Requirements Gathering, Prototyping and Detailed Proposal Generation, Development of Customization), Business Oriented Solutions, Project Management, Channel Management, CRM in Services, CRM Roadblocks, Precautions Related to CRM Implementation, Future Trends: Usage of Social CRM by Hospitality Sector

UNIT 5

(6 Hours)

E-CRM - CRM Technology Components, Customer Life Style, Customer Interaction, E-CRM and Features of E- CRM, Difference between CRM and E-CRM, Building Effective Sales Process to Track Lead Generation to Conversion, Key Account Sales Process for 360 Degree View of the Client, Analyzing Client Profile and Transaction for Effective Up-sale and Cross Sale Programs, CRM Application Software (RFID, and Data Mining Tools), Drawbacks of Technology, Permission Marketing

UNIT 6

(6 Hours)

Customer Loyalty and CRM - Concept and Definition of Loyalty, Loyalty Programme (Objectives, Design Characteristics and Seven Point Check List for Successful Loyalty Programmes), Customer Loyalty and Customer Decency, Status of CRM in India

Text Book:

1. Customer Relationship Management by Zikmund, Mcleod and Gilbert, Publisher: Wiley

Reference Books:

1. Customer Relationship Management by Anderson and Kerr, Publisher: McGraw Hill
2. Customer Relationship Management (Concept, Strategy, and Tools) by Kumar and Reinartz, Publisher: Springer
3. Customer Relationship Management: A Strategic Approach to Marketing by Kaushik Mukerjee, Publisher: Prentice Hall

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 406: HUMAN RESOURCE PLANNING & MANAGEMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: The objective of this course is to make students familiarize with basic concepts of human resource management and people related issues.

Course Contents

UNIT 1

(6 Hours)

Human Resource Management - Concept, Nature, Scope, Objectives and Importance of HRM, Evolution of HRM, Emerging Challenges of HRM, Personnel Management vs. HRM, Empowerment, Human Capital, Flexi-Time, Mentoring.

Strategic HRM: Meaning and steps of Strategic HRM, Traditional HRM vs. Strategic HRM.

UNIT 2

(6 Hours)

Human Resource Planning - Quantitative and Qualitative dimension.

Job Analysis: job description and job specification; Job Enlargement, Job Enrichment

UNIT 3

Recruitment - Concept, Sources, Process, Methods and Techniques Including E-Recruitment, Outsourcing, Poaching

Selection - Concept and Process; Test and Interview; Placement Induction

Internal Mobility and Job Changes - Promotions, Demotion, Transfers and Separation

UNIT 4

(6 Hours)

Training and Development - Concept and Importance, Identifying Training and Development Needs, Designing Training Programmes, Role Specific and Competency Based Training, Evaluating Training Effectiveness

Management Development - Meaning, process and techniques, Career Planning, Succession Planning and Career Development

Job Evaluation - Concept, Process and Significance

UNIT 5

(6 Hours)

Performance Appraisal - Nature and objectives, Techniques of Performance Appraisal, Limitations of Performance Appraisal, Potential Appraisal.

UNIT 6

(6 Hours)

Laws Related to Employee Welfare in Hotels - Classification of Employees, Labour Law Defining the Relationship between Employer, Employees and Trade Union, Labour Laws (Maternity Benefit, Provident Funds, ESIC Act, Factories Act 1948, Minimum Wages Act 1948, Pay of Wages Act 1936, the Contract Labour Act 1970, the Employment Exchange Act 1959, Apprenticeship Act 1961, Payment of Gratuity and Bonus and Industrial Dispute Act 1947, Law Related To Equality and Employment of Woman)

Text Book:

1. Human Resources Management in Hospitality by Malay Biswas, Publisher: OUP

Reference Books:

1. Human Resources Management for Hospitality by Linda Jerris, Publisher: Pearson
2. Human Resources Management in the Hospitality Industry by Hayes and Ninemeier, Publisher: Wiley.
3. Human Resources Management: A Textbook for the Hospitality Industry by Sudhir Andrews, Publisher: McGraw Hill

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE I: ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 408: KITCHEN & RESTAURANT PLANNING

L- 3, T-0,

Credits: 03

Max Marks: 100

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

Course Contents

UNIT 1

(6 Hours)

Introduction to Kitchen Planning - Trends in Kitchen Design, Trends in Restaurant Design, Layout and Service Systems, Flow and Kitchen Design, Food Safety & Kitchen Design

UNIT 2

(8 Hours)

Organisation of Kitchen Space - Sizes and Types of Kitchens, Developing Kitchen Plans
Designing Kitchens (Layout, Safety, Work Stations, Storage and Maintenance)

Storage Planning: Types of Storage, Location and Layout, Sanitation, Safety & Security

UNIT 3

(6 Hours)

Introduction to Restaurant Planning - Types of Restaurants, Creating an Atmosphere, Factors in Restaurant Designing, Follow the Guest (First Impression, Dining Room Layout and Restroom Facility), Trends in Bar Design & Layout Of Bar

UNIT 4

(4 Hours)

Restaurant Equipment - Classification of Equipment, Selection of Equipment, Equipment Design, Installation & Operation, Purchasing Equipment, Care and Maintenance

UNIT 5

(8 Hours)

Restaurant Design & Environment – Lighting, Use of Colour, Noise & Sound Control, Heating & Air Conditioning, Employee Safety & Comfort

UNIT 6

(4 Hours)

Dishwashing Area - Layout and Planning, Dishwashing Systems, Types of Dishwashers, Care and Maintenance

Text Book:

1. Hotel Facility Planning by Tarun Bansal, Publisher: Oxford University Press

Reference Books:

1. Design & Equipment for Restaurant & Food Service by Katsigris and Thomas, Publisher: Wiley
2. Time Saver Standards for Architectural Design by Watson and Crosbie, Publisher: McGraw Hill
3. Facilities Planning by James A. Tomkins, Publisher: Wiley
4. Facility Planning – Principle, Technology and Guidelines by Jeffrey E. Clark, Publisher: Pearson
5. Time-Saver Standards for Interior Design and Space Planning by Dechiara, Panero and Zelnik, Publisher: McGraw Hill

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE I: ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 410: ADVANCED FOOD PRODUCTION MANAGEMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: The course will enable the students to develop skills, knowledge required to organize, and prepare Cold Work in Kitchen, Quality Management and Invalid Cookery.

Course Contents

UNIT 1

(6 Hours)

Larder - Functions of Larder, Layout, Sections and Equipment of Larder, Control & Liaison with Other Departments, Hierarchy of Larder Staff, Duties and Responsibilities of Larder Chef

UNIT 2

(10 Hours)

Charcuterie- Sausage: Types and Varieties (Sausage, Casings and Fillings), Additives and Preservatives; **Force Meats:** Types, Preparation and Uses; **Brines, Cures and Marinades:** Difference, Types & Preparation of Brines, Curing and Marinades; **Ham, Bacon & Gammon :** Difference, Processing & Uses; **Galantine, Ballotine, Roulade & Parfait:** Preparation and Presentation; **Pâté and Terrines:** Preparation and Types (Foie Gras, Liver Terrines and Rillettes); **Mousse & Mousseline:** Difference, Preparation and Types; **Aspic (Gelée) and Chaud-Froid and Collees:** Difference, Preparation of Classic and Regular Aspic Jelly, Aspic Powder, Characteristics of Good Aspic Jelly (Flavour, Tooth, Clarity, Colour), Handling and Storing Aspic Jelly, Coating Food with Aspic Jelly and Uses, Chaud-Froid (Preparation, Types and Uses), Coating with Chaud-Froid, Quality Indicators for Chaud-Froid

UNIT 3

(4 Hours)

Quality Management in Food Production - Importance and Principles of Quality Management Total Quality Management, Quality Control Circles, Kaizen, Six Sigma, Just in time, Codex Alimentarius, Food Safety (HACCP, Servsafe, FSSAI), Food Safety Research in India: A Review

UNIT 4

(6 Hours)

Sandwiches and Canapé - Parts of Sandwiches (Breads, Spreads and Fillings), Types of Sandwiches, Preparation and Storage

UNIT 5

(4 Hours)

Réchauffe and Invalid Cookery - Principles of Reheating, Réchauffe – Precautions to be Taken Invalid Cookery, Planning Diet for Obese and Diabetic People

UNIT 6

(6 Hours)

Religion and Food Service Management - Religion (Introduction and Its Influence on Diet and Food Service), Types of Food Service, Product Sourcing, Menu Modifications, Other Development and Operational Aspects

Reference Books:

1. The Larder Chef (Food Preparation and Presentation) by Leto and Bode, Publisher: Butterworth Heinemann
2. Professional Garde Manger by Pestka and Sackett, Publisher: Wiley
3. Charcuterie-the Craft of Salting, Smoking and Curing by Ruhlman and Polycyn, Publisher: W. W. Norton & Co.
4. Invalid Cookery by Pitkin, Eliza, Pye and Julia, Publisher: Press of Knight and Leonard, Chicago.
5. Food Safety by Ramesh V. Bhat and Nageshwara Rao, Publisher: The Bangalore Printing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE I: ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 412: FOOD & BEVERAGE CONTROLS - II

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This paper aims will help students to understand control methods and procedures involving F & B Service.

Course Contents

UNIT 1

(6 Hours)

Food & Beverage Production Control - Food and Beverage Costing, Food Costing Formula for Calculating Food Cost, F&B Ratios (Food Cost Percentage, Beverage Cost Percentage, Gross Profit Percentage, Seat Turnover Ratio, Gross Profit Percentage, Average Check, Sales per Menu) Standard Recipe for Food and Beverage, Standard Portion Size (Over-serving), Standard Portion Cost (Over-cooking), Yield Testing, Profit Volume Relationship, Breakeven Analysis, Margin of Safety, Forecasting (Sales Forecasting, Production Sheet, Void Sheets, Daily Food Costing, Monthly Food Costs), Cost Control

UNIT 2

(6 Hours)

Sales Control - Control Techniques, Method of Calculating Selling Price of Food and Beverage, Matching Cost with Sales and Controlling Revenue, Reports and Role of Cashier Summary Sheet, POS and Frauds in Billing

UNIT 3

(6 Hours)

Budgetary Control - Definition, Objectives, Frame Work and Key Factors, Types of Budget and Budgetary Control

UNIT 4

(6 Hours)

Variance Analysis- Standard Cost, Standard Costing, Cost Variances, Material Variances, Labor Variances, Overhead Variance, Fixed Overhead Variance, Sales Variance, Profit Variance

UNIT 5

(6 Hours)

Menu Management And Merchandising- Menu Control & Structure, Menu Planning, Pricing and Merchandising, Menu Engineering (Food Cost Worksheet, Menu Engineering Worksheet, Menu Item Analysis, Menu Mix Analysis, Menu Engineering Summary, Four Box Analysis, Menu Engineering), Graph/Menu Engineering Pie Chart, Menu Engineering Support to a Chef (Transforming Standards into Stars, Transforming Puzzles into Stars, Transforming Problems into Stars, Maintaining Stars as Stars, Other Advantages and Limitations of Menu Engineering

UNIT 6

(6 Hours)

MIS –Reports, Calculation of Actual Cost, Daily Food Cost, Monthly Food Cost, Statistical Revenue Reports (Cumulative and Non- Cumulative)

Text Book:

1. Food and Beverage: Management and Cost Control by J. P. Kant, Publisher: Aman Publications.

Reference Books:

1. The Complete Food and Beverage Cost Control Book by H. Berberoglu, Publisher: Shelox Bound.
2. Food and Beverage Cost Control By L. R. Dopson and D. K. Hayes, Publisher: Wiley.
3. Practical Food and Beverage Cost Control by Clement Ojugeo, Publisher: Cengage Learning
4. Food & Beverage Cost Control by Donald A Bell, Publisher: McCutchan
5. Culinary Economics by Y B Mathur, Publisher: IK Publications

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II: ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 414: HOSPITALITY QUALITY MANAGEMENT & GUEST SATISFACTION

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This course will help the students to understand the importance of Service Quality, its importance and benefits in Hotel Management.

Course Contents

UNIT 1

(6 Hours)

Training for Rooms division – Training (Meaning & definition), Training Need Analysis, Training Schedule, Steps of Training, Train the Trainer, Employee Development, Training for New and Old Employees

UNIT 2

(8 Hours)

Service Quality - Defining Service Quality and Guest satisfaction, Experienced Service Quality Models, Model of Service Quality Gaps, Guest Satisfaction and Retention, Dimensions of Guest Satisfaction, Tools to Achieve Continuous Guest Satisfaction by Practising Service Quality, Positive Effects by Practising Service Quality in the Hospitality Industry, Measurement Models of Service Quality and Guest Satisfaction in Hotel Industry, Introduction to SERVQUAL, Guest Perceptions of Quality in Hotels, Measuring Guest Satisfaction

UNIT 3

(6 Hours)

Guest Loyalty & Culture- Definition of Culture, Dimension of Culture Difference for Guests Impact of Culture on Guest Satisfaction & Loyalty, the Importance of Guest Loyalty in the Hotel Industry, Definition of Guest Loyalty, Loyalty Prerequisites, Guest Satisfaction

UNIT 4

(8 Hours)

Total Quality Management - Quality Management in the 21st Century in the Hotel Industry, Theories about Quality (Kaizan, Just in Time & Six Sigma), Challenges in the Hotel Industry Development of Quality Management to Total Quality Management, Introduction and the Concept of Total Quality Management, Importance of TQM in Accommodation Management

UNIT 5

(4 Hours)

Case Studies on Operation Management – Guest Complaint Management, Customer Surveys and Loyalty program of various Hotel chains, Handling Negative Feedback, Service Recovery

UNIT 6

(4 Hours)

Case Studies on Safety & Security of Guests - Fire and Evacuation Procedure in Hotel, Online Frauds and Skipper, Data Thefts, Theft of Guest Valuables outside the Hotel Premises, Guest Harassment (Domestic & International), Employee Frauds

Text Book:

1. Service Quality Management in Hospitality & Tourism by Kandampully, Mok and Sparks, Publisher: Jaico Publishing House

Reference Books:

1. Managing Front Office Operations by Kasavana & Brooks, Publisher: AHLEI
2. Total Quality Management by Ross and Perry, Publisher: CRC Press
3. Total Quality Management by Besterfield, Publisher: Pearsons
4. Hotel Front Office Operations and Management by Jatashankar R. Tiwari, Publisher: OUP

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II: ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 416: AMBIENCE MANAGEMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This course will help the students to understand the importance of Service Quality, its importance and benefits in Hotel Management.

Course Contents

UNIT 1

(6 Hours)

Ambient Intelligence - Importance & Need, Ambience Management for Guest and Staff Satisfaction, Ambient Intelligence Systems

UNIT 2

(6 Hours)

New Set-up Operations - Role of Housekeeper in a New Property, Pre-Opening Operations: Temporary Storage, Moving into the Property, Disposition of Spares, Importance of Checklists for New Set ups

UNIT 3

(6 Hours)

Managing Internal Environment - Noise Control, Air Conditioning Control, Indoor Air Quality, Odour Control, Light Control

UNIT 4

(6 Hours)

Facility Planning and Management - Factors Considered in Planning & Designing the Hotel Facilities, Stages in Developing a Property, Hotel Design Process

UNIT 5

(6 Hours)

Designing Hotel Room Ambience - Key Design Elements to Perfecting Guest Room Ambience, Technical Guest Room Management Solutions, Defining Interiors & Design Considerations in Boutique Hotels, Energy Management

UNIT 6

(6 Hours)

Trends for Today: Using Technology - Maximizing the Benefits of Technology, Balancing labour Costs and Technology, Accounting and Budgeting with Technology

Text Book:

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: OUP

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
2. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley
4. Time Saver Standards for Architectural Design by Watson and Crosbie, Publisher: McGraw Hill
5. Facilities Planning by James A. Tomkins, Publisher: Wiley
6. Facility Planning – Principle, Technology and Guidelines by Jeffrey E. Clark, Publisher: Pearson

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II: ADVANCED ROOM DIVISION MANAGEMENT

BHCT 418: TOUR OPERATIONS AND MANAGEMENT

L- 3, T-0,

Credits: 03

Max Marks: 100

Objective: This course aims to impart to the students up-to-date relevant knowledge of Tour Operation Trade.

Course Contents

UNIT 1

(8 Hours)

The Tour Operator – Definition, Difference between Travel Agency and Tour Operator, Travel Agency and Tour Operator: Linkages and Arrangements with Hotels, Linkages and Arrangements with Hotels, Airlines and Transport Agencies and Other Segments of Tourism Sector, Types of Tour Operators, Organizational Structure

UNIT 2

(6 Hours)

The Tour Operating Business - History and Growth, Factors Influencing the Tour Operating Industry, Tour Motivations and Vacation Decision, Package Tours: Definition and Types, Tour Circuits, Guides and Escorts, Major Tour Operators: India and International

UNIT 3

(6 Hours)

Functions of a Tour Operator - Market Research and Tour Package Formulation, Destination Research and Supplies Negotiation, Tour Itinerary and Development

UNIT 4

(7 Hours)

Tour Planning - Planning Procedures for a Tour, Various Negotiations Occurring while Confirming a Tour, Strategies Related to Pricing a Package, Elements of a Tour Cost, Factors and Categories Affecting the Tour Cost, Costing the Holiday/Tour, Finance and Accounting Records Maintained, Pre Tour Operations, Immigration and Travel Formalities, Implementation Procedures during a Tour

UNIT 5

(6 Hours)

Marketing and Communication - Introduction and Importance, Cost Effective Marketing Strategies for Tour Operators, CRM and Social Media for Tour Operators, The Communication Mix in Tour Operations Management, Preparation and Designing Brochures

UNIT 6

(3 Hours)

Future Trends - Trends in Travel and Tourism, Managing Business through Online Portals, Tourism Laws

Text Book:

1. Business of Travel Agency & Tour Operations Management by A. K. Bhatia, Publishers; Sterling

Reference Books:

1. The Tourism System: An Introductory Text by Mill and Morrison, Publisher: Prentice Hall
2. Tourism Principles and Practices by Cooper and Fletcher, Publisher: Heinemann, ELBS
3. Tourism Operations and Management by S. Roday, A. Biwal & V. Joshi, Publisher: Oxford University Press.
4. Travel Agency Operations Concepts and Principles by Jagmohan Negi, Publisher: Kanishka Publishers
5. Tourism Principles and Practices by Sampad Kumar Swan and Jitendra Mohan Mishra, Publisher: Oxford University Press.

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

BHCT 452: PROJECT REPORT

L-0 T-0

Credits-6

Max Marks : 100

Research Project report is intended to serve the student develop ability to apply multidisciplinary concepts, tools, techniques to deal with operational problems related to various department. The documentation and presentation should be conducted before the panel of examiners (one External and one Internal) during Term End Examination. The Evaluation shall be done for Project Report, Presentation & Viva-voce by the panel of Examiners, and marks awarded by a committee comprising of an Internal Examiner and one External Examiner. The Internal Examiner shall award marks out of 40% and the External Examiner out of 60%.

The project may be one of the following types:

- a. Comprehensive Case Study**
- b. Interdepartmental Study**
- c. Field Study**
- d. Comparative Study**
- e. Case Study**

(Any topic as per Industrial Trends and Need, Innovations & diversification from Time to Time)

Synopsis of the project should be prepared in consultation with faculty and submitted in the department. The synopsis should clearly state the Objectives and Research Methodology. Project topic should be selected based on Hospitality industry (The topics may cover Hotels, Restaurant, Front Office, Accommodation Operations, Kitchen, Resort management, Hospitality & Catering establishments like Air, Rail, Industrial, Convenience Foods and Health Foods). The Head of the Department should approve the topic. The presentation of the project should strictly follow the guidelines as prescribed by the University/Examining Committee.

Format of the report:

1. Title page
2. Certificate
3. Acknowledgement
4. Table of Contents
5. Chapter Plan:
 - Chapter I: Introduction
 - Objectives of the study
 - Review of Literature
 - Research Methodology
 - Limitations of the study
 - Chapter II: Profile of the Organization
 - Chapter III: Analysis and Interpretation of Data
 - Chapter IV: Conclusions and Recommendations
6. Bibliography or List of References - **Format for Bibliography**(Follow APA style of Referencing (8th edition)
Annexures
Questionnaire (if applicable)

Notes:

1. The Project Report should be research and field work oriented and related to Hotel & Hospitality Operations.
2. The Assistant Professor/ Associate Professors/Professors/HODs of the concerned Course will be the Guide/supervisor for the Project Report.

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

CORE ELECTIVE I (PRACTICAL): ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 454 : ADVANCED BAKING & CULINARY MANAGEMENT – II

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on BHCT 410.

ADVANCED BAKERY

1. Fondant
2. Marzipan Icings and Cake Decoration
3. Wedding Cakes
4. Ice-Cream & Sorbets
5. Sugar Confectionery
6. Modern Garnishes & Plated Desserts

ADVANCED CULINARY

1. Pâté, Terrine & Galantine
2. Sausages
3. Sandwiches
 - a. Californian Burger
 - b. Submarine Sandwich
 - c. Club Sandwich
 - d. Grilled Sandwich
 - e. Tea Sandwiches
 - f. Open Sandwich (Hot and Cold)
 - g. Deep-fried Sandwiches
4. Progressive Indian Plating with Wine Pairing
5. Plated 3 Course European Menus with Wine Pairing

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE I (PRACTICAL): ADVANCED FOOD & BEVERAGE MANAGEMENT

BHCT 456: ADVANCED FOOD & BEVERAGE SERVICE MANAGEMENT – II

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab has been designed so as to inculcate practical understanding on the structural and operational perspectives of Food and Beverage Service with Supervisory Skills & Decision Making in Food & Beverage Management for Hotels & Restaurants.

1. Managing the F & B Outlets as Supervisor
 - a. Planning
 - b. Organizing
 - c. Executing
 - d. Evaluating
 - e. Staffing and Duty Roasters
2. Training Process for Subordinates
3. Sequential, Profiling Approach for Predicting Match Perceptions in Food And Wine
4. A Profiling Approach to Match Level Assessment
5. Conducting Wine Training Sessions
6. Market Study of Restaurant Operations
7. Standard Operating Procedures of F&B Outlets
8. Assignments on Operations of :
 - a. Cruise Liners
 - b. Airlines
 - c. Railways
 - d. Hospitals

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)

CORE ELECTIVE II (PRACTICAL): ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 458: ADVANCED FRONT OFFICE MANAGEMENT – II

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on BHCT 414.

1. Practice and Usage of different Forms & Formats Required for Training
2. Skills Training
 - a. Prepare to Train
 - b. Present the Training
 - c. Practice Skills
 - d. Follow Ups
3. Practice on Total Quality Management: Case studies
 - a. Quality Management in Luxury Hotels
 - b. A Case Study on the Business Performance Management of Hilton Hotels Corp
 - c. Bergstrom Hotels: a case study in quality
 - d. Total Quality Management - A Case Study of a Quality Award Winning Organization
 - e. Hotel Turnaround Case Study Results by HP Hotels for Various Hotels in the World
4. Role Plays on Handling Situation related to Quality Management at Managerial Levels
5. Role Plays on Guest Safety and Security Situation
6. Projects & Assignments related to Current Competitive Strategies being Followed by Hotels to Improve Revenue

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY, DELHI
BACHELOR OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (BHMCT)**

CORE ELECTIVE II (PRACTICAL): ADVANCED ROOMS DIVISION MANAGEMENT

BHCT 460 : ADVANCED ACCOMMODATION MANAGEMENT – II

L-0, T/P-4

Credits: 02

Max Marks: 100

Objective: Lab would be based on BHCT 417.

1. Theme Based Model Guest Room Designing
 - Standard rooms
 - Suites
 - Theme Rooms
 - Boutique Hotels Rooms
 - Hotel Rooms - New Concept
2. Theme Based Floral Decorations for Different Areas in Hotel as per:
 - Location
 - Décor Style
 - Season
 - Event and Occasions
3. Field Study and Exhibition on Interior Decoration – An Assignment based activity on:
 - Furniture
 - Floorings
 - Wall Coverings
 - Color Schemes
 - Lighting and Fixture
 - Accessories for Room Decor