

Draft Proposal of Scheme of Curriculum Revision for Bachelor of Hotel Management & Catering Technology

BHMCT

AUGUST, 2022

Submitted by

**Banarsidas Chandiwal Institute of Hotel
Management & Catering Technology, New
Delhi**


Pravin Chandra



Syllabus Revision/Modification Committee

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Committee Members

Mr. Indrajit Chaudhury (Co-convener)

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Mrs. Gagan Soni

Mr. Sidharth Srivastava


Pravin Chandra



**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)**

2022

Banarsidas Chandiwalla Institute of Hotel Management & Catering Technology runs Four Years BHMCT Programme as designed by Guru Gobind Singh Indraprastha University - the affiliating University. The norms and standards for the delivery of the course - as laid down by the All India Council of Technical Education (AICTE), Ministry of HRD, and Government of India and the affiliating University - are followed at the institute. The BHMCT Programme is divided into eight semesters each of five months duration.

Pedagogy

The aim of the Institute is to develop it as a center of excellence in hospitality education, training its students to use multiple approaches to comprehend the nature of the hotel business and learn to work in cohesive manner in a team for achieving the objective of the industry. The students are trained to use various approaches to analyses the industry and the competition in depth. They are groomed to industry norms. Different methods of teaching have been adopted for training such as case studies, lectures, seminars, group discussions, presentations, role playing etc. and we prepare them as managers with path finding qualities and help them to become go-getters with objective decision making capabilities. From the very first semester, students are sent for in-house training at the guesthouse and restaurant complex of the Trust Society to have the basic idea of operations in hotels.

The professional teaching methodology comprises of study through presentations made with LCD Projector and other training aids. Apart from class lectures, students have the facility to download study material from computers which enables faculty to interact with them to ensure better time management.

Intake and Reservation Policy of Seats

AICTE approved intake for the Programme is 120. Out of which 85% seats are reserved for Delhi candidates and 15% for outside Delhi candidates.

Reservation

Reservation for specific categories shall be as per the guidelines of Government of NCT of Delhi.

Eligibility Criteria

The eligibility for the admission to 4 years BHMCT Programme as stipulated by GGSIP University requires:

- Pass in 12th Class of 10+2 of CBSE or equivalent with a minimum of 50% marks in aggregate and must also have passed English (core or elective or functional) as a subject.



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

Admission Procedure

The admissions are carried out strictly on merit basis through a Common Entrance Test (CET) conducted by Guru Gobind Singh Indraprastha University. The University conducts central counselling for the college affiliated with it.

Commencement of Academic Session

- **Odd Semesters:** Odd semesters commence on 1 August of every academic year and the end-term examinations are held in the month of December.
- **Even Semesters:** Even semesters commence in the month of January of every academic year and the end-term examinations are held in the month of May -June.

Examination & Evaluation Procedure

Examinations are a method to judge the level of understanding of the subjects that have been taught to students at the Institute. The 4 year period is divided into 8 semesters. The Examinations are divided into two:

- Internal Examinations
- External Examinations

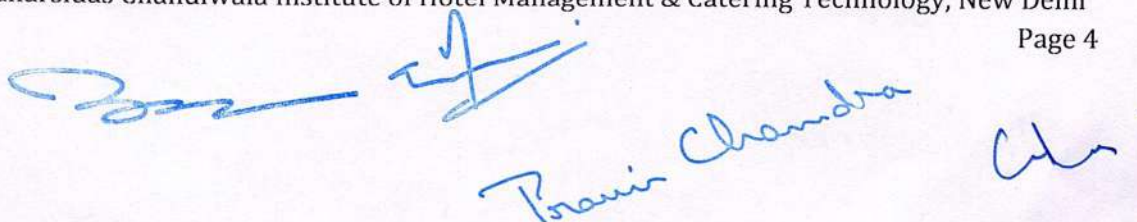
Scheme of Examination

S. NO.	Exam Component	Internal Exam (Marks)	External Exam (Marks)	Total (Marks)
1	Theory	25*	75	100
2	Practical	40**	60	100

*Internal assessment of theory exam (out of 25 marks) shall be as per the criteria given below:-

1. Class Test (15 marks): Written Test Compulsory (to be conducted as per Academic Calendar of the University).
2. Teacher Assessment (10 marks): On the basis of Assignments/Viva-Voice/Group Discussion/Class Participation.

** Internal assessment of practical exam (out of 40 marks) shall be based upon continuous evaluation of the student during the semester.



**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)**

2022

The examination and evaluation is carried out according to the scheme laid down by GGSIP University. Every paper (for theory and practical) is of 100 marks. In every paper students are evaluated through an end term semester examination conducted by the university and through internal / continuous evaluation by the institute. The internal evaluation is conducted on the basis of written tests, presentations, assignments, seminars, projects, etc.

Pass percentage* in each paper is 40%. If the student passes a paper, assigned credits for the paper shall be awarded to him. The examination and evaluation are conducted as per the procedures as laid down by GGSIP University for BHMCT Programme.

Re-appear & Maximum Duration

As per Ordinance 11 of GGSIPU



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Programme Outcomes

This Programme offers a learning arena for the students to gain knowledge of the industrial and operational skills required by hospitality industry. The Programme Outcomes of the course are listed below and upon successful completion of this program of study, the graduates shall:

1. Acquire, review, analyze and apply knowledge, skills and attitude towards hospitality and other related industry.
2. Demonstrate comprehensive conceptual & technical abilities in Hotel operations, which include expertise in core functional areas i.e. Culinary, Restaurant Operations, Rooms Division & allied areas.
3. Identify, formulate and provide creative, innovative and effective solution to challenges faced in Hotel industry.
4. Communicate effectively in both written and spoken form with Hotel professionals, allied industry professionals and community.
5. Function individually or in teams, with a capability to engage effectively with other people and team members.
6. Display social, cultural and environmental sensitivity and ethics with humane responsibility, in line with Hospitality Industry needs.
7. Recognize the need for and to engage in lifelong learning and professional development.
8. Self-motivate and enhance entrepreneurship skills for career advancement and development.
9. Realize and demonstrate effective leadership responsibility & marketing abilities, in line with the need of Hospitality and other related Industry.



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

Proposed Scheme of Curriculum Revision for Under Graduate Programme BHM (Bachelor of Hotel Management)

FIRST SEMESTER

S.No.	Course Code	Course Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 101	Foundation Course in Food Production-I	3	-	Core Course (Compulsory)	3
2	BHCT 103	Foundation Course in Front Office	3	-	Core Course (Compulsory)	3
3	BHCT 105	Foundation Course in Food & Beverage Service	3	-	Core Course (Compulsory)	3
4	BHCT 107	Foundation Course in Accommodation Operations	3	-	Core Course (Compulsory)	3
5	BHCT 109	Environmental Science	3		Ability Enhancement Course (Compulsory)	3
6	BHCT 111	Business Communication	3	-	Ability Enhancement Course	3
Practical/Lab						
1	BHCT 151	Basic Food Production Operations –I	-	4	Core Skill Course (Compulsory)	2
2	BHCT 153	Basic Front Office Operations-I	-	2	Core Skill Course (Compulsory)	1
3	BHCT 155	Basic Food & Beverage Service Operations-I	-	2	Core Skill Course (Compulsory)	1
4	BHCT 157	Basic Accommodation Operations-I	-	2	Core Skill Course (Compulsory)	1
5	BHCT 159	Bakery & Confectionery-I	-	2	Core Skill Course (Compulsory)	1
		Total	18	12		24

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Page 7

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

SECOND SEMESTER

S.No.	Course Code	Course Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 102	Foundation Course in Food Production - II	3	-	Core Course (Compulsory)	3
2	BHCT 104	Front Office Operations	3	-	Core Course (Compulsory)	3
3	BHCT 106	Food & Beverage Service Operations	3	-	Core Course (Compulsory)	3
4	BHCT 108	Accommodation Operations	3	-	Core Course (Compulsory)	3
5	BHCT 110	Application of Computers in Hospitality Industry	3	-	Skill Enhancement Course	3
6	BHCT 112	Hospitality Accounting	3	-	Skill Enhancement Course	3
7	BHCT 114	MOOC/Open Elective*	-	-	Ability Enhancement Course	3

Practical/Lab

1	BHCT 152	Basic Food Production Operations-II	-	4	Core Skill Course (Compulsory)	2
2	BHCT 154	Basic Front Office Operations-II	-	2	Core Skill Course (Compulsory)	1
3	BHCT 156	Basic Food & Beverage Service Operations-II	-	2	Core Skill Course (Compulsory)	1
4	BHCT 158	Basic Accommodation Operations-II	-	2	Core Skill Course (Compulsory)	1
5	BHCT 160	Basic Computers Skill Applications	-	2	Skill Enhancement Elective Course	1

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Technology (BHMCT)

2022

		Total	18	12		27
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NOTE:-

* The Student is required to choose one MOOC course of 3 credits at UG Level as per his or her preference/choice from Swayam portal or any other online education platform approved by the UGC/ regulatory body from time to time. After completing the course, the student has to produce successful course completion certificate for claiming the credits. The course chosen by the student should be intimated to the MOOC Coordinator of the respective

THIRD SEMESTER

S.No.	Subject Code	Subject Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 201	Regional Indian Cuisine	3	-	Core Course (Compulsory)	3
2	BHCT 203	Front Office Management - I	3	-	Core Course (Compulsory)	3
3	BHCT 205	Restaurant & Bar Management-I	3	-	Core Course (Compulsory)	3
4	BHCT 207	Accommodations Management-I	3	-	Core Course (Compulsory)	3
5	BHCT 209	Hygiene, Sanitation & Food Science	3	-	Inter-disciplinary Course	3
6	BHCT 211	Safety Security & Travel Documentation	3	-	Inter-disciplinary Course	3
<u>Practical/Lab</u>						
1	BHCT 251	Quantity Food Production Operations -I	-	4	Core Skill Course (Compulsory)	2
2	BHCT 253	Front Office Operations-I	-	2	Core Skill Course (Compulsory)	1

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Page 9

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

3	BHCT 255	Restaurant & Bar Operations-I	-	2	Core Skill Course (Compulsory)	1
4	BHCT 257	Accommodation Operations-I	-	2	Core Skill Course (Compulsory)	1
5	BHCT 259	Bakery & Confectionery-II	-	2	Core Skill Course (Compulsory)	1
		Total	18	12		24

FOURTH SEMESTER

S.No.	Subject Code	Subject Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 202	Quantity Food Production Management	3	-	Core Course (Compulsory)	3
2	BHCT 204	Front Office Management - II	3	-	Core Course (Compulsory)	3
3	BHCT 206	Restaurant & Bar Management - II	3	-	Core Course (Compulsory)	3
4	BHCT 208	Accommodation Management - II	3	-	Core Course (Compulsory)	3
5	BHCT 210	Hospitality Engineering & Maintenance	3	-	Skill Enhancement Course	3
6	BHCT 212	Material Management	3	-	Inter-disciplinary Course	3
7	BHCT 214	MOOC/Open Elective*	-	-	Ability Enhancement Course	3
Practical/Lab						
1	BHCT 252	Quantity Food Production Operations -II	-	4	Core Skill Course (Compulsory)	2

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Page 10

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

2	BHCT 254	Front Office Operations-II	-	2	Core Skill Course (Compulsory)	1
3	BHCT 256	Restaurant & Bar Operations-II	-	2	Core Skill Course (Compulsory)	1
4	BHCT 258	Accommodation Operations-II	-	2	Core Skill Course (Compulsory)	1
5	BHCT 260	Bakery & Confectionery- III	-	2	Core Skill Course (Compulsory)	1
Total			18	12		27

NOTE:-

* The Student is required to choose one MOOC course of 3 credits at UG Level as per his or her preference/choice from Swayam portal or any other online education platform approved by the UGC/regulatory body from time to time. After completing the course, the student has to produce successful course completion certificate for claiming the credits. The course chosen by the student should be intimated to the MOOC Coordinator of the respective

FIFTH SEMESTER

S.No.	Subject Code	Subject Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 301	International Cuisines	3	-	Core Course (Compulsory)	3
2	BHCT 303	Advanced Front Office Management	3	-	Core Course (Compulsory)	3
3	BHCT 305	Advanced Food & Beverage Service Management	3	-	Core Course (Compulsory)	3
4	BHCT 307	Advance Accommodation Management	3	-	Core Course (Compulsory)	3
5	BHCT 309	Hotel Law & Corporate Governance	3	-	Skill Enhancement	3

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Page 11

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

					Elective Course	
6	BHCT 311	Facility Management	3	-	Interdisciplinary Course	3
Practical/Lab						
1	BHCT 351	Advanced Food Production Operations	-	4	Core Skill Course (Compulsory)	2
2	BHCT 353	Advanced Front Office Operations	-	2	Core Skill Course (Compulsory)	1
3	BHCT 355	Advanced Food & Beverage Service Operations	-	2	Core Skill Course (Compulsory)	1
4	BHCT 357	Advanced Accommodation Operations	-	2	Core Skill Course (Compulsory)	1
5	BHCT 359	Bakery & Confectionery-IV	-	2	Core Skill Course (Compulsory)	1
		Total				24

SIXTH SEMESTER

S.No.	Subject Code	Subject Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 302	Industry Internship**	22 Week of Industrial Training of Minimum 8 Hours a day and 6 days in a week		Ability Enhancement Course (Compulsory)	24

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Page 12

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

** Entire batch will undergo Internship in sixth semester for the functional exposure of the Industry preferably in 5/4 Star Hotels

SEVENTH SEMESTER

NOTE:- The students are required to choose between Core electives stream I or II at the start of Seventh Semesters. The core electives shall be floated if minimum number of students opting for it is 25 per cent of the intake in the course.

S.No.	Subject Code	Subject Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 401	Research Methodology	3	-	Skill Enhancement Elective Course	3
2	BHCT 403	Entrepreneurship Skill & Development	3	-	Skill Enhancement Elective Course	3
3	BHCT 405	Hospitality Sales & Marketing	3	-	Skill Enhancement Elective Course	3

Core Elective Stream I: Advanced Food & Beverage Management:

4	BHCT 407	Modern Gastronomy	3	-	Discipline Specific Elective Course (Compulsory)	3
5	BHCT 409	Event Management	3	-	Discipline Specific Elective Course (Compulsory)	3
6	BHCT 411	Food & Beverage Controls – I	3	-	Discipline Specific Elective Course (Compulsory)	3

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

Core Elective Stream II: Advanced Rooms Division Management:

7	BHCT 413	Revenue Management-I	3	-	Discipline Specific Elective Course (Compulsory)	3
8	BHCT 415	Interior Decoration	3	-	Discipline Specific Elective Course (Compulsory)	3
9	BHCT 417	Linen & Laundry Operations & Management	3	-	Discipline Specific Elective Course (Compulsory)	3

Practical/Lab

Core Elective Stream I (Practical): Advanced Food & Beverage Management:

1	BHCT 451	Event Catering	-	4	Discipline Specific Elective Skill Course (Compulsory)	2
2	BHCT 453	Event Operations Management	-	4	Discipline Specific Elective Skill Course (Compulsory)	2

Core Elective Stream II (Practical): Advanced Rooms Division Management:

4	BHCT 455	Event Planning	-	4	Discipline Specific Elective Skill Course (Compulsory)	2
5	BHCT 457	Theme Decoration	-	4	Discipline Specific Elective Skill Course (Compulsory)	2
		Total	18	8		22

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

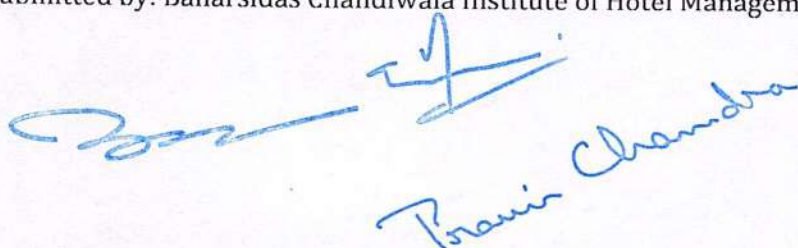
Note: An Event such as Conference/ Seminar/ Food Festival may be planned and organized to supplement learning of students.

EIGHTH SEMESTER

S.No.	Subject Code	Subject Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
1	BHCT 402	Financial Management in Hospitality	3	-	Skill Enhancement Elective Course	3
2	BHCT 404	Hospitality Customer Relationship Management	3	-	Skill Enhancement Elective Course	3
3	BHCT 406	Human Resource Planning & Management	3	-	Skill Enhancement Elective Course	3
<u>Core Elective Stream I: Advanced Food & Beverage Management:</u>						
4	BHCT 408	Kitchen & Restaurant Planning	3	-	Discipline Specific Elective Course (Compulsory)	3
5	BHCT 410	Food & Beverage Controls – II	3	-	Discipline Specific Elective Course (Compulsory)	3
<u>Core Elective Stream II: Advanced Rooms Division Management:</u>						
6	BHCT 412	Hospitality Quality Management & Guest Satisfaction	3	-	Discipline Specific Elective Course (Compulsory)	3
7	BHCT 414	Ambience Management	3	-	Discipline Specific Elective Course (Compulsory)	3

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Page 15


 Pranav Chandra

**GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)**

2022

Practical/Lab						
1	BHCT 452	Project Report**	-	16	Ability Enhancement Course (Compulsory)	8
Total			15	16		23

**A Project Report in concerned Core Elective subject(s) will be prepared on basis of Feasibility Study and Market Research in the domain of Selected Stream chosen by students at the start of Seventh Semester (i.e. Core Elective I: Advance Food & Beverage Management or Core Elective II: Advance Room Division Management) under the Supervision Faculty assigned by Principal/ Director.

Matrix of Credit Assigned

S.No.	Year	Semester	Credits Assigned per Semester	Credits Assigned per year
1	First Year	Semester -I	24	51
		Semester -II	27	
2	Second Year	Semester -III	24	51
		Semester -IV	27	
3	Third Year	Semester -V	24	48
		Semester -VI	24	
4	Fourth Year	Semester -VII	22	45
		Semester -VIII	23	
Total Credits Assigned			195	

**Each student shall be required to appear for examination in all courses. However, for the award of the degree a student must successfully complete all compulsory course (mentioned in the scheme) and secure minimum of 185 credits for the grant of Degree.

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-101 Foundation in Food Production-I

BHCT- 101	Foundation Course in Food Production - I	L	T	P	Cr.
Semester	I	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course 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 Outcomes:

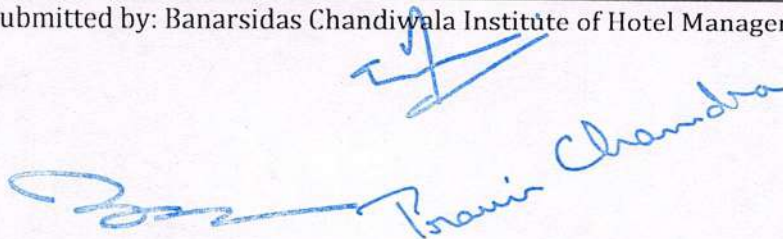
On the successful completion of the course, the student should be able to:

- CO-01: Understand the basic operations of a Hotel's kitchen with regard to safety procedures and hygiene followed by chefs also an idea about the basic hierarchy in the kitchen and their role in the brigade with regard to their skills and experiences.
- CO-02: Identify different types of equipment and their safety operating procedures and also to know the various kinds of modern cooking equipment's and their uses in the kitchen.
- CO-03: Familiarize with various cooking methods with regard to taste and texture and to know the utensils and equipment used in various cooking methods.
- CO-04: Identify types of fruits and vegetables, their selection, storage criteria, pigments and their effects on heat and also to learn the cuts of vegetables and their uses in cookery.
- CO-05: To learn various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen.

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)

Equipment and Fuels used in Kitchen - Introductions to Hotel Equipment 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 (6 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 (6 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 (6 Hours)

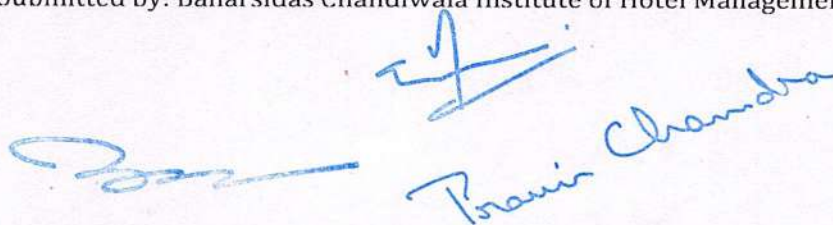
Egg Cookery – Introduction, Structure, Selection and Storage, Classification On The Basis of Size and Source, Uses of Egg

UNIT 6 (8 Hours)

Introduction to Bakery and Confectionery - History of Bakery Equipment 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

Suggestive Readings:

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
3. Le Rol A.Polsom- The Professional Chef (4th edition)
4. Paul Hamlyn- Larousse Gastronomique-Cookery Encyclopedia
5. Jane Grigson-The Book of Ingredients
6. Wayne Gisslen- Professional Cooking



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-103 Foundation Course in Front Office

BHCT- 103	Foundation Course In Front Office	L	T	P	Cr.
Semester	I	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective:-The course is designed to provide students with a basic understanding of front office procedures in the hospitality industry. Students will understand, organize, perform and evaluate front office functions that are critical to the success of a hotel.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand the evolution, meaning, categorization and classifications of Hotel.
- CO-02: Understand the various sections of Front office in the Hotel.
- CO-03: Know the attributes and hierarchy of front office staff.
- CO-04: Understand and able to classify Hotels
- CO-05: Basic Terminologies of front office
- CO-06: Role of Front office in enhancing guest experience.

COURSE CONTENT

UNIT 1 (10 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 (8 hours)

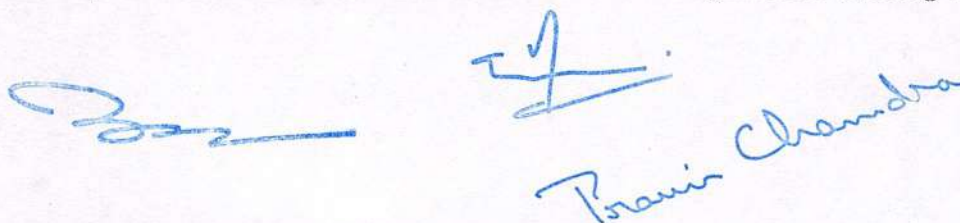
Introduction to Front Office : An overview of the Front Office Department, Importance of Front Office in Hotel Sections and Layout of the Front Office and their Importance

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

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Page 19



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 (8 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, Equipment 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

Suggestive Readings: (Latest Edition)

1. Textbook of Front Office Management & Operations by Sudhir Andrews. Publisher: McGraw Hill
2. Hotel Front Office: Operations, Accounting and Management by Arvind Kumar Saraswati and Sunita Badhwar, Publisher: Naman Publisher
3. Front Office Operations and Management by Ahmed Ismail, Publisher: Thomson Delmar
4. Front Office Operations by Colin Dix & Chris Baird, Publisher: Pearson
5. Front office Operation Management by S.K Bhatnagar, Publisher: Frank Brothers



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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-105 Foundation Course in Food & Beverage Service

BHCT- 105	Foundation Course in Food & Beverage Service	L	T	P	Cr.
Semester	I	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course 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 equipment and menus.

Course Outcomes:

On the successful completion of the course, the student should be able to:

CO-01: Develop general knowledge on the origins and development of food service in hotels, restaurants, and institutions

CO-02: Identify trends likely to affect food service in the coming years.

CO-03: Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service

CO-04: Describe managerial responsibilities as they relate to food service functions including menu planning, & preparation.

COURSE CONTENT

UNIT 1 (8 hours)

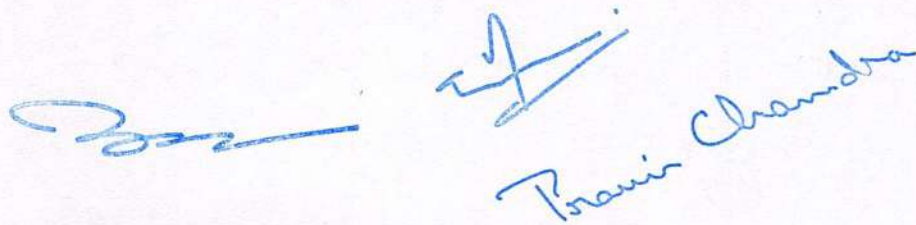
Food & Beverage Service Industry - Introduction to F & B Service industry, Growth of Indian Hotels and Restaurants, Classification of Catering Operations and Establishments

UNIT 2 (8 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 (6 hours)

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

UNIT 5 (6 hours)

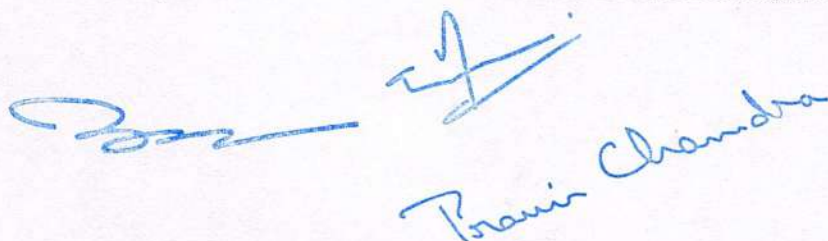
Introduction to Menu - Origin of menu, Importance of Menu, Types of Menu (Cyclic Menu, Ala Carte, Table d'hôte, Fixed, Combination Menu), French Classical Menu, Order Taking Procedure (KOT, BOT etc), Introduction to Menu Planning

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)

Suggestive Readings:(Latest Edition)

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press
2. Food & Beverage Service Training Manual by Sudhir Andrews, Publisher: McGraw Hill
3. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
4. Modern Restaurant Service by John Fuller, Publishers: Hutchinson's


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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-107 Foundation Course in Accommodation Operations

BHCT- 107	Foundation Course in Accommodation Operations	L	T	P	Cr.
Semester	I	3	0	0	3
Pre-requisites//Exposure	Basic Knowledge of Housekeeping Department in Hotels				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective:-Course is planned to develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning.

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Basics of Housekeeping Department
- CO-02: Importance and Organization of Housekeeping
- CO-03: Daily, Routine and other activities of Housekeeping
- CO-04: Room types and their Amenities
- CO-05: Housekeeping Cleaning Techniques, Equipment and Chemicals

COURSE CONTENT

UNIT1 (8 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.

UNIT2 (8 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.

UNIT3 (8 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 Travelers.

Submitted by: Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi

Page 23



UNIT4 (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.

UNIT5 (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.

UNIT6 (4 hours)

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

Suggestive Readings: (Latest Edition)

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press
2. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
3. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
4. Hotel Housekeeping: A Training Manual- Sudhir Andrews



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2022

BHCT-109 Environmental Science

BHCT- 109	Environmental Science	L	T	P	Cr.
Semester	I	3	0	0	3
Pre-requisites//Exposure	To have basic knowledge of Environmental Science				
Max Marks	(Internal- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: The course structure has been designed to develop the insight of the students 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 Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Learn & apply the knowledge of Sustainability & efforts taken for Environment Protection.
- CO-02: Learn about ecosystem & its functioning.
- CO-03: Learn & apply the knowledge of Environmental Management System
- CO-04: Learn & apply the knowledge about Environmental Pollutions and their remedies

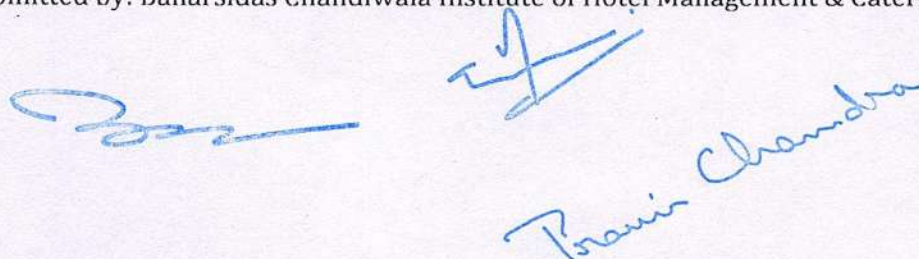
COURSE CONTENT

UNIT 1 (8 Hours)

Introduction to Environment Management - Role of Environmental Management in the Hospitality Industry, India's efforts for Environmental Protection and Public Policy Introduction, Constitutional provision, environment protection enactments, Water (Prevention and Control of Pollution) Act, 1974, Environment (Protection) Act, 1986, Air (Prevention & Control of Pollution) Act, 1981,

UNIT 2 (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



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2022

UNIT 3 (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,

UNIT 4 (6 Hours)

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

UNIT 5 (6 Hours)

Solid Waste - Management and Various Methods Used, Composting, Land Fill Sites etc. Hazardous Waste Management, Biomedical Waste Management

UNIT 6 (6 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

Suggestive Readings (Latest Edition)

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



Three handwritten signatures in blue ink are visible at the bottom of the page. The signature on the right is clearly legible as 'Pravir Chandra'.

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2022

BHCT-111 Business Communication

BHCT- 111	Business Communication	L	T	P	Cr.
Semester	I	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective:- This course is intended to provide the students with in-depth knowledge of oral and written communication skills, which will help them to improve their expressions, and also develop their vocabulary and grammar while speaking and writing specially during important occasions such as the interview process.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: To demonstrate his/her ability to error-free expression while making an optimum use of correct Business Vocabulary & Grammar.
- CO-02: To distinguish between various levels of organizational communication and to surpass communication barriers while developing an understanding of Communication as a process in an organization.
- CO-03: To draft effective business letters and presentations with brevity and clarity.
- CO-04: To stimulate his/her critical thinking by developing clean and lucid writing skills.
- CO-05: To demonstrate his/her verbal and non-verbal communication ability through presentations.
- CO-06: To participate in an online and offline learning environment successfully by developing the implication-based understanding of Paraphrasing, deciphering instructions, interpreting guidelines, discussion boards & Referencing Styles.

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

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Page 27



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

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.

UNIT 5 (6 Hours)

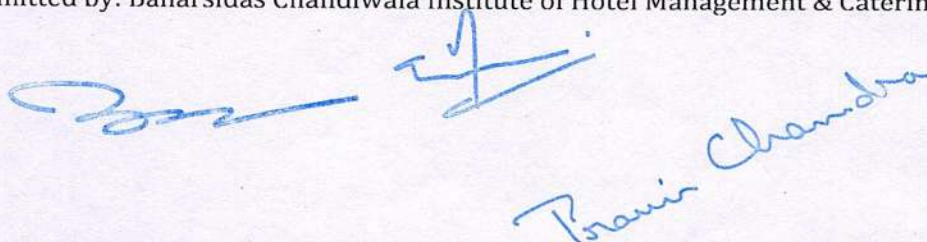
Project and Report Writing- How to make a Presentation, the Various Presentation
Tools, along with Guidelines of Effective Presentation,

UNIT 6 (8 Hours)

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

Suggestive Readings: (Latest Edition)

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



BHCT 151 Basic Food Production Operations-I

BHCT- 151	Basic Food Production Operations-I	L	T	P	Cr.
Semester	I	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: - To inculcate basic food production knowledge amongst students and to make them understand the working style of professional kitchens.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Demonstrate basic culinary skills and techniques in food production with safety and hygiene.
- CO-02: Identify and demonstrate proper use of kitchen tools, materials, and equipment.
- CO-03: Describe application of stocks and prepare soups according to classification.
- CO-04: Demonstrate cooking methods with ability to make Mother sauces and their derivatives

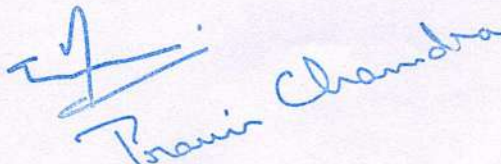
Course Content

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



Suggestive Reading: (Latest Edition)

1. Theory of Cookery-Krishna Arora
2. Food Production Operations -Pravinder S.Bali
3. Professional Cooking- Wayne Gisslen



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BHCT- 153 Basic Front Office Operations - I

BHCT- 153	Basic Front Office Operations - I	L	T	P	Cr.
Semester	I	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective:- To build and develop a strong front office team, through ongoing training and performance and to communicate to people in a professional manner. Telephone manners and telephone handling are taught to students and etiquettes required for hospitality.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Importance of Grooming
- CO-02: Qualities and etiquettes required by a front office personnel
- CO-03: Importance of communication
- CO-04: Identification of various equipment used in Front office.
- CO-05: Professional Telephone Etiquettes
- CO-06: Importance of Tariff Card & it's uses
- CO-07: Situation handling in hotel front office

Course Content

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. Equipment & 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,



Suggestive Reading:(Latest Edition)

1. Textbook of Front Office Management & Operations by Sudhir Andrews. Publisher: McGraw Hill
2. Hotel Front Office: Operations, Accounting and Management by Arvind Kumar Saraswati and Sunita Badhwar, Publisher: Naman Publisher
3. Front Office Operations and Management by Ahmed Ismail, Publisher: Thomson Delmar
4. Front Office Operations by Colin Dix & Chris Baird, Publisher: Pearson



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BHCT-155 Basic Food & Beverage Service Operations-I

BHCT- 155	Basic Food & Beverage Service Operations –I	L	T	P	Cr.
Semester	I	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: This course on basics of Food and Beverage Service operations would aim to equip students with the knowledge on Restaurant Etiquettes, Equipment, Service procedure and different types of service done in restaurant.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: To demonstrate knowledge of the key functional areas of the food & beverage operations.
- CO-02: To learn the standard operating procedure for handling guests while doing service in the restaurant.
- CO-03: To examine the appropriateness of the different methods of food & beverage service while handling customer expectations.

Course Content

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 Equipment
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.



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Suggestive Reading:(Latest Edition)

1. Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford University Press
2. Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder Education
3. Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill.
4. Thomas, C., & Hansen, B. (2013). Off-premise catering management (3rd ed.). New Jersey: John Wiley & Sons.



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2022

BHCT-157 Basic in Accommodation Operations-I

BHCT- 157	Basic in Accommodation Operations-I	L	T	P	Cr.
Semester	I	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of Cleaning & Equipment				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: Course is planned to develop basic understanding on the concept of House Keeping Operations with particular reference to art and science of cleaning.

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Basics of Housekeeping department
- CO-02: Daily, Routine and other activities on guest floor by Housekeeping
- CO-03: Room types and their amenities
- CO-04: Housekeeping basic cleaning techniques, equipment and chemicals

COURSE CONTENT

- 1. Sample Layouts of Guest Rooms:**
 - a. Double Room
 - b. Twin Room
 - c. Suite Room
- 2. Guest Room Supplies and Position:**
 - a. Standard Room
 - b. Suite Room
 - c. VIP and Single Lady Travelers Room
 - d. Special amenities
- 3. Maids' Trolley:**
 - a. Trolley Setup
 - b. Contents with Placement
- 4. Pantry set up:**
 - a. Layout of housekeeping Pantry
 - b. Placement of Equipment
 - c. Setup of Pantry
- 5. Cleaning of Equipment-Manual and Mechanical:**
 - a. Familiarization



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- b. Different parts and attachments
- c. Function
- d. Care and maintenance
- e. Brand Names

6. Cleaning Agents:

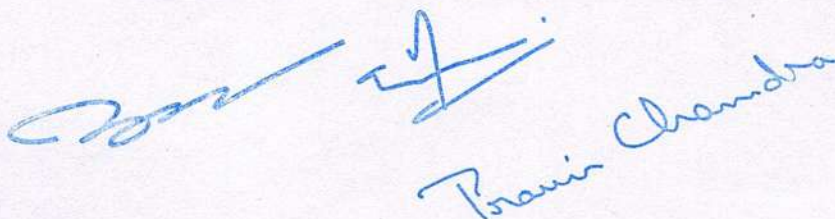
- a. Identification
- b. Usage
- c. Brand names

7. Introduction to Basic Cleaning:

- a. Glass Cleaning
- b. Dusting
- c. Mopping

Suggestive Readings: (Latest Edition)

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press
2. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
3. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
4. Hotel Housekeeping: A Training Manual- Sudhir Andrews


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BHCT-159 Bakery & Confectionery- I

BHCT- 159	Bakery & Confectionery-I	L	T	P	Cr.
Semester	1	0	0	2	2
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: The course aims to introduce the students to Fundamental Bakery knowledge which will subsequently help to understand and apply Professional & Technical baking during the subsequent semesters.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Distinguish the different types of flour & shortening used in Bakery.
- CO-02: Identify different types of nuts, rising agent, yeast, sugar and various thickening agents.
- CO-03: Understand all sequential steps for breads making.
- CO-04: Identify types of breakfast breads & rolls in Indian cuisine and in continental cuisine
- CO-05: Buy and process best quality of basic & ancillary ingredients.
- CO-06: Understand about rich cakes like brownie.
- CO-07: Understand the process of selection, storage and use of ingredients.
- CO-08: Differentiate types of Cakes & pudding methods, fault and remedies.
- CO-09: Understand the role of all heavy & light equipment and tools especially from bakery.

COURSE CONTENT

1. Basic Ingredients
2. Types of Equipment (Light & heavy), role, storage & care
3. Bread making, methods, faults and remedies
4. Different types of breads
5. Bread Rolls & Bread Sticks
6. Swiss Roll/ Yule-log and Butter pudding
7. Tarts & Types
8. Brownie and Crème Caramel
9. Cakes & Pastries, methods, faults and remedies

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Page 37



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Suggestive Readings: (Latest Edition)

1. Bakery & Confectionery by Yogambal Ashok Kumar, Publisher: PHI Learning Private Limited.
2. Basics of Baking: Science and Craft by S.C. Dubey, Published by The Society of Indian Baker.
3. Bakery science and cereal technology by Neelam Khetarpaul Published by Astral International Pvt Ltd.
4. Theory of Bakery and Confectionery: Operational Approach by Uttam Kumar Singh, Published by Kanishka Publishers, Distributors.



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2022

SECOND SEMESTER

BHCT-102 Foundation Course in Food Production-II

BHCT- 102	Foundation Course in Food Production – II	L	T	P	Cr.
Semester	II	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course 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 which will help them with certain technical skills to be a successful professional.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Identify different kitchen ingredients, fats and oil used in kitchen.
- CO-02: Plan and design various menus with an understanding of different types of menus as per the meal.
- CO-03: Identify types of breakfast served in Indian cuisine and in continental cuisine
- CO-04: Describe different meat and fish with their characteristics, selection, storage and uses.
- CO-05: Explain different types of Cakes & Pastries with their method of preparation, fault and remedies.

COURSE CONTENT

UNIT- 1 (8 Hours)

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

UNIT-2 (6 Hours)

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

UNIT-3 (6 Hours)

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

Submitted by: Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi

Page 39



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UNIT- 4 (6 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 (8 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

Suggestive Readings: (Latest Edition)

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
3. Food production operations by Parvinder S.Bali, Publisher: Oxford University press.
4. Theory of cookery by K Arora, Publisher: Frank Brothers.
5. Modern cookery (vol-1) by Thangam E.Philip, Publisher: Orient Blackswan.
6. Professional baking by Wayne Gisslen, Publisher: Wiley Publications
7. Modern cookery (vol-2) by Thangam E.Philip, Publisher: Orient Blackswan



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2022

BHCT-104 Front Office Operations

BHCT- 104	Front Office Operations	L	T	P	Cr.
Semester	II	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: The course endeavors to impart to the students latest and relevant knowledge of inter & intra departmental coordination & communication, guest cycle, PMS and functions & systems of room reservation.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Layout of various sections of front office
- CO-02: Understand the inter and intra departmental communication of the front office department
- CO-03: Functions of Property Management System
- CO-04: Importance, Modes, Tools of reservation.
- CO-05: Define the procedure, types and sources of reservation
- CO-06: Describe the importance and phases of guest cycle

COURSE CONTENT

UNIT 1 (6 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 (8 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 (6 Hours)

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

Submitted by: Banarsidas Chandiwalla Institute of Hotel Management & Catering Technology, New Delhi

Page 41



Pranav Chandra

UNIT 4 (6 Hours)

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

UNIT 5 (8 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

Suggestive Readings: (Latest Edition)

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



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BHCT-106 Food & Beverage Service Operations

BHCT- 106	Food & Beverage Service Operations	L	T	P	Cr.
Semester	II	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course 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 Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand the difference among various services eg. American Service, Russian
- CO-02: Service, English Service, French Service
- CO-03: Understand the various types of Meals used in star hotels.
- CO-04: Understand the Food & Beverages Outlets Operation Control System.
- CO-05: Understand about the non- Alcoholic beverage.
- CO-06: Identify the various room service management techniques that can be adapted in a hotel

COURSE CONTENTS

UNIT 1 (6 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 (8 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

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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 (8 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

Suggestive Readings:(Latest Edition)

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press
2. Food & Beverage Service Training Manual by Sudhir Andrews, Publisher: McGraw Hill
3. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillicrap and Suzanne Weekes, Publisher: Hodder Education
4. Modern Restaurant Service by John Fuller, Publishers: Hutchinson's
5. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication



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BHCT-108 Accommodation Operations

BHCT- 108	Accommodation Operations	L	T	P	Cr.
Semester	II	3	0	0	3
Pre-requisites//Exposure	Basics of Public Area Cleaning & Material Management				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective: Course is aimed 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 in housekeeping department.

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Routine of Housekeeping Services
- CO-02: Handling Guests and Guest Requests
- CO-03: Methods of cleaning different surfaces
- CO-04: Allocation of Manpower in Housekeeping department
- CO-05: Emerging Practices and Trends in Housekeeping

COURSE CONTENT

UNIT1 (8 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, Handling Guest Special Request and Guestroom Inspections.

UNIT2 (8 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.

UNIT3 (6 Hours)

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

UNIT4 (8 Hours)

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

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UNIT5 (6 Hours)

Material Planning - Bed, Bedding, Mattress and Soft Furnishings

UNIT6 (6 Hours)

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

Suggestive Readings: (Latest Edition)

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press
2. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
3. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley
4. Hotel Housekeeping: A Training Manual- Sudhir Andrews



Banarsidas Chandiwalla

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BHCT-110 Application of Computers in Hospitality Industry

BHCT- 110	Application of Computers in Hospitality Industry	L	T	P	Cr.
Semester	II	3	0	0	3
Pre-requisites/ Exposure	Basic knowledge of English to understand the technical terms and its application in hospitality Sector				
Max Marks	(Internal Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: The course aim to introduce computing fundamental technologies through recent and emerging key. Explore the benefits/risks of the Network environment for business start-up related to Hospitality and other management.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand the Computer Structure and working process.
- CO-02: Identify and analyze computer hardware, software (programming concept) and network components.
- CO-03: Install, configure, and remove software and hardware.
- CO-04: Use technology ethically, safely, securely, and legally.

COURSE CONTENT

UNIT-1 (6 Hours)

Fundamentals & Elements of Computers - History, Generation, Types, Classification, Booting, BIOS, Memory Architecture

UNIT-2 (6 Hours)

Hardware Features and Concept - Components, Primary and Secondary Storage, Data Input and Output Devices, etc.

UNIT-3 (6 Hours)

Operating Systems - Types of Operating System, Characteristics of Operating System

UNIT-4 (8 hours)

Windows Operating System and its Operations - Introduction to Windows, Features of Windows Operating System, Parts of a Typical Window and their Functions; Using basic programs of Windows-Notepad, Calculator, Paint, Picture Manager, Windows Explorer, Quick Menus, Control Panel, Installation and un-installation of applications, change settings of graphics, clock, media etc.



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2022

UNIT-5 (8 hours)

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

UNIT-6 (8 hours)

Digital Security & Privacy - Guidelines for protecting computer, Cybercrime and threats involved, Best practices for securing online & network transactions, Managing privacy & security on social media accounts

Suggestive Readings (Latest Edition)

1. Fundamentals of Computers by E. Balagurusamy, Publisher: Tata McGrawHill
2. Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India
3. Using computers in Hospitality, Third Edition, Peter O' Conner
4. Computers in Hotels: Concept and Applications by Partho Pratim Seal, Publisher: Oxford University Press.



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BHCT-112 Hospitality Accounting

BHCT- 112	Hospitality Accounting	L	T	P	Cr.
Semester- Sem-2	II	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks-100	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

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

Course Outcomes:

On the successful completion of the course, the student should be able to:

CO-01: Understand all basic accounting terms, concepts /standard & principles of Accounting.

CO-02: Demonstrate the maintenance of hotel accounting record and business assets.

CO-03: Evaluate the value of money and value of financial planning through income statement and positional statement.

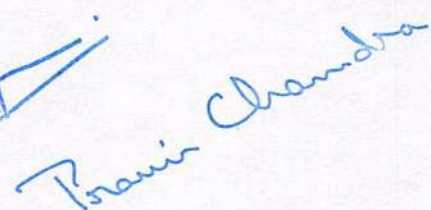
CO-04: Describe the role of accounting department in any hotel, weighted of auditing and non - cash transactions.

COURSE CONTENT

UNIT 1 (6 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





UNIT2 (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

UNIT3 (6 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

UNIT4 (8 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

UNIT5 (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

UNIT6 (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

Suggestive Readings: (Latest Edition)

1. Elements of Hotel Accountancy, by G.S. Rawat and J.Negi, Publisher: Aman Publication
2. Financial Accounting for Hotels by Prasanna, Linda and Mrintunjaya, Publisher: McGrawHill
3. Hospitality Management Accounting by Michael M Coltman & Martin, Publisher: Wiley
4. Hotel Accountancy & Finance by S.P.Jain and K.L Narang, Publisher: KalyaniPublishers

BHCT-152 Basic Food Production Operations-II

BHCT- 152	Basic Food Production Operations-II	L	T	P	Cr.
Semester	II	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: - This course is aimed to impart learning to the students on cooking technique, basic cuts of chicken, basic cuts of fish and Students will be able to prepare basic continental menus.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Demonstrate Cuts & preparation of Poultry and fish dishes.
- CO-02: Demonstrate proper pairing of dishes in accordance to color, nutritional value and portion size of the dish.
- CO-03: Prepare soup, sauces and Main Course with their accompaniments and garnishes.
- CO-04: Display and prepare pre-plated Continental food by understanding proper plating technique.

COURSE CONTENT

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

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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

Suggestive Readings: (Latest Edition)

1. Modern cookery Volume II , Philip, E.Thangam
2. Theory of Catering by Kinton Cesserani, Published by Hodder & Stoughton
3. Practical Cookery by Kinton Cesserani, Published by Hodder & Stoughton


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BHCT-154 Basic Front Office Operations II

BHCT- 154	Basic Front Office Operations – II	L	T	P	Cr.
Semester	II	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Description: This course is intended to provide the students with in-depth knowledge to communicate to people in a professional manner. Focusing on handling preference and requests of various guest, how to manage bookings for large number of groups and individual travelers

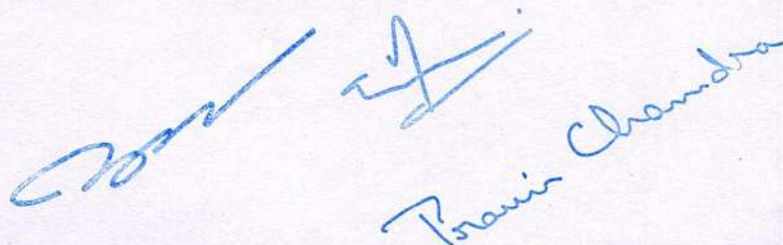
Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Importance of reservation and taking reservation calls
- CO-02: Know the procedure of amending /revising a reservation
- CO-03: Know various modules present in a PMS
- CO-04: Know how to deal with various situations related to tariff fixation
- CO-05: GDS used by various hotels and airlines
- CO-06: Importance of Travel Itinerary

COURSE CONTENT

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



Suggestive Readings: (Latest Edition)

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



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2022

BHCT-156 Basic Food & Beverage Service Operations – II

BHCT- 156	Basic Food & Beverage Service Operations –II	L	T	P	Cr.
Semester	II	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: This course on basics of Food and Beverage Service operations II would equip students with the service of all types of Breakfast along with Room Service Tray and Trolley Set up. Students will be able to practice and demonstrate the right service sequence of handling a guest along with a special focus on the understanding of Non-alcoholic Beverages.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: To demonstrate knowledge of the Breakfast Service including English, Continental, Indian and American Breakfast.
- CO-02: To learn the about Procedure For Service of a Meal
- CO-03: To demonstrate the knowledge of Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee.

COURSE DESCRIPTION

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

Submitted by: Banarsidas Chandiwal Institute of Hotel Management & Catering Technology, New Delhi

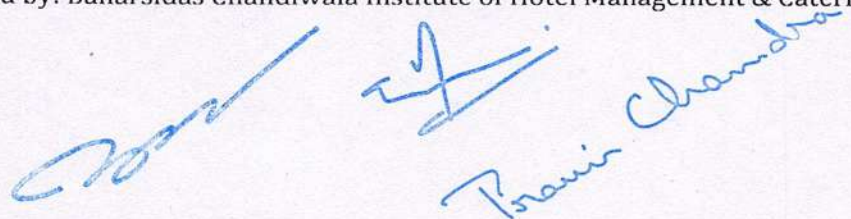
Page 55



5. Layout Activities of Pantry
6. Dish Washing Technique
7. Service Etiquettes

Suggestive Readings: (Latest Edition)

1. Singaravelavan, R. (2014). Food and beverage service. New Delhi, India: Oxford University Press
2. Cousins, J., Lillicrap, D., & Weekes, S. (2014). Food and Beverage Service (9th ed.). Hodder Education
3. Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill.
4. Thomas, C., & Hansen, B. (2013). Off-premise catering management (3rd ed.). New Jersey: John Wiley & Sons.

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BHCT-158 Basic Accommodation Operations -II

BHCT- 158	Basic Accommodation Operations –II	L	T	P	Cr.
Semester	II	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of different cleaning areas & surfaces				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective:- Course is 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 in housekeeping department.

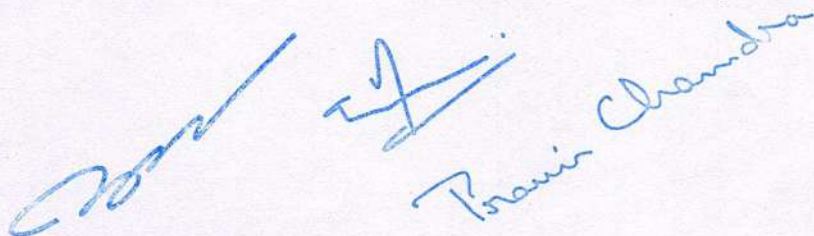
Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Types of Housekeeping services
- CO-02: Methods of cleaning different surfaces
- CO-03: Handling Guest complaints and room designing
- CO-04: Inspecting guestroom and public area and handling the related checklist

Course Content:

- a. Guest Room Cleaning:**
 - i. Bed Making
 - ii. Bedroom Cleaning
 - iii. Bathroom Cleaning
 - iv. Turn down Service
- b. Public Area Cleaning:**
 - i. Cleaning of front areas
 - ii. Cleaning of back of the house
- c. Guest Room Inspection**
 - i. Guest Room Inspection
 - ii. Public Area Inspection
 - iii. Handling Checklist
- d. Mini-Bar Management:**
 - i. Issue
 - ii. Stock Taking
 - iii. Checking Expiry Date (FIFO)
- e. Cleaning Different Surfaces:**
 - i. Glass

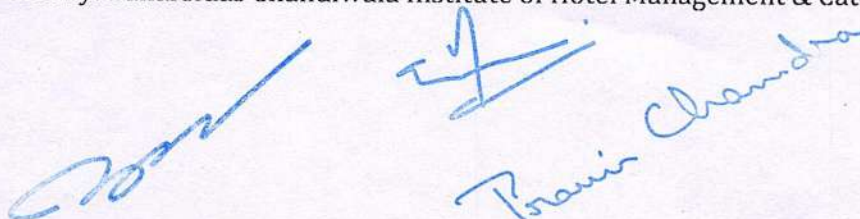


- ii. Wood
- iii. Brass
- iv. Silver
- v. Leather

- f. Handling Guest Complaints**
- g. Role Play and Situation Handling Case Study**
- h. Model Guest Room Designing**

Suggestive Readings : (Latest Edition)

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher :Oxford University Press
2. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S
3. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
4. Hotel Housekeeping: A Training Manual- Sudhir Andrews



BHCT-160 Basic Computer Skills & Application

BHCT- 160	Basic Computer Skills & Applications	L	T	P	Cr.
Semester	Second II	0	0	2	1
Pre-requisites/ Exposure	Basic knowledge of English to understand the technical terms and its application in hospitality Sector				
Max Marks	(Internal Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: This Course aims to introduce recent and emerging office management applications such as word processing, spread sheet, presentation and Internet to solve realistic problems. Explore the benefits of the web environment and Web Designing for shift business start-up online.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Solve basic systems problems by applying word-processing, spreadsheet and presentation software techniques
- CO-02: Use technology ethically, safely, securely, and legally.
- CO-03: Design basic business web pages using current HTML/CSS coding standards.

COURSE CONTENT

1. **MS Word** - Introduction to Word Processing, it's 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-PowerPoint** - 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. **Internet & Applications** - Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, World Wide Web, Web Browser, URL, Search Engines, Email
5. **Social Media Applications and Hospitality** - Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social

Media, Linked In, Twitter and Other Social Media Applications, Managing Privacy & Security
on social media platforms

Suggestive Readings: (Latest Edition)

1. Fundamentals of Computers by E. Balagurusamy, Publisher: Tata McGrawHill
2. A First Course in Computer By Sanjay Saxena, BPB Publication
3. Teach Yourself Web Publishing with HTML 4 in 21 Days By Laura Lemay, D. Tyler
SAMS Publication



Banar Chandra

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

THIRD SEMESTER

BHCT-201 Regional Indian Cuisine

BHCT- 201	Regional Indian Cuisine	L	T	P	Cr.
Semester	III	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

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

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Enumerate and describe the factors that affect regional eating habits in various parts of India
- CO-02: Acquire knowledge on Tandoor History, Marination and cooking of dishes and various breads.
- CO-03: Understand festival and regional delicacies of Indian sweets with their History and classification.
- CO-04: Describe Regional cuisine of India (East, west, North South) with their geographical Location, History, ingredients, equipment and cooking methods.
- CO-05: Explain the various basic gravies used in preparation of Indian dishes.

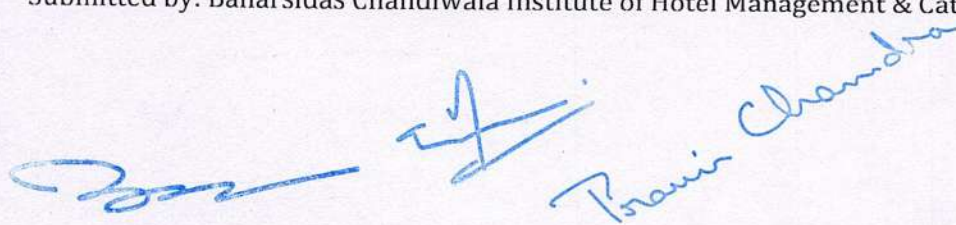
COURSE CONTENT

UNIT 1 (8 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



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

in Tandoor, **Indian Sweets:** Introduction, History & Classification, Ingredients and Equipment, Festive and Regional Delicacies

UNIT 3 (8 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 Equipment, Cooking Methods, Festive Delicacies

UNIT 5 (6 Hours)

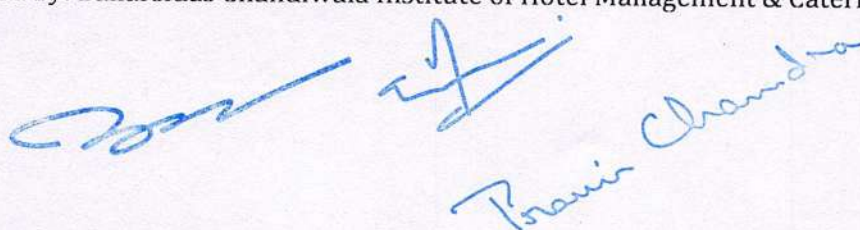
Regional Cuisine - West (Maharashtra, Gujarat, Goa) Geographical Location, History & Staple Food, Seasonal Availability of Ingredients, Special Equipment, Cooking Methods, Festive Delicacies

UNIT 6 (6 Hours)

Regional Cuisine - East (Bengal, Bihar, Odisha, Northeast) Geographical Location, History & Staple Food, Seasonal Availability of Ingredients, Special Equipment, Cooking Methods, Festive Delicacies

Suggestive Readings: (Latest Edition)

1. Quantity Food Production Operations & Indian Cuisine by P. S. Bali, Publisher: OUP
2. Tandoor: The Great Indian Barbeque by Ranjit Rai, Publisher: Penguin India
3. Prashad Cooking with Indian Masters by Jiggs Kalra, Publisher: Allied Publisher
4. The Gourmet Indian Cookbook by Arvind Saraswat, Publisher: Roli Books
5. The Professional Chef: The Art of Fine Cooking by Arvind Sarswat, Publisher: UBSPD



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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-203 Front Office Management - I

BHCT- 203	Front Office Management - I	L	T	P	Cr.
Semester	III	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Description: This course is aimed to provide an overview of supporting departments, with activities related to Front Office contained in Guest Cycle.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01:** Perform activities effectively and efficiently to the standards expected in the operation required in the hotels.
- CO-02:** Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle.
- CO-03:** Comprehend the integrated functions of the front office in the hotel industry.
- CO-04:** Learn real life examples procedures and technology adopted by hotels.

COURSE CONTENT

UNIT 1 (6 Hours)

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

UNIT 2 (8 Hours)

Registrations: 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 (6 Hours)

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



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

UNIT 4 (8 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 Procedures - 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 (6 Hours)

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

Suggestive Readings: (Latest Edition)

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



Banar Chandiwala

BHCT-205 Restaurant & Bar Management-I

BHCT- 205	Restaurant & Bar Management-I	L	T	P	Cr.
Semester	III	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: This course continues to build on the technical and theoretical skills of alcoholic beverages. Students will expand their learning of theory which includes wines, beers and aperitifs. This course also introduces a systematic approach to beverage operations with emphasis on technical and basic knowledge. Students will understand and appreciate the areas of beverage that are important and critical from an operational point of view.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: To Identify the physical components and requirements of a beverage operation.
- CO-02: To explain the main steps involved in the production of wine, beer and aperitif.
- CO-03: To learn the different regulatory bodies and laws of wine production.
- CO-04: To demonstrate and understand the food and wine pairing technique.

COURSE CONTENT

UNIT 1 (6 Hours)

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

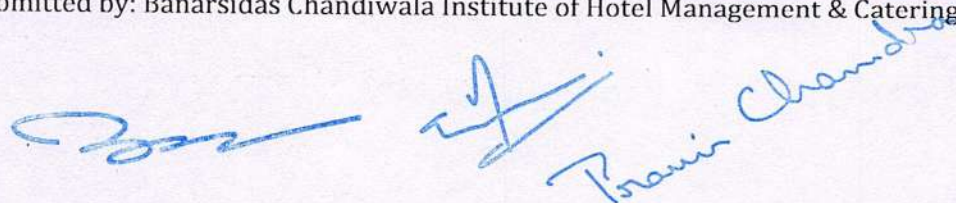
UNIT 2 (8 Hours)

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

UNIT 4 (6 Hours)



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

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

UNIT 5 (6 Hours)

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

UNIT 6 (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)

Suggestive Readings:(Latest Edition)

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press
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, Publisher: Hutchinson's
4. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication
5. The Waiter by John Fuller and A.J.Cuvrie, Publisher: Hutchinson
6. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing.



Pravin Chandra

BHCT-207 Accommodation Management-I

BHCT- 207	Accommodations Management- I	L	T	P	Cr.
Semester	III	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of Laundry and Linen Room				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective:-Course is 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 Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Types of Linen and Operation of Linen Room
- CO-02: Operation of Uniform Room and Sewing Room
- CO-03: Process of Laundry Operation
- CO-04: Fabrics, Fibers and Textiles
- CO-05: Importance of Security Aspects in Housekeeping
- CO-06: Situation Handling

COURSE CONTENT

UNIT 1 (8 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 (8 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.

UNIT3 (6 Hours)

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



UNIT4 (8 Hours)

Fabrics and Fibers - Fiber - characteristics and classification of fibers; need to understand fibers; synthetic, filaments, silk filaments and staple fibers, Knitting, weaving and bonding, Weaving, classification of weaves, Fabrics commonly used in hotels, Bonded fabrics.

UNIT5 (6 Hours)

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

UNIT6 (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.

Suggestive Readings: (Latest Edition)

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


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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-209 Hygiene, Sanitation & Food Science

BHCT- 209	Hygiene, Sanitation & Food Science	L	T	P	Cr.
Semester	III	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms.				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: The course is aims at developing basic understanding about Personal, food , Kitchen Hygiene and nutrition, its effect on human health and newer advances in food technology. This course encompasses physiological, biochemical and social aspects of food and discusses relationship between metabolites and human health.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Realize the need, concept and importance of food service and nutrition in hospitality industry, community and self-growth.
- CO-02: Learn principles of HACCP and rules and regulations adopted by various hotels and restaurant industry.
- CO-03: Identify various new trends adopted by hotels especially, in view of current scenario.
- CO-04: Demonstrate facts related to product licensing and understanding additive proportion.

COURSE CONTENT

UNIT-1 (8 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 (8 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 (8 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, Phyllotoxins, 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)

Suggestive Readings: (Latest Edition)

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



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
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Technology (BHMCT)

2022

BHCT-211 Safety, Security & Travel Documentation

BHCT- 211	Safety, Security & Travel Documentation	L	T	P	Cr.
Semester	III	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English Language				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective: - This course is intended to provide the students with in-depth knowledge of various safety and security concerns and measures that need to abide by hotels and guests as per regulations and also the various travel documentations required by the travelers which the hotel has to keep the record of while registration.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Safety and security practices and measures followed by hotels
- CO-02: Safety and security of tourist destinations
- CO-03: Various travel documentations required
- CO-04: Visa & other permits

COURSE CONTENT

Unit 1 (8 Hours)

Safety Security and Hotels - Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management.

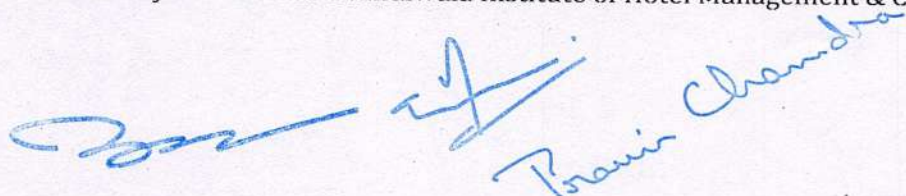
Unit 2 (8 Hours)

Safety Security and Tourist Destinations- Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry,

Unit 3 (6 Hours)

Role of Media- Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behavior, Common problems & Challenges with hotel & tourism destinations security.

Unit-4 (6 Hours)



Tourist Policy & Guidelines- Tourist Police & Its Role, Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry

Unit 5 (6 Hours)

Travel Documentation - Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration

Unit 6 (8 Hours)

Understanding VISA and Permits- Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India

Suggestive Readings: (Latest Editon)

1. Tourism Security: Strategies for Effective Managing Travel Risk and Safety By Peter Tarlow
2. Safety and Security in Tourism Relationships, Management and Marketing By C. Michael Hall, Dallen J. Timothy and David Timothy Duval.
3. Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises) - Yoel Mansfeld & Abraham Pizam



BHT-251 Quantity Food Production Operations -I

BHCT- 251	Quantity Food Production Operations -I	L	T	P	Cr.
Semester	III	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective:-This course will make students understand the variation in cuisines due to historical background, geographical location and seasonal availability on regional cuisines. It will introduce students to various regional delicacies with an understanding of standard recipe and unique equipment used in the preparation of various regional cuisines.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Prepare good quality Regional Indian bulk food with safety and Hygiene.
- CO-02: Plan Menu and demonstrate kitchen equipments required in bulk/quantity cooking
- CO-03: Demonstrate and prepare basic Indian Gravies with understanding of standard Recipes.
- CO-04: Prepare various popular regional dishes of different states of India.

COURSE CONTENT

Menu 1. Punjab

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

Menu 2. Awadh

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

Menu 3. Kashmir

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


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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)**

2022

Menu 4. Rajasthan

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

Menu 5. Maharashtra

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

Menu 6. Goa

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

Menu 7. Gujarat

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

Menu 8. Bihar

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

Menu 9. Hyderabad

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

Menu 10. Bengal

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

Menu 11. Tamil Nadu

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

Menu 12. Kerala

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

Suggestive Readings: (Latest Edition)

1. Prashad Cooking with Indian Masters by Jiggs Kalra, Publisher: Allied Publisher
2. Quantity Food Production Operations & Indian Cuisine by P. S. Bali, Publisher: OUP
3. A Taste of India By Madhur Jaffrey, Publisher Chrysalis Books Group



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-253 Front Office Operations -I

BHCT 253	Front Office Operations -I	L	T	P	Cr.
Semester	III	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: The objective of this course is to provide an overview of filling data correctly and solving guest complaints, related to the Guest Cycle.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Perform activities effectively and efficiently to the standards expected in the operation required in the hotels.
- CO-02: Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle.
- CO-03: Comprehend the integrated functions of the front office in the hotel industry.
- CO-04: Learn real life examples procedures and technology adopted by hotels.

COURSE CONTENT

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

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Page 75



Banar Chandra

17. Preparation of Guest History Cards

Suggestive Readings: (Latest Edition)

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



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Technology (BHMCT)

2022

BHCT-255 Restaurant & Bar Operations-I

BHCT- 255	Restaurant & Bar Operations-I	L	T	P	Cr.
Semester	III	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of Bar, Wines & Beer				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course 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 Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Learn about Bar Operations, Bar Layout & Bar Equipment
- CO-02: Learn and demonstrate service of various types of Wines
- CO-03: Learn & demonstrate service of Bottled & Draft Beer
- CO-04: Learn & apply the knowledge of Food & Wine Pairing

COURSE CONTENT

1. Bar Layout
2. Bar Equipment and Glassware
3. Bar Setup and Operations
4. Service of White Wines
5. Service of Red Wines
6. Service of Rose Wines
7. Service of Champagne/Sparkling Wines
8. Service of Bottled Beer
9. Service of Draught/Draft Beer
10. Food & Wine Pairing

Suggestive Readings: (Latest Edition)

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press
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, Publisher: Hutchinson's
4. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Publication
5. The Waiter by John Fuller and A.J.Cuvrie, Publisher: Hutchinson
6. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

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Page 77



Banar Chandra

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-257 Accommodation Operations-I

BHCT- 257	Accommodation Operations-I	L	T	P	Cr.
Semester	III	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of Laundry and Linen Room				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: Course is 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..

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Types of Linen and Operation of Linen Room
- CO-02: Operation of Uniform Room
- CO-03: Laundry Operation
- CO-04: Fiber identification techniques
- CO-05: Safety Aspects
- CO-06: Hand sewing techniques

COURSE CONTENT:

1. Layout of Linen Room
2. Layout of Laundry
3. Laundry Visit
4. Uniform designing for different Departments
5. Cost calculation
6. Preparation of First aid Kit
7. Dealing with Different Emergency Situations
8. Linen and Uniform Control
9. Exchange Procedure
10. Basic Hand Sewing Techniques
11. Fiber Identification Test-Burn Test

Suggestive Readings: (Latest Edition)

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press
2. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S
3. The Professional Housekeeper- Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley


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BHCT-259 Bakery & Confectionery-II

BHCT- 259	Bakery & Confectionery-II	L	T	P	Cr.
Semester	III	0	0	4	1
Pre-requisites//Exposure	Knowledge of basic Baking				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: This course envisages providing students with knowledge of the basic functioning of bakery and confectionery. The course is formulated to provide candidates who aspire to enter the field of Bakery and make their career in the field.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Demonstrate the understanding of fundamentals of bakery and confectionery.
- CO-02: Recognize & comply safe working practices.
- CO-03: Illustrate the use of tools and machinery used in bakery and confectionery.
- CO-04: Demonstrate entrepreneurship skills for setting up a home-based bakery unit.

COURSE CONTENT

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

Suggestive Readings: (Latest Edition)

1. Le Rol A. Polsom, The Professional Chef (4th Edition)
2. Jane Grigson, The book of Ingredients
3. Michael Colleer & Colin Saussams, Success in Principles of Catering
4. Victor Ceserani & Ronald Kinton, Theory of Catering, ELBS 2010
5. Ms Thangam Philip, Modern Cookery for Teaching & Trade Vol I , Orient Longman


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2022

FOURTH SEMESTER

BHCT-202 Quantity Food Production Management

BHCT- 202	Quantity Food Production Management	L	T	P	Cr.
Semester	IV	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course 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 equipment required for the same. The students will also be familiarizing with Frozen desserts, Chocolates and Fast Food.

Course Outcomes:

On the successful completion of the course, the student should be able to:

CO-01: Describe volume cookery with its planning, purchasing and indenting required for mass production.

CO-02: Enlist and explain various frozen desserts with special equipment required and precautions needed while preparation.

CO-03: Describe about chocolate History, manufacturing and storage.

CO-04: Explain various types of fast food with their evolution & Franchising

COURSE CONTENT

UNIT 1 (8 Hours)

Introduction to Volume Cookery - Equipment 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 (8 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

Submitted by: Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi

Page 80



UNIT 4 (6 Hours)

Frozen Desserts -Types –Mousses, Soufflé, Parfait, Bombe, Sorbet, Granita, Ice Cream, Special Equipment 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 Equipment

Suggestive Readings: (Latest Edition)

1. Quantity Food Production Operations & Indian Cuisine by Parvinder S.Bali, Publisher: OUP
2. Professional baking by Wayne Giessen, Publisher: Wiley Public
3. Catering Management by Mohini Sethi, Publisher: New Age International
4. Modern cookery (vol-1) by Thangam E. Philip, Publisher: Orient Blackswan
5. Quantity Cooking by Thomas Mario, Publisher: Avi Publishing


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Technology (BHMCT)

2022

BHCT-204 Front Office Management- II

BHCT- 204	Front Office Management – II	L	T	P	Cr.
Semester	IV	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective:-This course aims at exposing the potential hotel professionals to Advance technical concept of Front office which includes, Front Office Accounting & Internal Control and Night Auditing. The syllabus has also introduced a review of future trends, Ongoing sales techniques and Marketing Approach to International Business Travelers.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Explain and discuss front office accounting procedures, checkout and settlement procedures, night audit functions and verification.
- CO-02: Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle.
- CO-03: Comprehend the scope of Hospitality Industry as an International Business.
- CO-04: Understand real life examples of marketing strategies and technology adopted by hotels.

COURSE CONTENT

UNIT 1 (8 Hours)

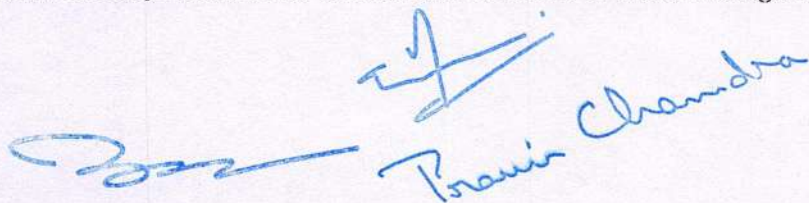
The Hospitality Industry as an International Business - International Hotel Business (Definition, Development and Ownership), Hospitality Industry as a Service Export and Service Industry Earnings, International Travel and Hospitality Service Providers, Motivations for Global Expansion, Fundamental Operational 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)

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Page 82


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UNIT 3 (6 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 (6 Hours)

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

Suggestive Readings: (Latest Edition)

1. Hotel Front Office Management by James A. Bardi, Publisher: Wiley
2. Managing Front Office Operations by Kasavana & Brooks, Publisher: AHLEI
3. Front Office (Procedures, Social Skills & Management) by Abbott & Lewry, Publisher: Routledge
4. Hotel Front Office (Operations, Accounting & Management) by Saraswati & Badhwar, Publisher: Naman.
5. Hotel Front Office: Operations and Management by Jatashankar Tewari Publisher: Oxford.



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2022

BHCT-206 Restaurant & Bar Management -II

BHCT- 206	Restaurant & Bar Management -II	L	T	P	Cr.
Semester	IV	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: The course structure has been developed to enhance the understanding of the students on latest trends of the hospitality industry and enhance the comprehensiveness of spirits, Liqueurs and tobacco.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: To analyze the bar and its entire operations in the hotel industry.
- CO-02: Develop an understanding of the concepts of Alcoholic Beverages.
- CO-03: To understand bar management process and procedures.
- CO-04: To learn the spirits making procedures.

COURSE CONTENT

UNIT 1 (8 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 (8 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 (8 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).



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

UNIT 4 (6 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, Mock-tails, 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.

Suggestive Readings: (Latest Edition)

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



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2022

BHCT-208 Accommodation Management-II

BHCT- 208	Accommodation Management-II	L	T	P	Cr.
Semester	IV	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of Housekeeping Operations and Management				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective:- Course is 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 Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Principles and Styles of Flower arrangement and color schemes
- CO-02: Basics of Horticulture i.e. Equipment and basic requirements
- CO-03: Need and process of renovation
- CO-04: Outsourcing cleaning- types and cons/pros
- CO-05: Concept of Inventory Control
- CO-06: Need and importance of Ergonomics in Housekeeping

COURSE CONTENT

UNIT1 (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.

UNIT2 (8 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.

UNIT3 (8 Hours)

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



UNIT4 (6 Hours)

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

UNIT5 (6 Hours)

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

UNIT6 (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.

Suggestive Readings: (Latest Edition)

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



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BHCT-210 Hospitality Engineering & Maintenance

BHCT- 210	Hospitality Engineering & Maintenance	L	T	P	Cr.
Semester	IV	3	0	0	3
Pre-requisites/Exposure	Basic knowledge of Engineering and Maintenance in Hotels				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: The objective of this course is to familiarize the students with the Hotel engineering role, need and importance. Course gives depth knowledge about proper maintenance & management of the hotel building and equipment.

Course Outcomes: On the successful completion of the course, the student should be able to:

- CO-01: Identify the need, importance and organization of engineering department
- CO-02: Well versed about repair & maintenance of hotel building and machinery
- CO-03: Gain thorough knowledge about Fuel & Electricity
- CO-04: Gain depth knowledge about water & sanitary management, heat, ventilation, refrigeration & air conditioning
- CO-05: Learn about fire safety measures used in hospitality industry

COURSE CONTENT

UNIT 1 (8 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 (6 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)

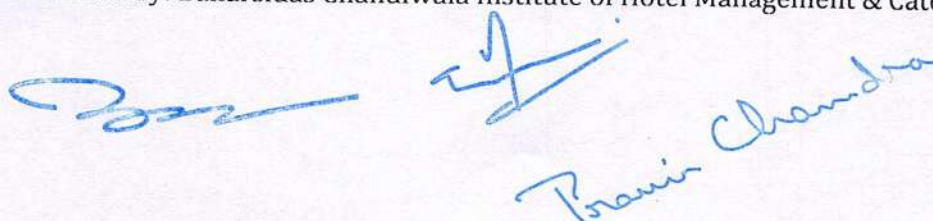
Refrigeration and Heating & Air-Conditioning System - Introduction and Uses of Refrigeration in the Hotel Industry, Basic Scientific Principles, Types of Refrigeration Systems and Refrigerants, Walk In Coolers, Freezers – Care and Maintenance, Classification Air Conditioning System and Layout of AC,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

UNIT 6 (6 Hours)

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

Suggestive Readings:(Latest Edition)

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



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2022

BHCT-212 Material Management

BHCT- 212	Material Management	L	T	P	Cr.
Semester	IV	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English Language				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective:-This course is intended to provide the students with in-depth knowledge of Material Management System in Hotels. This course includes purchase system and procedure, receiving system & procedure, store management, codification and inventory management.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Purchase and purchase procedure
- CO-02: Receiving & Procedure of receiving
- CO-03: Store management & Codification
- CO-04: Inventory Management

COURSE CONTENT

UNIT - 1 (8 hours)

Purchase System and Procedure - Introduction: its role, restraints and factors, Purchasing decisions, purchasing organization, procedures; forms, records, reports, tenders evaluation and rating, computerized purchasing system, Purchasing in Hotels. Selection of suppliers, Purchasing food and beverages,

UNIT -2 (6 Hours)

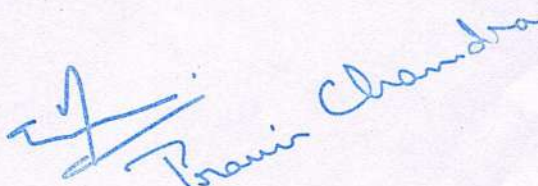
Receiving System and Procedure - Introduction, Aims of receiving, Delivery methods, Staffing, layout, Requirement delivery procedures, Receiving procedures, Equipment and forms used.

UNIT -3 (8 hours)

Stores Management - Introduction, Aims, Staffing of storerooms, Store functions, Store organisation, store systems and procedure, Stores accounting and verification of systems, Stores address systems, stores location and layout, Store equipment, automated storage/retrieval.

UNIT -4 (6 Hours)

Codification and Variety Reduction - Introduction, Classification of material, codification, standardisation and variety reduction



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Technology (BHMCT)

2022

UNIT -5 (8 hours)

Inventory Management - Introduction, Function of inventory, Classification of inventory system, selective inventory management, Inventory controls of slow moving items, Developments in inventory management,

UNIT -6 (6 Hours)

Inventory Disposal - Annual disposal of surplus/ unserviceable items like furniture, fixtures, linen, kitchen equipment and miscellaneous items

Suggestive Readings: (Latest Edition)

1. Material Management: Text & Case by A. K. Chitale & R.C. Gupta Publisher: PHI Learning Press
2. Principle of Inventory & Material Management By Richard J Jersine, Publisher: Prentice Hall
3. Introduction to Material Management By J R Tony Arnold, Steve Chapman, Llyod M Clive, Publisher Prentice Hall
4. Purchasing Selection & Procurement for the Hospitality Industry, Fifth Edition By Andrew Edition Publisher : Wiley & Sons



BHCT-252 Quantity Food Production Operations-II

BHCT- 252	BHCT-252 Quantity Food Production Operations-II	L	T	P	Cr.
Semester	IV	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective:- This course will make students understand and classify famous Indian snacks & sweets from different part of India. It will introduce students to popular American & Chinese snacks and Sandwiches in India.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Prepare good quality Regional Indian bulk food with safety and Hygiene
- CO-02: Acquire pre-preparation and preparation skill of Indian regional dishes
- CO-03: Prepare various popular regional and International snacks and Indian sweets.

COURSE CONTENT

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

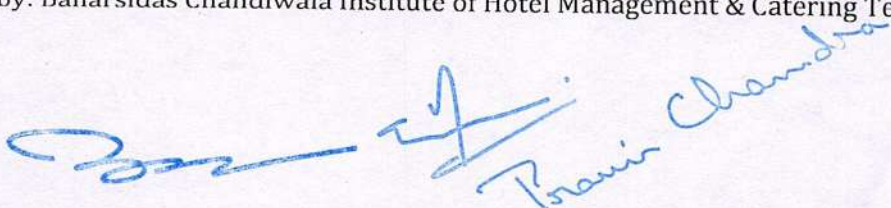
Aloo Chat, Dahi Bhalla, Bedmi Poori, Aloo Ki Subzi

12. Awadhi Snacks

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

Suggestive Readings: (Latest Edition)

1. Prashad Cooking with Indian Masters by Jiggs Kalra, Publisher: Allied Publisher
2. Philip E. Thangam-Modern Cookery (Vol-I) For Teaching & Trade
3. Quantity Food Production Operations & Indian Cuisine by P. S. Bali, Publisher: OUP
4. A Taste of India By Madhur Jaffrey, Publisher Chrysalis Books Group
5. The Magic of Masala cooking by Arvind saraswat



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Technology (BHMCT)

2022

BHCT-254 Front Office Operations-II

BHCT- 254	Front Office Operations-II	L	T	P	Cr.
Semester	IV	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective:-This course will educate students about maintaining records of guest transactions, which will be facilitated by learning about Front Office Accounting, Internal Control and Night Auditing. The syllabus also includes Role plays to practice selling techniques.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Practice on Bills Compilation, Presentation, Settlement
- CO-02: Preparing & Filling of Forms of Traveler's Cheques, Cash Sheet, Visitors Paid Outs, Allowances and Discounts
- CO-03: Handling Credit Cards, TC, Travel Agent Vouchers
- CO-04: Practice selling techniques at Front Desk

COURSE CONTENT

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 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


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Suggestive Readings:(Latest Edition)

1. Front Office Management by S.K. Bhatnagar Publisher: Frank Brothers
2. Hotel Front Office: Operations and Management by Jatashankar Tewari Publisher: Oxford.



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Technology (BHMCT)

2022

BHCT-256 Restaurant & Bar Operations-II

BHCT- 256	Front Office Operations-II	L	T	P	Cr.
Semester	IV	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of Spirits, Liqueurs & Cigars				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course 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 Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Learn and demonstrate service of Spirits
- CO-02: Learn & demonstrate service of Liqueurs
- CO-03: Learn & apply the knowledge of Cocktail Making & Mixology
- CO-04: Learn & demonstrate service of Cigars & Cigarettes

COURSE CONTENT

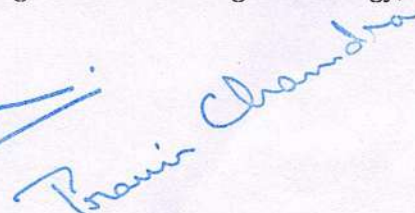
1. Service of Whiskey
2. Service of Rum
3. Service of Brandy
4. Service of Gin
5. Service of Tequila
6. Service of Vodka
7. Service of Liqueur
8. Preparation and Service of:
 - a. Two Whiskey Based Cocktails
 - b. Two Rum Based Cocktails
 - c. Two Gin Based Cocktails
 - d. Two Brandy Based Cocktails
 - e. Two Vodka Based Cocktails
 - f. Two Tequila Based Cocktails
9. Service of Cigars and Cigarettes

Suggestive Readings: (Latest Edition)

1. Food and Beverage Operations and Management by Tarun Bansal, Publisher: Oxford University Press
2. Food and Beverage Service, 8th Edition by John Cousins, Dennis Lillierap and Suzanne Weekes, Publisher: Hodder Education



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

BHCT-258 Accommodation Operations-II

BHCT- 258	Accommodation Operations-II	L	T	P	Cr.
Semester	IV	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of Horticulture, Flowers & Uniform Designing				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective:-Course is planned to familiarize the students with the operation of the Housekeeping Department as well as its role in Renovation, Inventory, Horticulture and Flower Arrangements.

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Flower arrangement styles
- CO-02: Basics of Horticulture i.e. Equipment and basic requirements
- CO-03: Theme based designing of restaurant
- CO-04: Uniform designing & cost calculation

COURSE CONTENT

Basic Flower Arrangements:

- a. Flower Arrangement in Hotels
- b. Equipment and Material Required for Flower Arrangement
- c. Styles of Flower Arrangement
- d. Flower Arrangement in Hotels

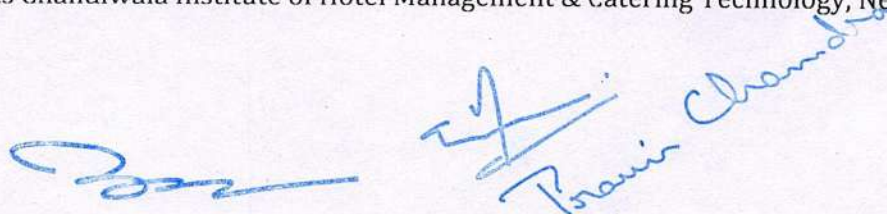
2. Horticultural Aspects:

- a. Plantation and Nursery Visit
- b. Basic Gardening Plans
- c. Tools and Equipment
- d. Landscape Designing
- e. How to make a Bonsai

3. Theme Based Restaurant Designing

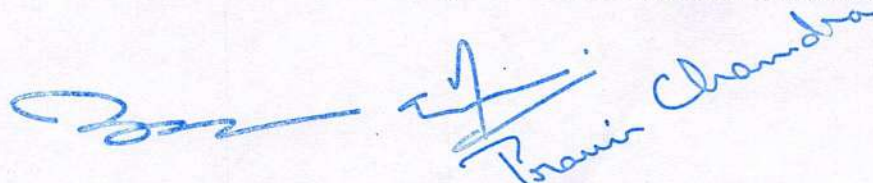
4. Uniforms:

- a. Attire
- b. Designing
- c. Cost Calculation



Suggestive Readings: (Latest Edition)

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


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BHCT-260 Bakery & Confectionery-III

BHCT- 260	Bakery & Confectionery-III	L	T	P	Cr.
Semester	IV	0	0	4	1
Pre-requisites//Exposure	Basic Knowledge of baking terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: This course is intended to provide the students with in depth knowledge and functioning of bakery and confectionery. The course is formulated to provide candidates who aspire to enter the field of Bakery and make their career in the field.

Course Outcomes:

On the successful completion of the course, the student should be able to:

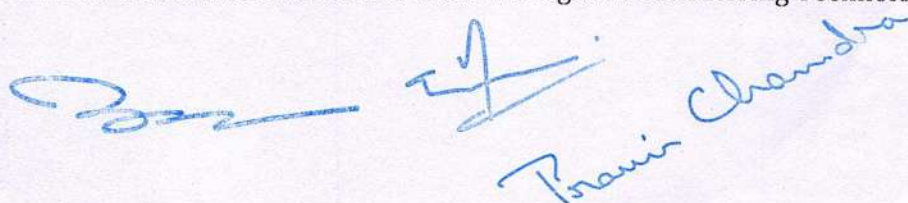
- CO-01: Demonstrate the understanding of Frozen Desserts and Chocolate making.
- CO-02: Recognize & comply safe working practices in bakery and confectionery.
- CO-03: Illustrate the use of tools and machinery used in bakery and confectionery.
- CO-04: Demonstrate entrepreneurship skills for setting up a home-based bakery unit.

COURSE CONTENT

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

Suggestive Readings: (Latest Edition)

1. Le Rol A. Polsom, The Professional Chef (4th Edition)
2. Jane Grigson, The book of Ingredients
3. Michael Colleer & Colin Saussams, Success in Principles of Catering
4. Victor Ceserani & Ronald Kinton, Theory of Catering, ELBS 2010
5. Ms Thangam Philip, Modern Cookery for Teaching & Trade Vol I , Orient Longman



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2022

FIFTH SEMESTER

BHCT-301 International Cuisine

BHCT- 301	International Cuisine	L	T	P	Cr.
Semester	V	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of culinary terms to understand the techniques of International Cuisine				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective :- This 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 Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Develop knowledge on various international cuisines with their history, popular dishes and cooking methods.
- CO-02: Impart knowledge on types of Icings & Meringues with their uses.
- CO-03: Describe the use of herbs & wine in cooking with their uses.

COURSE CONTENT

UNIT 1 (8 Hours)

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

UNIT 2 (8 Hours)

Asian Cuisines - 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

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Page 101


Banar Chandra

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 6 Hours)

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

Suggestive Readings: (Latest Edition)

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



Pranav Chandra

BHCT-303 Advance Front Office Management

BHCT- 303	Advance Front Office Management	L	T	P	Cr.
Semester	V	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of Front office Operation is to understand the technical terms				
Max Marks	(Sessional Exam- 25 + End Semester Exams - 75) 100 Marks				

Course Objective:- This subject aims to explore the advanced concepts and operations of the front office in hotels. It introduces the operating systems and procedures of front office department in current practices.

Course Outcomes:

On the successful completion of the course, the student should be able:

- CO-01: To explore the tools and technique of management accounting for analysis to understand different pricing strategies.
- CO-02: To be able to analyze the affairs of the personnel management.
- CO-03: To prepare contingency plan in crisis management.
- CO-04: To make strategic decisions at different level at Front office

COURSE CONTENT

UNIT 1 (8 Hours)

Managing Hospitality - Managing the delivery of hospitality, Planning and evaluation of front office operations, Development of Standard Operating Procedures' in Front Office Department, The Service Strategy Statement, Monitoring Performance, Establishing Standards.

UNIT 2 (6 Hours)

Financial Decision Making at Front Office -Traditional Pricing Strategies (Hubbart Formula, Rule of Thumb), Completion Mapping (Contribution Prices Strategies), Web Influenced Pricing Strategies, Occupancy and Revenue Reports

UNIT 3 (8 Hours)

Personnel Management at Front office - 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, Performance Management.



UNIT 4 (6 Hours)

Crisis Management - Introduction, Types and Importance, Types of Emergencies in Hotel, Crisis Management Strategies and Models in Hotel, Crisis Management Planning -Developing an Emergency Response Plan, Crisis leadership, Crisis as an Opportunity

UNIT 5 (6 Hours)

International Hospitality Scenario - 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 (8 Hours)

Strategic Management and Innovation in Front Office Operations - Strategic challenges for Hotel organizations, The purpose of strategy, Role of Strategy Management in International Hotel Chains' Corporate Strategies and Management, External Analysis Tools, Innovation and Game Changers, Cohesive Nature of International Tourism and Hospitality Business

Suggestive Readings: (Latest Edition)

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



Pranav Chandra

BHCT-305 Advance Food & Beverage Service Management

BHCT- 305	Advance Food & Beverage Service Management	L	T	P	Cr.
Semester	V	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course 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 Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand the Planning & Managing F&B Outlets considering the planning for staff requirement, Space requirement & Layout of different areas.
- CO-02: Learn about the Concept of Gueridon service, advantages & disadvantages and different types of Trolleys
- CO-03: Discuss about the Banquet and Off-Premise Operations and Management
- CO-04: Understand the Concept of MICE in Hospitality Industry

COURSE CONTENT

UNIT1 (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 & Equipment Requirement

UNIT 2 (8 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

UNIT3 (8 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

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Informal Banquet (Reception, Cocktail Parties, Convention, Seminar, Exhibition, Fashion Shows, Trade Fair, Wedding)

UNIT4 (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

UNIT5 (8 Hours)

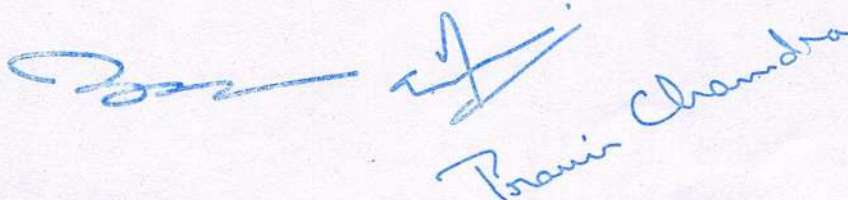
Mice Management - Introduction & Concept of MICE, Value of MICE for Hospitality Industry, Transportation, Attractions & Supporting Infrastructure, Public Sector, Client Management, Budgeting for MICE, Sponsorship and Financial Analysis, Negotiations (Negotiable & Non Negotiable Items), Legal Issues in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

UNIT6 (6 Hours)

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

Suggestive Readings: (Latest Edition)

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



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BHCT-307 Advance Accommodation Management

BHCT- 307	Advance Accommodation Management	L	T	P	Cr.
Semester	V	3	0	0	3
Pre-requisites/Exposure	Knowledge of Planning & Organizing in Housekeeping Department				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective: This course aims to focus on the Planning and Organization in the Housekeeping department of a hotel.

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Planning and organizing Housekeeping department
- CO-02: Manpower planning and scheduling of Housekeeping staff
- CO-03: The role of Executive Housekeeper
- CO-04: Types of budget and Budgetary control
- CO-05: Planning of housekeeping operations and SOP designing
- CO-06: Integrated pest management and controlling of different pests

COURSE CONTENT

UNIT 1 (8 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 (6 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 (8 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 (8 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 (6 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 Hotel

Suggestive Readings :(Latest Edition)

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press
2. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder ArnoldH&S
3. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
4. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley



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BHCT-309 Hotel Law & Corporate Governance

BHCT- 309	Hotel Law & Corporate Governance	L	T	P	Cr.
Semester	V	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of Hotel Law to understand the legal terms				
Max Marks	(Sessional Exam- 25 + End Semester Exams - 75) 100 Marks				

Course Objective:- This course aimed about learning the legalities and regulations governing the hospitality establishments and corporate governance in hotel industry.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Analyze and act in a diversity of business contexts
- CO-02: Impact business through effective communication and teamwork in term of corporate governance
- CO-03: Analyze dilemmas and make thoughtful, principled decisions
- CO-04: Know their strengths and enhance their professional skill set

COURSE CONTENT

UNIT 1 (8 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 – Code of Wages Act 2019: Industrial dispute Act. Payment of wages act, minimum wages (Repealed by Parliament)

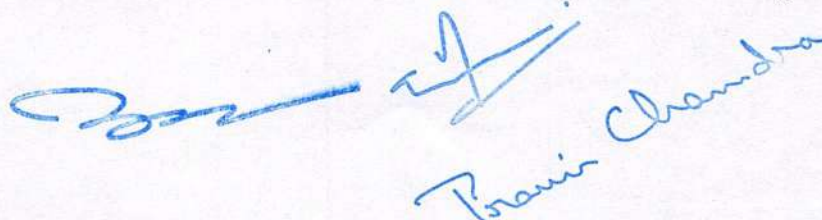
UNIT 2 (6 Hours)

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

UNIT 3 (8 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

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2022

of permits; type of premises; general permitted hours, 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 Regulation, Food Safety Officer and authority

UNIT 4 (8 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 applicable in hotel, VAT

UNIT 5 (6 Hours)

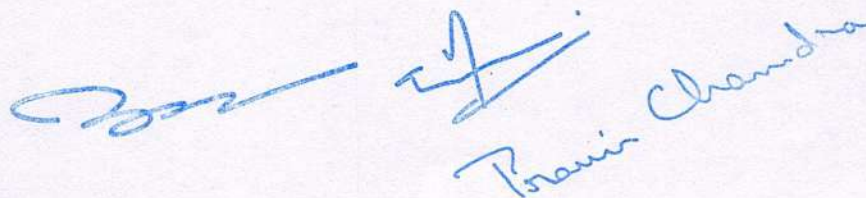
Business Ethics - Meaning, Sources, Factors' Influencing Business Ethics, Benefit of Ethical Codes to Different Groups, Distinguish Between –Ethics & Moral Value, Code of Ethics, Ethics & Social Responsibility, Distinguish Between – Value &Attitude, Value & Behaviour, Need and Practice of Operational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

Suggestive Readings:(Latest Edition)

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



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2022

BCHT-311 Facility Management

BHCT- 311	FACILITY MANAGEMENT	L	T	P	Cr.
Semester	V	3	0		3
Pre-requisites//Exposure	Basic Knowledge of English & Hotel Terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: This course will succor the students to acquire and develop the knowledge of Facility management in hotels. This course includes Hotel design and planning considerations, criteria's of Star Classifications, Planning of Management facilities, F & B Service areas and staff facilities.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand Hotel Design & Planning Considerations
- CO-02: Understand Star Classifications of Hotel
- CO-03: Identify the planning of management area
- CO-04: Plan the F & B Areas & Staff Facilities

COURSE CONTENT

UNIT - 1 (8 Hours)

Hotel Design & Design Considerations - Attractive appearance, Efficient plan, Good location, Suitable materials, Good workmanship, Sound financing, Competent management, Evaluation of accommodation need, thumb rules, Ensuring that the hotel must combine the integrated functions of housing, feeding, entertainment, rentals, services, maintenance and light manufacture.

UNIT - 2 (8 Hours)

Planning considerations - Flow process and flow diagrams, Space relationships, Architectural consideration, Difference between carpet area and plinth area, approximate cost estimation, Class room exercises.

UNIT - 3 (6 Hours)

Star Classification of Hotels - Criteria for star classification of hotels, Various licenses & statutory approvals required as per municipal bylaws for starting and running hotel and catering services.

UNIT - 4 (6 Hours)

Planning of offices /meeting room - Planning of management areas like - General Manager's Office, Offices of all H.O.D's and other services related to it like meeting room, toilets etc.

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Page 111



UNIT - 5 (8 Hours)

Planning of F & B Service outlet areas - Planning of physical layouts of function and supporting area; Production area - Pre-preparation, preparation, kitchen stewarding, stores, hot-plate, Chef's Office; Service Area - Reception and waiting lounge, dining area, pantry, dish washing, pick-up, Bar, Room Service Area, Service Bar; Factors to be considered while planning décor.

UNIT - 6 (6 Hours)

Planning of Staff Facilities areas - Time office, cloak room, staff cafeteria, uniform exchange, laundry area, EDR, Co-operative canteen

Suggestive Readings:(Latest Edition)

1. Hospitality Facility Management & Design – David M Stipanuk & Harold Roffmann, Publisbed: Educational Institute, AHMA
2. Building Construction By Sushil Kumar, Published: Standard Publishers Distributors, Delhi
3. Systematic layout planning – Richard Muther Cahners
4. Food Service Planning: Layout & Equipment – Lendal H Kotschevar, Margaut E Terrell
5. The Management of Maintenance and Engineering System in the Hospitality Industry By Frank D Borsenik & Alan T. Stuts, Publisher John Willey & Sons Inc NY
6. Designe & Layout of Food Service Facilities, Second Edition By John C. Birchfield and Raymond T Sparrowe, Publisher John Willey & Sons Inc NY



BHCT-351 Advance Food Production Operations

BHCT- 351	Advance Food Production Operations	L	T	P	Cr.
Semester	V	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of food Production to understand the culinary terminology and perform task in kitchen.				
Max Marks	(Sessional Exams - 40 + End Semester Exams- 60) 100 Marks				

Course Objective: To inculcate basics of international cuisine amongst students and to make them understand about the working culture of professional hotel kitchen and concept of plating techniques.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Prepare Basic menus of various International cuisines.
- CO-02: Demonstrate proper use of kitchen tools, materials and equipment.
- CO-03: Demonstrate culinary skills and technique while preparing dishes
- CO-04: Demonstrate plating of various Dishes.

COURSE CONTENT

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

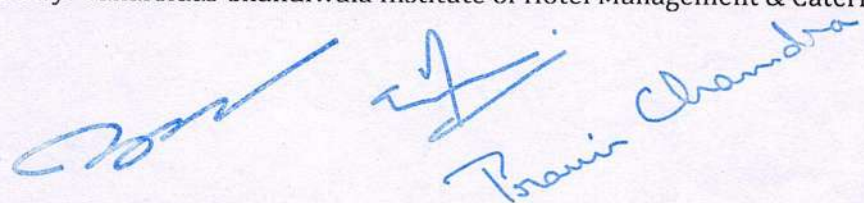
Patata Con Alio Oli Y Naranja Jus, Carne De Cordero Con Queso Machengo, Vegetales Crema, Arroz Español, Crème Catalana

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

Suggestive Readings: (Latest Edition)

1. International Cuisine and Food Production Management by CHEF PARVINDER S. BALI
2. Food Production Operations -Pravinder S.Bali
3. Professional Cooking- Wayne Gisslen
4. Food Styling: Art Of Preparing Food For Camera By Delores Custer , Publisher: John Wiley



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NEW DELHI Bachelor of Hotel Management & Catering
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2022

BHCT-353 Advance Front Office Operations

BHCT- 353	Advance Front Office Operations	L	T	P	Cr.
Semester	V	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of Front Office to understand the technical terms				
Max Marks	(Sessional Exams - 40 + End Semester Exams- 60) 100 Marks				

Course Objective:-The course gaining an insight into SOP and problem solving in the hotel and to appreciate the role played by the manager in the efficient running of the Front Office.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Evaluate the importance of SOP for front office.
- CO-02: Identify the desirable solutions for hospitality professionals in problem handling.
- CO-03: Importance of pricing techniques and staffing
- CO-04: Identify the major emergency situations and crisis management.

COURSE CONTENT

1. SOP's for Guest Arrival, Departure, Complaint Handling
2. Role Plays & Problem Handling
3. Calculation of Staff Requirement & Making of Duty Rota's 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 Crisis Management & Handling Emergency Situations
 1. Fire
 1. Bomb Threat
 2. Theft by Guest
 3. Death in Hotel
 4. Sick Guest
 5. Extra Person Accompanying the Guest at Night
 6. Natural Disaster
 7. Terrorism

Suggestive Readings: (Latest Edition)

1. Textbook of Hotel Front Office- Management & Operations (with Training Manual) by Manoj Kumar Yadav; AMAN PUBLICATIONS
2. Hotel Front Office: A Training Manual Andrews Sudhir; McGraw Hill Education India
3. Basic Hotel Front Office Procedures by Peter Renner, Publisher: Wiley

Submitted by: Banarsidas Chandiwal Institute of Hotel Management & Catering Technology, New Delhi

Page 115

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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-355 Advanced Food & Beverage Service Operations

BHCT- 355	Advanced Food & Beverage Service Operations	L	T	P	Cr.
Semester	V	0	0	2	1
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: The course endeavors to prepare students for Supervision in Food & Beverage service Operations, and also to learn about the Banquet & Gueridon service, Different Buffet Set-ups and Planning for MICE (Meeting, incentives, Conferences & Exhibition)

Course Outcomes:

On the successful completion of the course, the student should be able to:

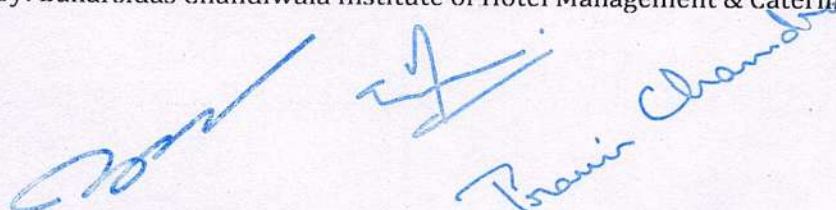
- CO-01: Understand the Skills required for the effective supervision & Practice on SOPs
- CO-02: Learn about the different Types of Buffet & Set-ups for Buffet
- CO-03: Calculate the space for banquets
- CO-04: Understand the Service Procedures in Formal & Informal Banquets

COURSE CONTENT

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

Suggestive Readings :(Latest Edition)

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



3. Food and Beverage Service by Cousins, Lillicrap and Weekes, Publisher: Hodder Education
4. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing



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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
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Technology (BHMCT)

2022

BHCT -357 Advanced Accommodation Operations

BHCT- 357	Advanced Accommodation Operations	L	T	P	Cr.
Semester	V	0	0	2	1
Pre-requisites//Exposure	Knowledge of Planning & Organizing of Housekeeping Department				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

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

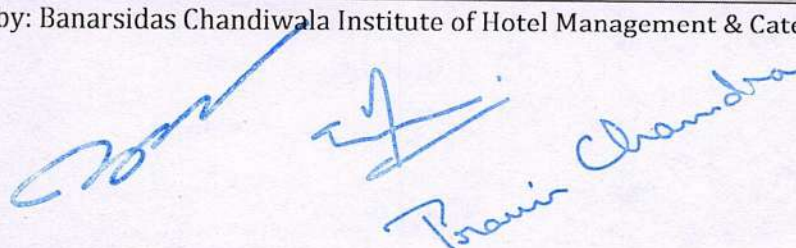
Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Learn set up for events in banquet and auditorium
- CO-02: Understand the planning, organizing, executing, and evaluating for team cleaning process.
- CO-03: Plan duty roster for the department
- CO-04: Learn about standard operating procedures for guest rooms and public area
- CO-05: Learn different energy conservation activities and about pest control exposure too.

COURSE CONTENT:

- 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**



Suggestive Readings: (Latest Edition)

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



Pranav Chandra

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BCHT-359 Bakery & Confectionery IV

BHCT- 359	Bakery & Confectionery IV	L	T	P	Cr.
Semester	V	0	0	4	1
Pre-requisites//Exposure	Basic Knowledge of Bakery & Confectionery Skills				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: To inculcate Bakery & Confectionery knowledge amongst students and to make them understand the working style of professional kitchens.

Course Outcomes:

On the successful completion of the course, the student will be able to:

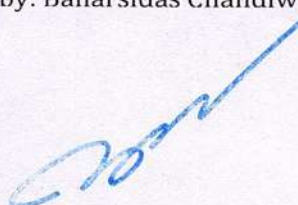
- CO-01: Prepare high-end bakery & Confectionery products.
- CO-02: Experience of Choux Craquelin, Chocolate & Petit Fours
- CO-03: Prepare Meringue Based Desserts and Classical Breads
- CO-04: Prepare French Entremets and Cheese Cake

COURSE CONTENT

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

Suggestive Readings:(Latest Edition)

1. International Cuisine and Food Production Management by Pravinder S.Bali
2. Molecular Gastronomy At Home by Jozef Youssaf , Publishres: Firefly Books
3. Professional Cooking- Wayne Gisslen
4. Sous Vide Cookbook: Modern Day Techniques for Flawlessly Cooked Meals (Under Pressure Cooking Sous Vide) by Sandra Anderson, Publisher: CreateSpace Independent Publishing Platform



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

SIXTH SEMESTER

BHCT-302 Industry Internship

BHCT- 302	Industry Internship	L	T	P	Cr.
Semester	VI	0	0	2	24
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: This course furnishes quality training that will prepare interns to successfully move from graduate students to professional hoteliers. This course also provides students plenty of chances to broaden up their professional skills also.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: To show professional behavior necessary for job success and growth.
- CO-02: Coherent personal and professional goals.
- CO-03: Students will identify and address personal strengths and weaknesses in light of demands and expectations of employment.
- CO-04: Acquire exposure to a professional field and comprehend of professional etiquette.

****Each student shall undergo Industry Internship of 22 weeks during the FIFTH 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 60 marks by an External Examiner to be appointed by the University and for the rest of the 40 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**

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Technology (BHMCT)

2022

SEVENTH SEMESTER

BHCT-401 Research Methodology

BHCT- 401	Research Methodology	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective:-The objective of this course 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 Outcomes

On the successful completion of the course, the student should be able to:

- CO-01: Have basic knowledge of Research Methodology
- CO-02: Research Process
- CO-03: Sampling and Data collection
- CO-04: Report Writing and Presentation

COURSE CONTENT

UNIT 1 (8 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 (6 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 (6 Hours)

Sample Design - Census 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 (8 Hours)

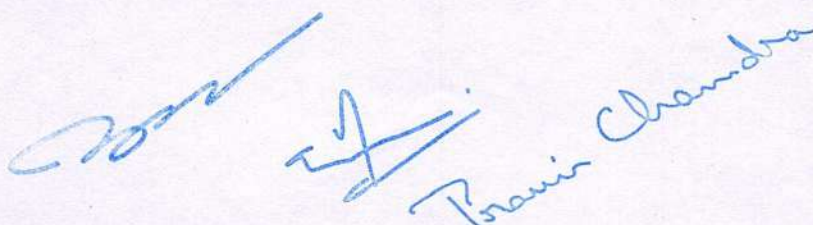
Report Writing and Presentation - Research Proposal (Report Presentation Techniques, Analysis of Qualitative Data, Managerial Relevance), Report Writing (Types of Report, Planning Report Writing, Research Report Format), Documentation (Footnotes and Bibliography, Writing and Typing a Report)

UNIT 6 (6 Hours)

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

Suggestive Readings :(Latest Edition)

1. Research Methodology: Methods and Techniques by C R Kothari, Publisher: New Age Publication
2. Travel Tourism & Hospitality Research by Ritchie Goeldner, Publisher: John Wiley
3. How to Complete Your Research Project Successfully by Judith Bell. Publisher: USBPD



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2022

BHCT-403 Entrepreneurship Skills & Development

BHCT- 403	Entrepreneurship Skills & Development	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: The course is designed to develop the insight of the students 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 Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Learn about Entrepreneur & Entrepreneurship in India
- CO-02: Learn & apply the knowledge of Raising & Managing Finance for New Ventures
- CO-03: Learn & apply the knowledge Entrepreneurial Marketing and E-business
- CO-04: Learn about various Entrepreneurial Development Programmes (EDP)

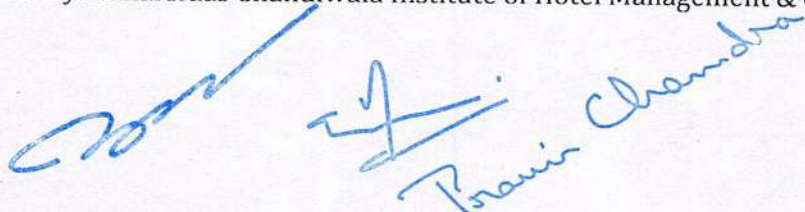
COURSE CONTENT

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 (8 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



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

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 (8 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 (8 Hours)

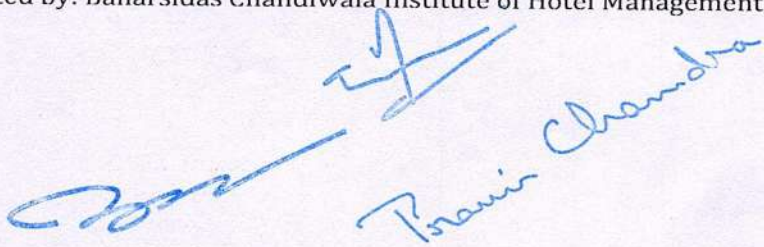
Entrepreneurial Development Programmes (EDP) - Role of Government in Organizing EDPS, Critical Evaluation, Economic Development and Enterprise Growth, Strategic Approaches in Changing Economics, Scenario for Small Scale Entrepreneur – MSME, NSIC, Franchising and Dealership, Development of Women Entrepreneurship

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

Suggestive Readings :(Latest Edition)

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



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Technology (BHMCT)

2022

BHCT 405: Hospitality Sales & Marketing

BHCT- 405	Hospitality Sales & Marketing	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: Hospitality Sales & Marketing Course enables a student to understand the fundamentals of sales and marketing and the role sales and marketing plays in hospitality sector. This course enables a student to understand the topics like Hospitality Sales and Hospitality Marketing with a special focus on the modern marketing practices in the hotel sector. Students should be able to demonstrate their comprehension of concepts of marketing and knowledge by applying those in their written exams, discussions, presentations and projects. The course methodology encourages students to explore for themselves the role of modern marketing manager in a five star hotel and the career that it provides for undergraduate students.

Course Outcomes:

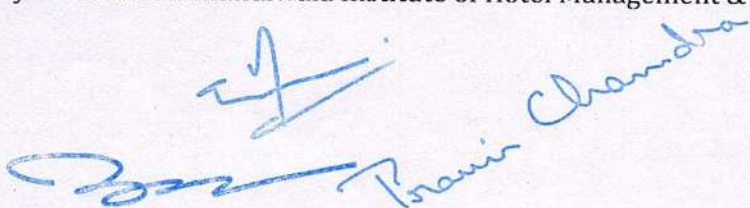
On the successful completion of the course, the student should be able to:

- CO-01: Students will demonstrate strong product knowledge in the area of sales and marketing and its application in the hospitality sector.
- CO-02: Students will demonstrate effective ways to implement the marketing process in different ways so as to effectively sell hospitality products and services.
- CO-03: Students will demonstrate analytical skills in identification and implementation of entire sales process with an ability to handle personal selling and brand management.

COURSE CONTENTS

UNIT 1 (8 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



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

UNIT 2 (6 Hours)

Hospitality Marketing - Market & Marketing, Distinguish between Market & Marketing Mix, Marketing vs. Selling, Marketing Management & Plan, Marketing Concepts/Philosophies,

UNIT 3 (8 Hours)

Applications of Hospitality Marketing - 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 4 (8 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)

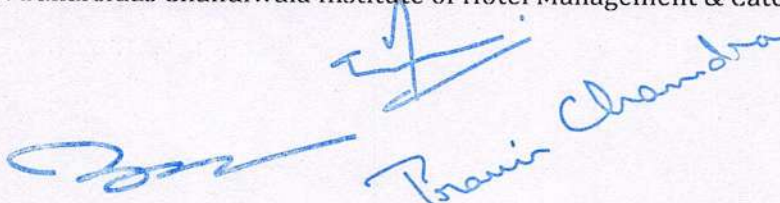
Brand Management & Public Relations in Hospitality - Introduction & Definition, Effective Management of Brand, Identification of Component, Brand Positioning of Guests, Repositioning of Brand and Repositioning of Products, Brand Portfolio.

UNIT 6 (6 Hours)

Public Relations - Importance of Public Relation, Job Description of PR Manager, Difference between PR & Marketing, Media Penetration & Media Relations, Relationship with Stakeholders (Guest, Employee & Share Holders)

Suggestive Readings: (Latest Edition)

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



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Technology (BHMCT)

2022

BHCT- 407: Modern Gastronomy

BHCT- 407	MODERN GASTRONOMY	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: This course aim to showcase the relationship between food and culture with sustainability and art of photography, plating and serving appetizing food with a modern style of cooking, preservation & technical innovations from the nutritional and scientific point of view for people of various lifestyles.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Identify evolution of Modern Era Food and its Culture Relation.
- CO-02: understand the effects of food on human health and society
- CO-03: Evaluate the fundamental chemical and Physical theories of Molecular Gastronomy.
- CO-04: Apply concepts, theories and analysis in the development of novel recipes, dishes and food for various lifestyle people.
- CO-05: Understand various food presentation, plating and food photography Style.
- CO-06: Focus on sustainable food practices and proper waste disposal.

COURSE CONTENT

UNIT 1 (8 Hours)

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

UNIT 2 (6 Hours)

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

UNIT 3 (8 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 (8 Hours)

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

UNIT 5 (6 Hours)

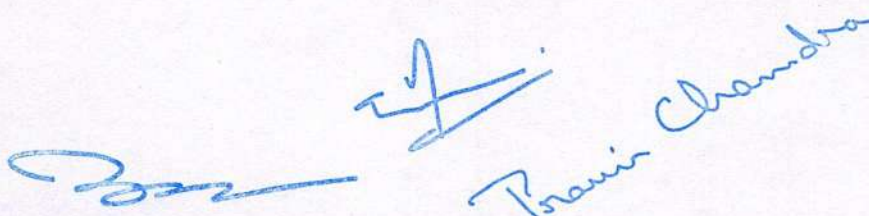
Food Presentation & Styling - Basic Presentations, Modern Presentations, Use of Technology, Contemporary Plates, Unconventional Garnishes, Food Styling – Food Photography, Use of Non Edible Components

UNIT 6 (6 Hours)

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

Suggestive Readings :(Latest Edition)

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



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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-409 Event Management

BHCT- 409	Event Management	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective This course is aimed to train the students in area of event management such as analyzing, planning, marketing, producing and evaluating an event.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Analyze and demonstrate the skills required to research, design, plan, coordinate, and evaluate an actual event through the documentation and submission of a portfolio
- CO-02: Differentiate between event management and event leadership.
- CO-03: Analyze an event strategic marketing plan.
- CO-04: Critically analyze a sustainable event's strengths, weaknesses, opportunities, and threats using a SWOT analysis

COURSE CONTENT

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 (6 Hours)

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

UNIT 3 Marketing & Promotion (6 Hours)

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

Submitted by: Banarsidas Chandiwalla Institute of Hotel Management & Catering Technology, New Delhi

Page 130



**CURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)**

2022

UNIT 4 (8 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 (6 Hours)

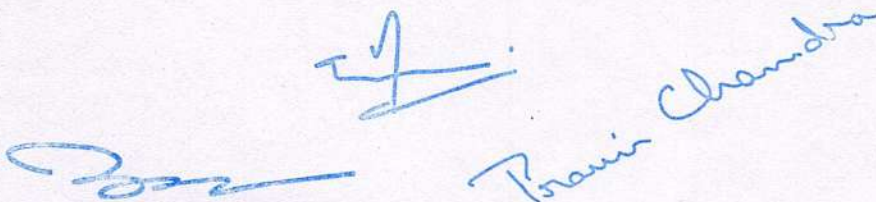
Staging - Choosing the event site, Developing the Theme, Conducting Rehearsals, Providing the Services, Arranging Catering & Accommodation, Managing the Environment

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

Suggestive Readings: (Latest Edition)

1. Event Management (Tourism, Cultural, Business & Sporting Events) by Wagen & Carlos, Publisher: Pearson
2. Marketing your Event Planning Business: A Creative Approach to Gaining the Competitive Edge by Judy Allen, Publisher: Wiley
3. Event Management for Dummies by Laura Capel, Publisher: For Dummies.
4. Event Management for Tourism, Cultural,



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT 411: Core Elective I: Food & Beverage Controls – I

BHCT- 411	Food & Beverage Controls – I	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: This course will enable students to analyse F & B Control methods and procedures including Purchase Control, Receiving Control, Storing and Issuing Control and Inventory Control.

Course Outcomes:

On the Successful completion of the course, the student should be able to:

- CO-01: Learn about the Concept of F&B Controls
- CO-02: Demonstrate the entire process of Purchase Control.
- CO-03: Analyze the concepts and objectives of Receiving Control.
- CO-04: Implement the right procedures of Storing, issuing and Inventory Control.

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)

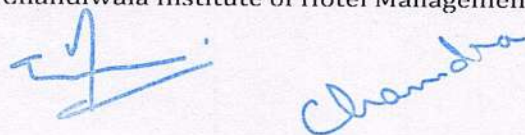
UNIT 2 (8 Hours)

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 (8 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

Submitted by: Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi



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Technology (BHMCT)

2022

UNIT 4 (6 Hours)

Storing 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).

UNIT 5 (6 Hours)

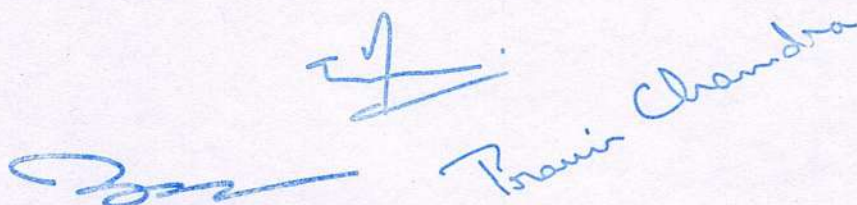
Issuing Control- Issuing Control and Procedure (Requisitions, Transfer Notes), Frauds in Storing and Issuing

UNIT 6 (8 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

Suggestive Readings: (Latest Edition)

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



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BHCT-413 Revenue Management-I

BHCT- 413	Revenue Management-I	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of Front Office Operation to understand the technical terms				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective:-The purpose of this course is to provide a core understanding of the fundamentals of revenue management, which ties into the larger picture of revenue strategy. The course is structured to provide an insightful look into Revenue Management.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Be empowered with industry best practices, which can be applied across the vast diversification the hotel industry to empower those to optimize profits
- CO-02: Understand what revenue management is, why it's important
- CO-03: How revenue management can increase profit through booking curve management
- CO-04: How effective yielding can improve a hotel's profits

Course Content

UNIT 1 (8 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 (8 Hours)

Hotel Budgeting and Cost Control - Hotel 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, Characterizing 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


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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 (8 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

Suggestive Readings: (Latest Edition)

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



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BHCT-415 Interior Decoration

BHCT- 415	Interior Decoration	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites/Exposure	Knowledge of Interiors and Interior Decoration				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective: This course is planned to familiarize the students with significant areas of housekeeping related to interior design, color schemes, lightings, flooring and furniture arrangement alongside the key, “guest room” perspectives.

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Principles and Elements of Design.
- CO-02: Types of colour schemes
- CO-03: Different types of wall finishes, door and window finishes
- CO-04: Types of floor and floor coverings with their cleaning procedures
- CO-05: Types of guestroom furniture and it's placement
- CO-06: Lighting types and principles of light installation
- CO-07: Classification and placement of accessories

COURSE CONTENT:

UNIT1 (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.

UNIT2 (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.


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UNIT4 (8 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).

UNIT5 (6 Hours)

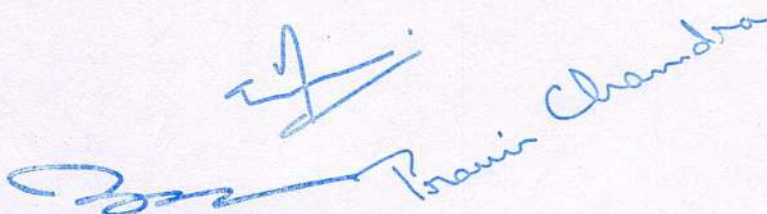
Furniture and its Types - Guestroom Furniture, Selection of Furniture, Types of Furniture and Furniture Joints, Materials Used For Making Furniture, Furniture Arrangement, Furniture Arrangement in Guest Room Areas.

UNIT6 (8 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

Suggestive Readings:(Latest Edition)

1. Hotel Housekeeping: Operations and Management by G. Raghubalan and S. Raghubalan, Publisher: Oxford University Press
2. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder ArnoldH&S
3. The Professional Housekeeper by Schneider, Tucker & Scoviak, Publisher: Wiley
4. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley
5. Time-Saver Standards for Interior Design & Space Planning by Dechiara, Panero and Zelnik, Publisher: McGrawHill



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Technology (BHMCT)

2022

BHCT-417 Linen & Laundry Operations & Management

BHCT- 417	LINEN & LAUNDRY OPERATIONS & MANAGEMENT	L	T	P	Cr.
Semester	VII	3	0	0	3
Pre-requisites/Exposure	Knowledge of Linen Management and Laundry Operations				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course 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 Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Costing of Linen
- CO-02: Linen Storage and inventory management
- CO-03: Laundry layout and operations
- CO-04: Different types of laundry chemicals
- CO-05: Types and removal of stains

COURSE CONTENT:

UNIT1 (8 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-uses.

UNIT 2 (6 Hours)

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

UNIT 3 (8 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 (8 Hours)

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


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UNIT 5 (6 Hours)

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

UNIT 6 (6 Hours)

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

Suggestive Readings:(Latest Edition)

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


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2022

BHCT-451 Event Catering

BHCT- 451	EVENT CATERING	L	T	P	Cr.
Semester	VII	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms and Catering				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: This course aims to makes the students equipped with the practical knowledge of Event Catering as well as the managerial aspects of quality food kitchen

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Plan Menu (as per occasion/theme)
- CO-02: Predict Production Scheduling/ Volume Forecasting
- CO-03: Establish outdoor Kitchen, Kitchen Organization and Staffing
- CO-04: Establish Material Indenting, Standard Recipes & Portion Control
- CO-05: Establish Food Waste Management

COURSE CONTENT

1. Menu Planning (as per occasion/theme)
2. Production Scheduling
3. Volume Forecasting
4. Outdoor Kitchen Setup
5. Kitchen Organization and Staffing
6. Material Indenting System
7. Development of Standard Recipes (for Bulk Cooking)
8. Portion Control Mechanism
9. Food Waste Management
10. Record Keeping of the Event
11. Event Costing

Note: An Event such as Conference/ Seminar/ Food Festival may be planned and organized to supplement learning of students.

Suggestive Readings: (Latest Edition)

1. A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
2. Anton Shone & Bryn Parry, 'Successful Event Management'
3. Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA

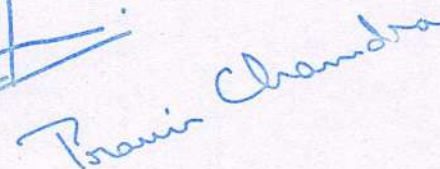
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Page 140



4. Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.
5. Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York
6. Leonard H. Hoyle, Jr, 'Event Marketing', John Willy and Sons, New York
7. Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
8. Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi
9. John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management; Pearson Publications





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BHCT- 453: Event Operation Management

BHCT- 453	Event Operations Management	L	T	P	Cr.
Semester	VII	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms & knowledge of F & B Service Operations				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective: The course structure has been designed to develop the insight of the students to understand control methods and procedures involving F & B Service.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Perform Menu Costing & Service Considerations
- CO-02: Plan and Execute the F & B Operations in an event
- CO-03: Perform design & facilities Considerations
- CO-04: Perform Event Costing & Record Keeping

COURSE CONTENT

1. Menu Costing, Pricing & Service Consideration- Specialty Food items, Special Equipment/ Service Requirements.
2. Planning and Execution of F & B Service Operations
3. Design Consideration-Plan Layout, Blueprint Design, Crowd management, Safety Consideration & Evacuation Plan, etc.
4. Facilities Consideration - Number of Entry & Exits, Seating Arrangements, Washroom, Cloak Room, Lighting, Ventilation etc.
5. Organizing & Staff
6. Budget Consideration & Event Costing
7. Record Keeping of the Event

Note: An Event such as Conference/ Seminar/ Food Festival may be planned and organized to supplement learning of students.

Suggestive Readings:(Latest Edition)

1. A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
2. Anton Shone & Bryn Parry, 'Successful Event Management'
3. Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
4. Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH &

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Page 142


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MA.

5. Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York
6. Leonard H. Hoyle, Jr, 'Event Marketing', John Willy and Sons, New York
7. Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
8. Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi
- i. John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management; Pearson Publications


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BHCT-455 Event Planning

BHCT- 455	Event Planning	L	T	P	Cr.
Semester	VII	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of Food & Beverage Service				
Max Marks	(Sessional Exams- 40 + End Semester Exams - 60) 100 Marks				

Course Objective : The course structure has been designed to develop the insight of the students to understand and to perform effective planning for holding an event.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Perform Event Organizing and Designing
- CO-02: Market & promote an Event
- CO-03: Manage an Event

COURSE CONTENT

1. **Events-** The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.
2. **Organizing & Designing of Events** - key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.
3. **Marketing & Promotion of Events** - Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.
4. **Managing Events** - Financial Management of Events, Staffing, Leadership, Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation. Record Keeping of the Event, Event Costing

Note: An Event such as Conference/ Seminar/ Food Festival may be planned and organized to supplement learning of students.

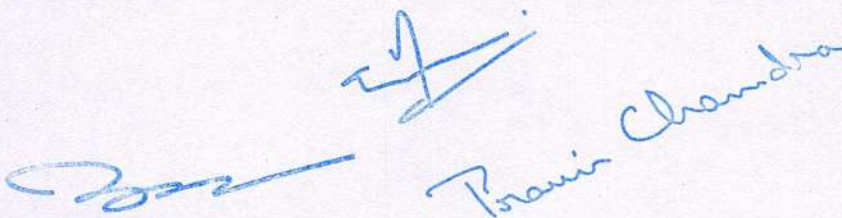
Suggestive Readings: (Latest Edition)

1. A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
2. Anton Shone & Bryn Parry, 'Successful Event ;2Management
3. Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
4. Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational


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institute of AH & MA.

5. Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York
6. Leonard H. Hoyle, Jr, 'Event Marketing', John Willy and Sons, New York
7. Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
8. Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi



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Technology (BHMCT)

2022

BHCT-457 Theme Designing & Decoration

BHCT- 457	Theme Designing & Decoration	L	T	P	Cr
Semester	VII	0	0	4	2
Pre-requisites//Exposure	Basic knowledge of design concept to understand the technical terms				
Max Marks	(Sessional Exams - 40 + End Semester Exams - 60) 100 Marks				

Course Objective:- This course is aimed at helping the students in understanding creating theme designing and decoration. This course includes theme creation, design considerations, plan layout, facilities considerations, staff, theme execution and costing.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand Theme Creation & Design Consideration
- CO-02: Plan Layout & Facilities Consideration
- CO-03: Perform Theme Organizing & Staff
- CO-04: Execute Theme & Event Costing

Course Content:

1. Theme Creation (Formal, Semi-formal & Informal)
2. Design Consideration- Space, Lighting, Décor, Entrance, Focal Point etc.
3. Plan Layout - Blueprint Design, Crowd management, Safety Consideration & Evacuation Plan, etc.
4. Facilities Consideration - Number of Entry & Exits, Seating Arrangements, Washroom, Cloak Room, Lighting, Ventilation etc.
5. Organizing & Staff
6. Theme Execution
7. Budget Consideration & Event Costing
8. Record Keeping of the Event

Note: An Event such as Conference/ Seminar/ Food Festival may be planned and organized to supplement learning of students.

Suggestive Readings: (Latest Edition)

1. Time Saver Standards for Architectural Design by Watson and Crosbie, Publisher: McGrawHill
2. Facilities Planning by James A. Tomkins, Publisher: Wiley
3. Facility Planning – Principle, Technology and Guidelines by Jeffrey E. Clark, Publisher: Pearson


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EIGHTH SEMESTER

BHCT-402 Financial Management in Hospitality

BHCT- 402	FINANCIAL MANAGEMENT FOR HOSPITALITY	L	T	P	Cr.
Semester	VIII	3	0		3
Pre-requisites//Exposure	Basic Knowledge of Hospitality Accounting				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: This course will succor the students to acquire and develop the knowledge of Financial management in Hospitality. This course includes nature & scope of financial management, managing capital investment & working capital, budgetary control, costing, forecasting and presentation of financial reports

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand nature & scope of financial management
- CO-02: Manage capital investment & working capital
- CO-03: Understand Budgetary control
- CO-04: Manage Costing & Cash forecasting
- CO-05: Present various financial reports

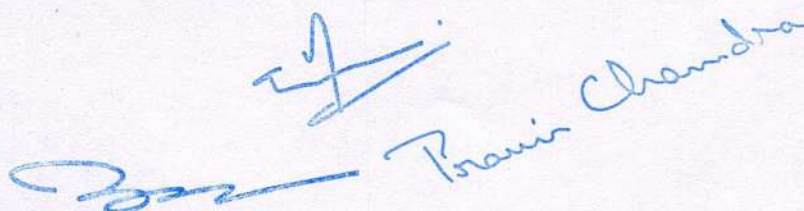
COURSE CONTENT

UNIT - 1 (8 Hours)

Nature and Scope Of Financial Management - Goals of Financial Management, Nature of Financial Management, Concept of Financial Management, Function of Financial Management, Scope of Financial Management, Role of Finance Manager in a changing Economics Scenario in India.

UNIT - 2 (8 Hours)

Management Capital Investment & Working Capital - Goals of Project Planning, Require Rate of returns standards & costs of Capital, Tradition Techniques for testing Viability, Cash Flow discipline in Project Analysis, Computational Resources, Data Sensitivity Analysis, Probability Analysis, Risk, Reappraisal: Ex-post Evaluation & Capital Expenditure. Working capital ratios, Decisions making, examples of working Capital Flows, timing of Flows, Flow of Funds, Product Cash cycle, Managing debtors, Managing Stocks, Managing Creditors.


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2022

UNIT -3 (6 Hours)

Budget & Budgeting Control - What is Budget? , Budget Centers. Compiling a Budget, Controlling a Plan, Flexible Budget, Use of Computers, Zero Based Budgeting, and Installing the System.

UNIT - 4 (6 Hours)

Costing and Internal Pricing - Standard Costing, Fixing a Standard, Cost Control through Variance Analysis, Marginal Costing, Break Even Graphs, Make or Buy, Treatment of Fixed Production Expenses for Financial Statement Preparations, Internal Pricing.

UNIT -5 (8 Hours)

Cash Forecasting and Control - Timing for Cash Plans, Monthly Cash Forecast and Control, Short term Cash Forecast, Source and Applications of Funds, Short Term Cash Control, Long Term Cash Forecast, Dynamic Aspects, International Aspects

UNIT -6 (6 Hours)

Presentation of External Financial Reports - Profit & Loss Account, Balance Sheet, Funds Statements, Director's Report, Current Cost Accounts

Suggestive Readings:(Latest Edition)

1. Hotel Operations and Auditing Manual By Gail Sammons, Patrick J. Moreo, Publisher: Amajon.com
2. HOTEL ACCOUNTING & FINANCIAL CONTROL- Ozi A.D'Cunha & Gleson O. D'Cunha Publisher: Dicky,s Enterprize, Mumbai
3. Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley
4. Hospitality Management Accounting By Martin G Jagles & Michael M Coltman, Publisher Wiley

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2022

BHCT 404: Hospitality Customer Relationship Management

BHCT- 404	Hospitality Customer Relationship Management	L	T	P	Cr.
Semester	VIII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective:- This course will help students to understand the organizational need, benefits and process of creating long-term value for potential customers of hospitality. This course includes topics to disseminate knowledge regarding the concept of e-CRM and e-CRM technologies that enable the students understand the technological and human issues relating to implementation of Customer Relationship Management in the hospitality sector. This course will enable students to apply the CRM concepts practically and illustrate through a presentation and written exam

Course Outcomes

- CO-01: On completion of this course, the students will be able to
- CO-02: Understand the basic concepts of Customer relationship management.
- CO-03: To understand the management of CRM in different stages so as to build strong customer relations.
- CO-04: Learn basics of Customer relationship management with reference to its implementation in the hospitality sector.
- CO-05: Understand E-CRM and its importance and effectiveness in increasing customer loyalty.

COURSE CONTENT

UNIT 1 (8 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 (8 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 (8 Hours)

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

Suggestive Readings: (Latest Edition)

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



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BHCT-406 Human Resource Planning & Management

BHCT- 406	Human Resource Planning & Management	L	T	P	Cr.
Semester	VIII	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of HRM and to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams -75) 100 Marks				

Course Objective: The objective of this course is to make students familiarize with concepts of human resource planning and management in hotels.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Learn objectives, importance and challenges of HR management and planning.
- CO-02: Understand the process of recruitment, selection, training and development process; their importance and techniques
- CO-03: Describe importance, techniques and limitations of performance appraisal
- CO-04: Summarize different employees, Labour laws and their classification

COURSE CONTENT:

UNIT 1 (8 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 (6 Hours)

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 (8 Hours)

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



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

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)

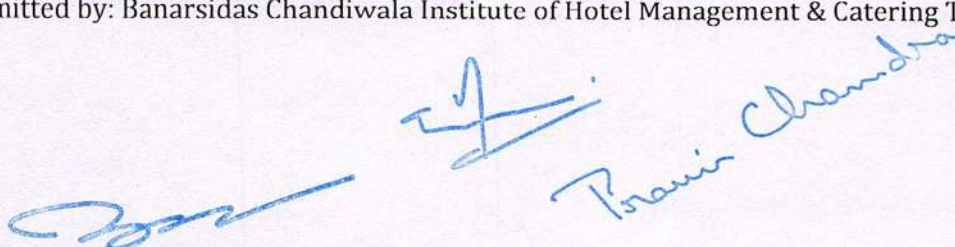
Performance Appraisal - Nature and objectives, Techniques of Performance Appraisal, Limitations of Performance Appraisal, Potential Appraisal

UNIT 6 (8 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)

Suggestive Readings: (Latest Edition)

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

The bottom of the page features three handwritten signatures in blue ink. The first signature is on the left, the second is in the middle, and the third, which appears to read 'Bharat Chandra', is on the right. Above the middle signature is a small rectangular stamp with some illegible text.

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-408 Kitchen and Restaurant Planning

BHCT- 408	Kitchen and Restaurant Planning	L	T	P	Cr.
Semester	VIII	2	2	0	4
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

Course Objective: This course will provide the student with knowledge and skills used in designing the layout of a restaurants and commercial kitchens. Emphasis will be placed on the planning and the selection of equipment.

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Organize a restaurant and kitchen using specific layout techniques.
- CO-02: To able to acknowledge the different equipment's pertaining to restaurant and kitchen operation.
- CO-03: To calculate the space and sizes for the professional layout of restaurant and kitchens.
- CO-04: Appraise the architectural considerations for restaurant environment.

COURSE CONTENT

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)

Organization 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 (8 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 (8 Hours)

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



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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)**

2022

UNIT 5 (6 Hours)

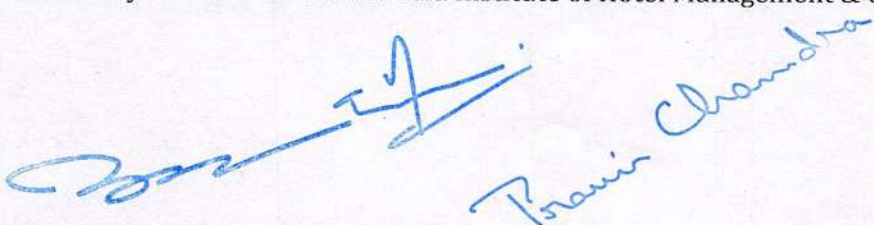
Restaurant Design & Environment - Lighting, Use of Colour, Noise & Sound Control, Heating & Air Conditioning, Employee Safety & Comfort.

UNIT 6 (6 Hours)

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

Suggestive Readings: (Latest Edition)

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



Pranav Chandra

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-410 Food & Beverage Controls – II

BHCT- 410	Food & Beverage Controls – II	L	T	P	Cr.
Semester	VIII	2	2	0	4
Pre-requisites//Exposure	knowledge of Food & Beverage Control-I				
Max Marks	(Sessional Exams- 25+ End Semester Exams - 75) 100 Marks				

Course Objective: This course is aimed to teach students about understanding control methods and procedures involves in Food & Beverage Service Operations

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Learn about the Concept of F&B Controlling
- CO-02: Discuss about the Sales and Budgetary Control
- CO-03: Analyze the cost , sales & Profit Variance
- CO-04: Understand about the concept of Menu Management & engineering
- CO-05: Explain about the different MIS reports like Revenue report (Cumulative & Non-Cumulative)

COURSE CONTENT

UNIT 1 (8 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 (8 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



GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

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 (8 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)

Suggestive Readings: (Latest Edition)

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



BHCT-412 Hospitality Quality Management & Guest Satisfaction

BHCT- 412	Hospitality Quality Management & Guest Satisfaction	L	T	P	Cr.
Semester	VIII	2	2	0	4
Pre-requisites//Exposure	Basic knowledge of hospitality industry				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

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

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Understand training functions in Rooms Division
- CO-02: Have a thorough understanding of service quality, guest loyalty and culture
- CO-03: Gain understanding of Total Quality Management
- CO-04: Handle situations on Operations Management, Safety & Security of guests

COURSE CONTENT

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 (8 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 (6 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 (6 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

Suggestive Readings: (Latest Edition)

1. Service Quality Management in Hospitality & Tourism by Kandampully, Mok and Sparks, Publisher: Jaico Publishing House
2. Managing Front Office Operations by Kasavana & Brooks, Publisher: AHLEI
3. Total Quality Management by Ross and Perry, Publisher: CRC Press
4. Total Quality Management by Besterfield, Publisher: Pearsons
5. Hotel Front Office Operations and Management by Jatashankar R. Tiwari, Publisher: OUP



SURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-414 Ambience Management

BHCT- 414	Ambience Management	L	T	P	Cr.
Semester	VIII	2	2	0	4
Pre-requisites/Exposure	Knowledge of Ambience Management				
Max Marks	(Sessional Exams- 25 + End Semester Exams - 75) 100 Marks				

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

Course Outcomes:

On the successful completion of the course, the student should be able to understand:

- CO-01: Ambience management by Housekeeping
- CO-02: Set up in a New Hotel
- CO-03: Controlling techniques of Internal environment
- CO-04: Thumb rules and factors considered in facility planning
- CO-05: Designing hotel room ambience
- CO-06: Latest technologies used in housekeeping and benefits of technologies.

COURSE CONTENT:

UNIT1 (6 Hours)

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

UNIT2 (8 Hours)

New Set-up Operations - Role of Housekeeper in a New Property, Pre-Opening Operations: Temporary Storage, Moving into the Property, Disposition of Spares, and 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.



SURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

UNIT 5 (8 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 (8 Hours)

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

Suggestive Readings: (Latest Edition)

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



CURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

BHCT-452 Project Report

BHCT 452	Project Report	L	T	P	Cr.
Semester	VIII	0	4	0	5
Pre-requisites//Exposure	Basic knowledge of hospitality Professional skills				
Max Marks	(Sessional Exams- 50 + End Semester Exams - 50) 100				
	Marks				

Course Objective :-Project report is planned to develop the students' ability to develop and apply multidisciplinary concepts, tools, and techniques to deal with operational problems related to various departments

Course Outcomes:

On the successful completion of the course, the student should be able to:

- CO-01: Develop and apply multidisciplinary concepts, tools, and techniques.
- CO-02: Deal with operational problems related to various departments
- CO-03: Groom the students for Hospitality Industry by training them in Business Environment scenarios.

****A Project Report in concerned Core Elective subject(s) will be prepared on basis of Feasibility Study/ Market Research/ in the domain of Selected Stream chosen by students at the start of Seventh Semester (i.e. Core Elective I: Advance Food & Beverage Management or Core Elective II: Advance Room Division Management) under the Supervision Faculty assigned by Principal/ Director.**

Refer Annexure – A

Disclaimer:- This draft proposal of Scheme of Curriculum Revision for Bachelor in Hotel Management and Catering Technology is drafted taking into consideration the feedback obtained from Students and Teachers of the Institutes. Opinion of Industry Professional as well as Alumni were also discussed and taken into consideration. This proposal is drafted after careful review of feedback received from various concerned stakeholders and a thorough brainstorming of the opinions of the experts by the syllabus review and modification committee. However, it is just the draft and contains every possibility of further revision and subsequent improvement.



Annexure-A

Specifications of Project Report Writing

BHCT-452

Page Specifications:

1. The dimension of the page should be in A4 size.
2. 1" (inches) margin is preferred from all 4 sides.

Text Specifications

1. Use font size of 12 Time New Roman.
2. Text should be justified
3. 1.5 line spacing in required between the lines of text.
4. Entire text must be types in BLACK ink.

Heading Specifications

- | | |
|-----------------------------------|---|
| 1. Main Heading | : Chapter Name- 16, Times New Roman, Bold |
| 2. Content Heading | : 14, Times New Roman, Bold |
| 3. Sub-heading | : 12, Times New Roman, Bold |
| 4. Sub-heading to the Sub-heading | : 12, Times New Roman, Bold, Italic |
| 5. Any further sub-heading | : 12, Times New Roman, Un-bold |

Binding Specifications

1. The project report should be hard-bound with black color cover page.

Sequencing of Project Report

The sequence in which the project report material should be arranged and bound should be as follows:

1. Cover Page & Title Page
2. Certificate
3. Self-declaration
4. Table of Contents



5. List of Tables (if Any, used in Report)
6. List of Figures (if Any, used in Report)
7. List of Symbols, Abbreviations and Nomenclature (if Any, used in Report)
8. Synopsis
9. Chapters
10. References
11. Appendices

Specification of Each of the Sequence

1. **Cover Page & Title Page** – A specimen copy of the Cover page & Title page of the project report are given in Appendix 1.
2. **Certificate** – The Certificate shall be in double line spacing using Font Style Times New Roman and Font Size 12, as per the format in Appendix 2.

The certificate shall carry the supervisor's signature and shall be followed by the supervisor's name, academic designation (not any other responsibilities of administrative nature), department and full address of the institution where the supervisor has guided the student. The term 'SUPERVISOR' must be typed in capital letters between the supervisor's name and academic designation.

3. **Self-declaration Certificate:** The certificate shall carry your signature stating that the project report undertaken by you is your own original work. Refer Appendix 3.
4. **Table of Contents** – The table of contents should list all material following it as well as any material which precedes it. A specimen copy of the Table of Contents of the project report is given in Appendix 4.
5. **List of Tables** – The list should use exactly the same captions as they appear above the tables in the text. Each table must be marked with its table number and the corresponding page on which it is appearing in the text.



6. **List of Figures** – The list should use exactly the same captions as they appear below the figures in the text. Each figure must be marked with its figure number and the corresponding page on which it is appearing in the text.
7. **List of Symbols, Abbreviations and Nomenclature** – Standard symbols, abbreviations etc. if used in the text must be mentioned in this section.
8. **Abstract/ Executive Summary** – It should be brief abstract or summary of your project report. It should be of minimum 3 pages.
9. **Chapters** – The chapters may be broadly divided into followings:-

Chapter 1: Introduction

In the first chapter, introduce your work detailing the background of your research subject matter and your research area. Also, clearly state what the purpose of the study is and explain the study's significance. The significance is addressed by discussing how the study adds to the theoretical body of knowledge in the field and the study's practical significance in the concern industry.

Suggestive Outline of Chapter-1

- 1.1 Introduction (Chapter Introduction)**
- 1.2 Background of the Study**
- 1.3 Broad Introduction** (of your chosen research topic)
- 1.4 Need and Purpose of the Study** (why this research should be conducted)
- 1.5 Focus of the Study** (Detail the area of your research)
- 1.6 Significance of Study** (How it will be useful, both theoretically and practically)
- 1.7 Objectives of the study**
- 1.8 Chapter Summary**



Chapter 2: Literature Review

The purpose of the study should suggest some theoretical framework to be explained in this chapter. The literature review thus describes and analyzes previous research on the topic. This chapter, however, should not merely string together what other researchers have found. Rather, you should discuss and analyze the body of knowledge with the ultimate goal of determining what is known and is not known about the topic. This determination leads to research gap and subsequently your research questions and/or hypotheses. In some cases, of course, you may determine that replicating previous research (if needed).

Suggestive Outline of Chapter-2

- 2.1 Introduction (Chapter Introduction)
- 2.2 Overview/Theoretical foundations (in general)
- 2.3 Existing Theories or Models (related to your research topic)
- 2.4 Identification of Research Variables (if any)
- 2.5 Research Gap (identified after thorough review of literature)
- 2.6 Problem Statement/ Research Questions
- 2.7 Chapter Summary

Chapter 3: Research Design & Methodology

This chapter describes the overall research design employed for conducting your research project. This chapter describes and justifies the data collection method used. This chapter also outlines how you analyzed your data. Begin by describing the research design and further the method you chose and why this method was the most appropriate. In doing so, you should cite reference literature about the method. Next, detail every step of the data gathering and analysis process. Although this section varies depending on method and analysis technique chosen, following is the suggestive structure of this chapter:-



Suggestive Outline of Chapter-3

3.1 Introduction (Chapter Introduction)

3.2 Research Design

The types of research design you are planning to adopt for this study and Why?

3.3 Methodology for data collection

3.3.1 Methodology for Secondary Data Collection

Review of documented sources that you wish to include for data collection will come in this section

3.3.2 Methodology for Primary Data Collection

1. Survey type: Sample Survey (or any other you wish to use for your study)
2. Sample Population: Who will be your respondents?
3. Sample Area: Location of your sample population, from where the data will be collected?
4. Sample Size: Number of respondents you wish to include in your study.
5. Survey Instrument: Self-administered questionnaire (or any other you wish to use for your study)

3.4 Methodology for data analysis

Details of Statistical Tools or tests you wish to apply to for the analysis of collected data will come in this section

3.5 Methodology for data presentation

How the analyzed data will be presented will come in this section?

3.6 Chapter Summary

Chapter 4: Data Analysis & Interpretation

This chapter addresses the results from your data analysis only. This chapter does not include discussing other research literature or the implications of your findings. Usually you begin by outlining any descriptive (Demographic Profile of Respondents or distribution of respondent) or exploratory/confirmatory analyses (e.g., reliability tests, factor analysis) that were conducted. You next address the results of the tests conducted. You then discuss interpretations of the results of the test conducted. Tables and/or figures should be used to illustrate and summarize all numeric information.



For qualitative and historical research, this chapter usually is organized by the themes or categories uncovered in your research. If you have conducted focus groups or interviews, it is often appropriate to provide a brief descriptive (e.g., demographic) profile of the participants first. Direct quotation and paraphrasing of data from focus groups, interviews, or historical artifacts then are used to support the generalizations made. In some cases, this analysis also includes information from field notes or other interpretative data (e.g., life history information).

Suggestive Outline of Chapter-4

- 4.1 Introduction** (Chapter Introduction)
- 4.2 Sample Description** (Demographic Profile of Respondents or distribution of respondent)
- 4.3 Data Analysis & Interpretation** (list each of the data analyzed along with its respective table/figure/graph/chart and also the interpretation of each of the table/figure/graph/chart)
- 4.4 Findings and Discussion of Result** (discuss the overall findings in a comprehensive manner)
- 4.5 Chapter Summary**

Chapter 5: Conclusion & Recommendations

The purpose of this chapter is not just to reiterate what you found but rather to discuss what your findings in relation to the theoretical body of knowledge on the topic and your profession. Typically, students skimp on this chapter even though it may be the most important one because it answers the "So what?" question. Begin by discussing your findings in relation to the theoretical framework introduced in the literature review. In some cases, you may need to introduce new literature (particularly with qualitative research). This chapter also should address what your findings mean for industrial professionals in the field being examined. In other words, what are the study's practical implications?



Suggestive Outline of Chapter-5

- 5.1 Introduction** (Chapter Introduction)
- 5.2 Conclusion** (Preferably objective-wise, state what result each objective has generated)
- 5.3 Recommendations** (What recommendations will you suggest after this research project?)
- 5.4 Implications** (whether & how the recommendation shall be implied by industry or other interested groups of your research)
- 5.5 Limitations**
- 5.6 Future Scope of Research** (Directions for further Research)

***** Points to be remember:**

- 1 Each chapter should be given an appropriate title.
- 2 Each Chapter must begin with its chapter introduction and concluded with the chapter's summary
- 3 Each chapter shall be divided in sub-sections as per the requirement of the chapter with proper heading.
- 4 Tables and figures in a chapter should be placed in the immediate vicinity of the reference where they are cited.

10. List of References

The listing of references should be typed in alphabetical order in single spacing left – justified. American Psychological Association (APA) Style must be used for referencing.

Some Examples

For Journal

Author's last name, Author's first initial. Author's middle initial., & Author's last name, Author's first initial. Author's middle initial. (Year published). Article title. *Journal Name*, *Volume*(Issue), page number(s).

- Fearon, J. D., & Laitin, D. D. (2003). Ethnicity, insurgency, and civil



war. *American Political Science Review*, 97(01), 75.

For Book

Last name, Initial. (Year Published). Book Title. Publisher.

- Sapolsky, R. M. (2017). *Behave: The biology of humans at our best and worst*. Penguin Books.
- Jackson, L. M. (2019). *The psychology of prejudice: From attitudes to social action* (2nd ed.). American Psychological Association.
- Svendsen, S., & Løber, L. (2020). *The big picture/Academic writing: The one-hour guide* (3rd digital ed.). Hans Reitzel Forlag. <https://thebigpicture-academicwriting.digi.hansreitzel.dk/>
- Kesharwani, P. (Ed.). (2020). *Nanotechnology based approaches for tuberculosis treatment*. Academic Press.

For Articles

- Last Name, Initials. (Year Published). Page Title. Website Name. Retrieved Month Day, Year, from URL

For details, refer following link:-

<https://apastyle.apa.org/style-grammar-guidelines/references/examples>

11. Appendices – Appendices are provided to give supplementary information, which is included in the main text may serve as a distraction and cloud the central theme.

- Appendices (if any) should be numbered using Arabic numerals, e.g. Appendix 1, Appendix 2, etc.
- Sample questionnaire (if used, in your project) shall be attached as an Appendix.



APPENDIX 1

(A typical Specimen of Cover Page & Title Page)

TITLE OF PROJECT REPORT
<1.5 line spacing>

A PROJECT REPORT

Submitted by
<Italic>

NAME OF THE CANDIDATE(S)

in partial fulfillment for the award of the degree
of
<1.5 line spacing><Italic>

BACHELOR DEGREE IN HOTEL MANEAGEMENT & CATERING TECHNOLOGY

Under Supervision of
NAME OF THE PROJECT GUIDE

NAME OF THE COLLEGE/INSTITUTE

NAME OF THE UNIVERSITY
<1.5 line spacing>

MONTH & YEAR



APPENDIX 2

(A typical specimen of Certificate)

NAME OF THE INSTITUTE

CERTIFICATE

Certified that this project report “.....**TITLE OF THE PROJECT**.....” is the bonafide work of “.....**NAME OF THE CANDIDATE(S)**.....”, who carried out the project work under my supervision.

<<Signature of the Principal>>
SIGNATURE
<<Name>>
PRINCIPAL

<<Signature of the Supervisor>>
SIGNATURE
<<Name>>
Project Supervisor
<<Academic Designation>>

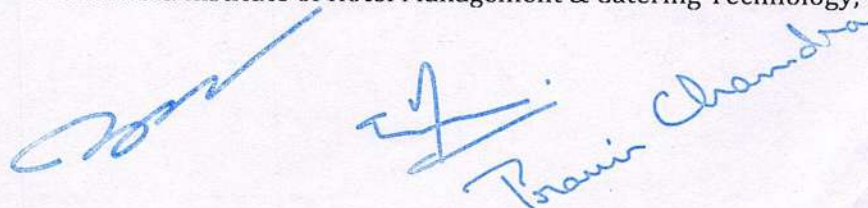
<<Signature of Project Coordinator>>
SIGNATURE
<<Academic Designation>>

Project presentation held on _____ at the college

EXAMINERS

1.

2.



APPENDIX 3

(A typical specimen of Certificate)

NAME OF THE INSTITUTE

SELF DECLARATION

I do hereby declare that this project report **“Title of the project ”** submitted to “ NAME OF THE INSTITUTE” in partial fulfillment for the award of the degree of BACHELOR OF HOTEL MANEGEMENT & CATERING TECHNOLOGY, is a record of original work done by me under the supervision and guidance of **“Name & Designation of your Project Guide”**

Place: New Delhi.
Date: dd/mm/yyyy

<<Signature of Candidate>>
<< Name & Enrollment No.>>



APPENDIX 4

(A typical specimen of table of contents)

Table of Contents

<i>List of Tables</i>	i
<i>List of Figures</i>	ii
<i>List of Abbreviations</i>	iii
<i>Executive Summary</i>	iv-vii

Chapter – 1

(from start page to end page e.g. 1-15)

INTRODUCTION

1.1 Introduction	
1.2 Background of the Study	
1.3 Broad Introduction	
1.4 Need and Purpose of the Study	
1.5 Focus of the Study	
1.6 Significance of Study	
1.7 Objectives of the study	
1.8 Chapter Summary	

Chapter – 2

(from start page to end page)

LITERATURE REVIEW

1.1 Introduction	
1.2 Overview/Theoretical foundations	
1.3 Existing Theories or Models	
1.4 Identification of Research Variables	
1.5 Research Gap	
1.6 Problem Statement/ Research Questions	
1.7 Chapter Summary	



Chapter – 3

(from start page to end page)

RESEARCH METHODOLOGY

- 3.1 Introduction
- 3.2 Research Design
- 3.3 Methodology for data collection
 - 3.3.1 Methodology for Secondary Data Collection
 - 3.3.2 Methodology for Primary Data Collection
 - 3.3.2.a. Survey type
 - 3.3.2.b Sample Population
 - 3.3.2.c. Sample Area
 - 3.3.2.d Sample Size
 - 3.3.2.e Sample Instrument:
- 3.4 Methodology for data analysis
- 3.5 Methodology for data presentation
- 3.6 Chapter Summary

Chapter – 4

(from start page to end page)

DATA ANALYSIS AND INTERPRETATION

- 4.1 Introduction
- 4.2 Sample Description
- 4.3 Data Analysis & Interpretation
- 4.4 Findings and Discussion of Result
- 4.5 Chapter Summary

Chapter – 5

(from start page to end page)

CONCLUSIONS AND RECOMMENDATIONS

- 5.1 Introduction
- 5.2 Conclusion
- 5.3 Recommendations
- 5.4 Implications
- 5.5 Limitations
- 5.6 Future Scope of Research

BIBLIOGRAPHY

(from start page to end page)

ANNEXURES

- A. Sample Questionnaire

*****page number must also be marked against each sub heading to be mentioned in table of content

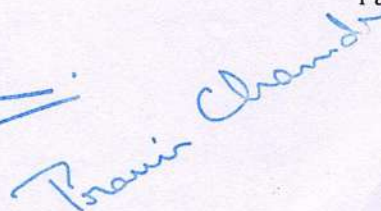
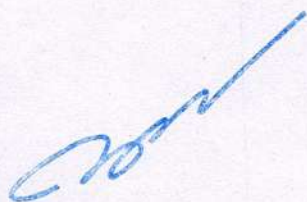
(NOTE: This Table of Content is just a suggestive one, however students are free to amend/modify it as per the requirement of the own project)

Guidelines for Oral Presentation

1. Make a 10 minutes presentation to the University panel on power point indicating key areas of your study
2. PPT should be precise and crisp adhering to the content of your report
 - a. Cover page (1 Slide)
 - b. Introduction/Background (1 Slide)
 - c. Literature Review & Problem Identified (2-3 Slide)
 - d. Research Objectives (1 Slide)
 - e. Research Design & Methodology (1-2 Slides)
 - f. Data Analysis (2-4 Slides)
 - g. Findings (1 Slide)



- h. Conclusion (1 Slide)
- i. Limitations (1 Slide)
- 3. Wear your college uniform and be well groomed
- 4. Project matter should be informative, research oriented backed by statistics
- 5. Create and maintain interest. Make eye contact with everyone in the audience
- 6. Be creative in your approach
- 7. Keep time for answering the examiner's/audience's queries.



Mapping of Programme Outcomes with Course Outcomes

SEMESTER I													
S.N o.	Course Code	Course Name	Co s	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
					PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9
1	BHCT 101	Foundation Course in Food Production-I	1	Understand the basic operations of a Hotel's kitchen with regard to safety procedures and hygiene followed by chefs also an idea about the basic hierarchy in the kitchen and their role in the brigade with regard to their skills and experiences	CO 1	CO 1							
			2	Identify different types of equipment and their safety operating procedures and also to know the various kinds of modern cooking equipment's and their uses in the kitchen.		CO 2							
			3	Familiarize with various cooking methods with regard to taste and texture and to know the utensils and equipment used in various cooking methods			CO 3						
			4	Identify types of fruits and vegetables, their selection, storage criteria, pigments and their effects on heat and also to learn the cuts of vegetables and their uses in cookery.							CO 4		
			5	To learn various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen			CO 5				CO 5		
2	BHCT 103	Foundation Course in Front Office	1	Understand the background of the hotel Industry					CO 1				
			2	Learn the basics of front office terminology					CO 2			CO 2	
			3	Understand the need and the criteria for the classification of hotels					CO 3		CO 3		
			4	Learn the importance of front office in a hotel								CO 4	CO 4
			5	Learn the flow of accountability and authority in a hotel and the front office department.									CO 5
			6	Know the various types of guest visiting the hotel								CO 6	CO 6
3	BHCT 105	Foundation Course in Food & Beverage Service	1	Develop general knowledge on the origins and development of food service in hotels, restaurants, and institutions.	CO 1	CO 1							
			2	Identify trends likely to affect food service in the coming years			CO 2	CO 2	CO 2				

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			3	Identify a variety of managerial, production, and service positions that are typical of the food service industry and describe the roles these positions play in providing food service					CO 3	CO 3	CO 3		
			4	Describe managerial responsibilities as they relate to food service functions including menu planning & preparation		CO 4		CO 4		CO 4		CO 4	
4	BHCT 107	Foundation Course in Accommodation Operations	1	Understand Basics of Housekeeping Department	CO 1	CO 1					CO 1		
			2	Understand Importance and Organization of Housekeeping		CO 2		CO 2	CO 2				
			3	Understand Daily, Routine and other activities of Housekeeping	CO 3	CO 3					CO 3		
			4	Learn the Room types and their Amenities					CO 4		CO 4	CO 4	
			5	Learn the Housekeeping Cleaning Techniques, Equipment and Chemicals	CO 5	CO 5	CO 5						
5	BHCT 109	Environmental Science	1	Learn & apply the knowledge of Sustainability & efforts taken for Environment Protection.	CO 1	CO 1				CO 1			
			2	Learn about ecosystem & its functioning	CO 2	CO 2				CO 2			
			3	Learn & apply the knowledge of Environmental Management System	CO 3	CO 3				CO 3			
			4	Learn & apply the knowledge about Environmental Pollutions and their remedies	CO 4	CO 4				CO 4			
6	BHCT 111	Business Communication	1	Understand the importance of Business Communication.	CO 1	CO 1					CO 1		
			2	Learn the basics of Grammar (Tenses, Adjectives, Adverbs, Conjunctions, Prepositions)		CO 2	CO 2			CO 2	CO 2		
			3	Understand the culture for global communication.		CO 3			CO 3		CO 3	CO 3	
			4	Learning and acquiring the skills to write business letters.							CO 4	CO 4	CO 4
			5	Learning the guidelines for effective presentation skills.		CO 5					CO 5		CO 5
			6	Knowing the utilization of technology in communication			CO 6				CO 6		
7	BHCT 151	Basic Food Production Operations –I	1	Demonstrate basic culinary skills and techniques in food production with safety and hygiene.	CO 1	CO 1							
			2	Identify and demonstrate proper use of kitchen tools, materials, and equipment							CO 2		

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			3	Describe application of stocks and prepare soups according to classification	CO 3	CO 3			CO 3		CO 3		
			4	Demonstrate cooking methods with ability to make Mother sauces and their derivatives	CO 4								
8	BHCT 153	Basic Front Office Operations-I	1	Understanding Oral and Written Communication							CO 1		
			2	Learn the procedure of answering a call					CO 2		CO 2		
			3	Understand the utilization of various front office equipment.								CO 3	
			4	Learn the functions performed at bell desk					CO 4	CO 4			
			5	Learn to handle guest preference and request		CO 5	CO 5						
			6	Learn the countries ,their currency, capitals and Airlines			CO 6				CO 6		
9	BHCT 155	Basic Food & Beverage Service Operations-I	1	To demonstrate knowledge of the key functional areas of the food & beverage operations	CO 1		CO 1	CO 1				CO 1	
			2	To learn the standard operating procedure for handling guests while doing service in the restaurant.		CO 2			CO 2		CO 2		CO 2
			3	To examine the appropriateness of the different methods of food & beverage service while handling customer expectations.	CO 3	CO 3	CO 3			CO 3	CO 3		
10	BHCT 157	Basic Accommodation Operations-I	1	Basics of Housekeeping department	CO 1	CO 1							
			2	Daily, Routine and other activities on guest floor by Housekeeping	CO 2	CO 2			CO 2		CO 2		
			3	Room types and their amenities	CO 3	CO 3	CO 3						
			4	Housekeeping basic cleaning techniques, equipment and chemicals	CO 4	CO 4	CO 4				CO 4	CO 4	
11	BHCT 159	Bakery & Confectionery-I	1	Distinguish the different types of flour& shortening used in Bakery.	CO 1			CO 1	CO 1				
			2	Identify different types of nuts, rising agent, yeast , sugar and various thickening agents	CO 2	CO 3			CO 4				
			3	Understand all sequential steps for breads making.		CO 3	CO 3						CO 3
			4	Identify types of breakfast breads & rolls in Indian cuisine and in continental cuisine				CO 4			CO 4		
			5	Buy and process best quality of basic & ancillary ingredients.	CO 5	CO 5			CO 5	CO 5			

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Page 179

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			6	Understand about rich cakes like brownie.			CO 6				CO 6		
			7	Understand the process of selection, storage and use of ingredients		CO 7					CO 7		
			8	Differentiate types of Cakes & pudding methods, fault and remedies.		CO 8	CO 8					CO 8	

SEMESTER II													
S.N o.	Course Code	Course Name	Co s	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
					PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9
1	BHCT 102	Foundation Course in Food Production - II	1	Identify different kitchen ingredients, fats and oil used in kitchen	CO 1	CO 1						CO 1	
			2	Plan and design various menus with an understanding of different types of menus as per the meal.	CO 2		CO 2		CO 2				CO 2
			3	Identify types of breakfast served in Indian cuisine and in continental cuisine	CO 3		CO 3		CO 3			CO 3	
			4	Describe different meat and fish with their characteristics, selection, storage and uses.	CO 4	CO 4						CO 4	CO 4
			5	Explain different types of Cakes & Pastries with their method of preparation, fault and remedies	CO 5	CO 5	CO 5			CO 5	CO 5		
2	BHCT 104	Front Office Operations	1	Understand the basic layout of lobby and sections of front office	CO 1	CO 1							
			2	Learn the stages of guest cycle			CO 2	CO 2					
			3	Understand the role of PMS in front and back office interfaces					CO 3				CO 3
			4	Learn the Channel, Sources and types of reservation					CO 4				
			5	Learn the procedure and terminology of reservations								CO 5	CO 5
3	BHCT 106	Food & Beverage Service Operations	1	Understand the difference among various services eg. American Service, Russian Service, English Service, French Service	CO 1								
			2	Understand the various types of Meals used in star hotels.		CO 2							
			3	Understand the Food & Beverages Outlets Operation Control System			CO 3		CO 3				

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			4	Understand about the non- Alcoholic beverage		CO 4							
			5	Identify the various room service management techniques that can be adapted in a hotel									CO 5
4	BHCT 108	Accommodation Operations	1	Understand Routine of Housekeeping services	CO 1	CO 1	CO 1	CO 1	CO 1		CO 1		
			2	Understand Handling Guests and Guest Requests	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2			
			3	Understand Methods of cleaning different surfaces	CO 3	CO 3	CO 3		CO 3				
			4	Understand Allocation of Manpower in Housekeeping department	CO 4	CO 4	CO 4	CO 4	CO 4		CO 4		
			5	Learn the Emerging Practices and Trends in Housekeeping	CO 5	CO 5			CO 5	CO 5	CO 5		
5	BHCT 110	Application of Computers in Hospitality Industry	1	The fundamental concepts of basic Computer System structure	CO 1								
			2	Identify and analyze computer hardware, software and network components	CO 2								CO 3
			3	Install, configure and remove software and hardware	CO 1	CO 2							
			4	Use technology ethically, safely, securely and legally							CO 4	CO 4	
6	BHCT 112	Hospitality Accounting	1	Understand all basic accounting terms, concepts /standard & principles of Accounting				CO 1			CO 1		
			2	Demonstrate the maintenance of hotel accounting record and business assets.			CO 2						CO 2
			3	Evaluate the value of money and value of financial planning through income statement and positional statement.	CO 3				CO 3			CO 3	
			4	Describe the role of accounting department in any hotel, weighted of auditing and non-cash transactions.	CO 4	CO 4				CO 4			
7	BHCT 152	Basic Food Production Operations-II	1	Demonstrate Cuts & preparation of Poultry and fish dishes	CO 1	CO 1						CO 1	
			2	Demonstrate proper pairing of dishes in accordance to color, nutritional value and portion size of the dish	CO 2	CO 2					CO 2		CO 2
			3	Prepare soup, sauces and Main Course with their accompaniments and garnishes.	CO 3	CO 3	CO 3					CO 3	
			4	Display and prepare pre-plated Continental food by understanding proper plating technique.	CO 4	CO 4	CO 4	CO 4	CO 4		CO 4		

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8	BHCT 154	Basic Front Office Operations-II	1	Understand the sources and modes of reservation					CO 1				CO 1
			2	Learn to Clarify various queries and requirements of a guest	CO 2								
			3	Check availability of reservations in PMS and informing the guest				CO 3					
			4	Understand the need, requirement and Importance of PMS				CO 4		CO 4			
			5	Know the factors influencing room rate fixation									CO 5
			6	Know the importance of GDS and how the GDS works in hotels.	CO 6	CO 6							
			7	Define itinerary planning and things to be considered while itinerary planning						CO 7	CO 7		
9	BHCT 156	Basic Food & Beverage Service Operations-II	1	To demonstrate knowledge of the Breakfast Service including English, Continental, Indian and American Breakfast.	CO 1	CO 1		CO 1		CO 1		CO 1	
			2	To learn the about Procedure For Service of a Meal			CO 2	CO 2	CO 2	CO 2			
			3	To demonstrate the knowledge of Non-Alcoholic Beverages, Service of Tea, Coffee, Soft Drinks, Squashes, Mineral Water and Specialty Coffee.			CO 3		CO 3		CO 3		CO 3
10	BHCT 158	Basic Accommodation Operations-II	1	Types of Housekeeping services	CO 1	CO 1	CO 1		CO 1		CO 1		
			2	Methods of cleaning different surfaces	CO 2	CO 2	CO 2				CO 2	CO 2	
			3	Handling Guest complaints and room designing	CO 3	CO 3	CO 3	CO 3		CO 3			
			4	Inspecting guestroom and public area and handling the related checklist	CO 4			CO 4					CO 4
11	BHCT 160	Basic Computers Skills &Applications	1	The fundamental concepts of basic Computer System structure	CO 1								
			2	Identify and analyze computer hardware, software, and network components. Identify and analyze computer hardware, software (programming concept) and network components.	CO 2								CO 2
			3	Install, configure, and remove software and hardware.	CO 3	CO 3							

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			4	Use technology ethically, safely, securely, and legally.								CO 4	CO 4
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SEMESTER III

S.No.	Course Code	Course Name	Course	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
					PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9
1	BHCT 201	Regional Indian Cuisine	1	Enumerate and describe the factors that affect regional eating habits in various parts of India	CO 1	CO 1						CO 1	
			2	Acquire knowledge on Tandoor History, marination and cooking of dishes and various breads.	CO 2		CO 3		CO 2			CO 2	CO 2
			3	Understand festival and regional delicacies of Indian sweets with their History and classification	CO 3		CO 3		CO 3			CO 3	
			4	Describe Regional cuisine of India (East, west, North South) with their geographical Location, History, ingredients, equipments and cooking methods	CO 4	CO 4	CO 4					CO 4	CO 4
			5	Explain the various basic gravies used in preparation of Indian dishes	CO 5	CO 5	CO 5			CO 5	CO 5	CO 5	
2	BHCT -203	Front Office Management - I	1	Perform activities effectively and efficiently to the standards expected in the operation required in the hotels	CO 1	CO 1		CO 1	CO 1		CO 1	CO 1	CO 1
			2	Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle.	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2
			3	Comprehend the integrated functions of the front office in the hotel industry	CO 3	CO 3		CO 3	CO 3		CO 3	CO 3	CO 3
			4	Learn real life examples, cases ,procedures and technology adopted by hotels.	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4
3	BHCT -205	Restaurant & Bar Management-I	1	To Identify the physical components and requirements of a beverage operation.		CO 1					CO 1		CO 1
			2	To learn and explain the main steps involved in the production of wine, beer and aperitif.	CO 2		CO 2			CO 2			
			3	To learn the different regulatory bodies and laws of wine production					CO 3		CO 3	CO 3	
			4	To learn and understand the food and wine pairing technique	CO 4		CO 4						

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Page 183

(Handwritten signatures)

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

4	BHCT -207	Accommodation Management-I	1	Understand Types of Linen and Operation of Linen Room	CO 1	CO 1	CO 1						
			2	Understand Operation of Uniform Room and Sewing Room	CO 2	CO 2	CO 2						
			3	Understand the process of Laundry operation	CO 3	CO 3	CO 3		CO 3		CO 3		
			4	Learn about Fabrics, Fibers and Textiles	CO 4	CO 4	CO 4	CO 4					
			5	Learn the importance of Security Aspects	CO 5	CO 5	CO 5	CO 5		CO 5			CO 5
			6	Understand the concept of situation handling	CO 6	CO 6	CO 6	CO 6	CO 6	CO 6			CO 6
5	BHCT -209	Hygiene, Sanitation & Food Science	1	Realize the need, concept and importance of food service and nutrition in hospitality industry, community and self-growth.	CO 1	CO 1					CO 1	CO 1	
			2	Learn principles of HACCP and rules and regulations adopted by various hotels and restaurant industry.	CO 2	CO 2			CO 2	CO 2			CO 2
			3	Identify various new trends adopted by hotels especially, in view of current scenario	CO 3	CO 3	CO 3						
			4	Demonstrate facts related to product licensing and understanding additive proportion.	CO 4	CO 4							CO 4
6	BHCT -211	Safety, Security & Travel Documentation	1	Knowledge of safety and security practices and measures followed by hotels	CO 1	CO 1	CO 1			CO 1	CO 1		
			2	Understand the safety and security of tourist destinations	CO 2	CO 2	CO 2			CO 2	CO 2		
			3	Knowledge of various travel documentations required	CO 3	CO 3	CO 3				CO 3		
			4	Understand Visa & other permits	CO 4	CO 4	CO 4				CO 4		
7	BHCT -251	Quantity Food Production Operations -I	1	Prepare good quality Regional Indian bulk food with safety and Hygiene.	CO 1	CO 1	CO 1				CO 1		
			2	Plan Menu and demonstrate kitchen equipments required in bulk/quantity cooking	CO 2	CO 2	CO 2						
			3	Demonstrate and prepare basic Indian Gravies with understanding of standard Recipes.	CO 3	CO 3							CO 3
			4	Prepare various popular regional dishes of different states of India	CO 4	CO 4				CO 4		CO 4	
8	BHCT -253	Front Office Operations -I	1	Perform activities effectively and efficiently to the standards expected in the operation required in the hotels.	CO 1	CO 1		CO 1	CO 1		CO 1	CO 1	CO 1

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Page 184

[Handwritten signatures]

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NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

			2	Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2
			3	Comprehend the integrated functions of the front office in the hotel industry	CO 3	CO 3		CO 3	CO 3		CO 3	CO 3	CO 3
			4	Learn real life examples, cases, procedures and technology adopted by hotels.	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4
9	BHCT -255	Restaurant & Bar Operations-I	1	Learn about Bar Operations, Bar Layout & Bar Equipment	CO 1	CO 1							
			2	Learn and demonstrate service of various types of Wines	CO 2	CO 2					CO 2		
			3	Learn & Demonstrate service of Bottled & Draft Beer	CO 3	CO 3					CO 3		
			4	Learn & apply the knowledge of Food & Wine Pairing	CO 4	CO 4					CO 4		
			5	Learn the basics bread making and desserts	CO 5	CO 5					CO 5		
10	BHCT -257	Accommodation Operations-I	1	Types of Linen and Operation of Linen Room	CO 1	CO 1	CO 1						
			2	Operation of Uniform Room and Sewing Room	CO 2	CO 2							
			3	Laundry Operation	CO 3	CO 3			CO 3				
			4	Fiber identification techniques	CO 4								
			5	Safety Aspects	CO 5			CO 5		CO 5			
			6	Hand sewing techniques			CO 6						
11	BHCT -259	Bakery & Confectionery-II	1	Demonstrate the understanding of fundamentals of bakery and confectionery.	CO 1	CO 1					CO 1		
			2	Recognize & comply safe working practices.	CO 2				CO 2	CO 2			
			3	Illustrate the use of tools and machinery used in bakery and confectionery.	CO 3	CO 3							
			4	Demonstrate entrepreneurship skills for setting up a home-based bakery unit							CO 4	CO 4	

SEMESTER IV

S.No.	Course Code	Course Name	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
				PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9

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Page 185

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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

1	BHCT 202	Quantity Food Production Management	1	Describe volume cookery with its planning, purchasing and indenting required for mass production	CO 1	CO 1	CO 1					CO 1	CO 1
			2	Enlist and explain various frozen desserts with special equipment required and precautions needed while preparation.	CO 2	CO 2			CO2			CO 2	
			3	Describe about chocolate History, manufacturing and storage.	CO 3		CO 3				CO 3	CO 3	
			4	Explain various types of fast food with their evolution & Franchising	CO 4	CO 4	CO 4				CO 4	CO 4	CO 4
2	BHCT -204	Front Office Management- II	1	Explain and discuss front office accounting procedures, checkout and settlement procedures, night audit functions and verification	CO 1	CO 1		CO 1	CO 1		CO 1	CO 1	CO 1
			2	Analyses situation, identify guest problems, formulates solutions and implement corrective measures during the entire guest cycle.	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2
			3	Comprehend the scope of Hospitality Industry as an International Business	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3
			4	Understand real life examples of marketing strategies and technology adopted by hotels.	CO 4	CO 4	CO 4		CO 4		CO 4	CO 4	CO 4
3	BHCT -206	Restaurant & Bar Management - II	1	To analyze the bar and its entire operations in the hotel industry	CO 1	CO 1							
			2	Develop an understanding of the concepts of Alcoholic Beverages.			CO 2	CO 2		CO 2	CO 2		
			3	To understand bar management process and procedures.			CO 3		CO 3				CO 3
			4	To learn the spirits making procedures.	CO 4		CO 4						CO 4
4	BHCT -208	Accommodation Management- II	1	Understand Principles and Styles of Flower arrangement	CO 1	CO 1					CO 1	CO 1	
			2	Understand Basics of Horticulture i.e. Equipment and basic requirements	CO 2	CO 2			CO 2		CO 2	CO 2	
			3	Understand the Need and process of renovation	CO 3	CO 3	CO 3	CO 3	CO 3		CO 3	CO 3	
			4	Learn about Outsourcing cleaning-types and cons/pros	CO 4	CO 4	CO 4	CO 4	CO 4			CO 4	
			5	Learn about the concept of Inventory Control	CO 5	CO 5	CO 5	CO 5	CO 5		CO 5		CO 5
			6	Understand the Need and importance of Ergonomics in Housekeeping		CO 6	CO 6	CO 6	CO 6	CO 6			
5	BHCT -210	Hospitality Engineering & Maintenance	1	Identify the need, importance and organization of engineering department	CO 1	CO 1					CO 1		

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2022

			2	Well versed about repair & maintenance of hotel building and machinery	CO 2	CO 2	CO 2		CO 2		CO 2	CO 2	
			3	Gain thorough knowledge about Fuel & Electricity	CO 3	CO 3					CO 3		
			4	Gain depth knowledge about water & sanitary management, heat, ventilation, refrigeration & air conditioning	CO 4	CO 4	CO 4			CO 4	CO 4	CO 4	
			5	Learn about fire safety measures used in hospitality industry	CO 5		CO 5	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5
6	BHCT 212	Material Management	1	Knowledge of Purchase and purchase procedure	CO 1	CO 1				CO 1	CO 1		
			2	Understand Receiving & Procedure of receiving	CO 2	CO 2	CO 2				CO 2		
			3	Knowledge of Store Management & Codification	CO 3	CO 3	CO 3						
			4	Inventory Management	CO 4	CO 4	CO 4						
7	BHCT -252	Quantity Food Production Operations-II	1	Prepare good quality Regional Indian bulk food with safety and Hygiene	CO 1	CO 1	CO 1				CO 1		
			2	Acquire pre-preparation and preparation skill of Indian regional dishes	CO 2	CO 2							CO 2
			3	Prepare various popular regional and International snacks and Indian sweets	CO 3	CO 3				CO 3		CO 3	
8	BHCT -254	Front Office Operations-II	1	Practice on Bills Compilation, Presentation, Settlement	CO 1	CO 1			CO 1				
			2	Preparing & Filling of Forms of Traveler's Cheques, Cash Sheet, Visitors Paid Outs, Allowances and Discounts		CO 2			CO 2				CO 2
			3	Handling Credit Cards, TC, Travel Agent Vouchers	CO 3	CO 3		CO 3	CO 3				
			4	Practice selling techniques at Front Desk	CO 4	CO 4	CO 4			CO 4	CO 4	CO 4	CO 4
9	BHCT -256	Restaurant & Bar Operations-II	1	Learn and demonstrate service of Spirits	CO 1	CO 1							
			2	Learn & demonstrate service of Liqueurs	CO 2	CO 2					CO 2		
			3	Learn & apply the knowledge of Cocktail Making & Mixology	CO 3	CO 3					CO 3		
			4	Learn & demonstrate service of Cigars & Cigarettes	CO 4	CO 4					CO 4		
10	BHCT -258	Accommodation Operations-II	1	Flower arrangement styles	CO 1	CO 1					CO 1		
			2	Basics of Horticulture i.e. Equipment and basic requirements	CO 2						CO 2		

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CURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

			3	Theme based designing of restaurant	CO 3	CO 3			CO 3				
			4	Uniform designing & cost calculation	CO 4	CO 4	CO 4						
11	BHCT -260	Bakery & Confectionery-III	1	Demonstrate the understanding of Frozen Desserts and Chocolate making.	CO 1	CO 1					CO 1		
			2	Recognize & comply safe working practices in bakery and confectionery.	CO 2				CO 2	CO 2			
			3	Illustrate the use of tools and machinery used in bakery and confectionery.	CO 3	CO 3							
			4	Demonstrate entrepreneurship skills for setting up a home-based bakery unit.							CO 4	CO 4	

SEMESTER V

S.N o.	Course Code	Course Name	Co s	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
					PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9
1	BHCT 301	International Cuisine	1	Develop knowledge on various international cuisines with their history, popular dishes and cooking methods.	CO 1	CO 1						CO 1	CO 1
			2	Impart knowledge on types of Icings & Meringues with their uses.	CO 2		CO 2		CO 2			CO 2	CO 2
			3	Describe the use of herbs & wine in cooking with their	CO 3	CO 3	CO 3		CO 3			CO 3	
2	BHCT 303	Advance Front Office Management	1	To explore the tools and technique of management accounting for analysis to understand different pricing strategies.	CO 1	CO 1		CO 1					
			2	To be able to analyze the affairs of the personnel management				CO 2					CO 2
			3	To prepare contingency plan in crisis management.	CO 3				CO 3				
			4	To make strategic decisions at different level at Front office			CO 4					CO 4	
3	BHCT 305	Advance Food & Beverage Service Management	1	Understand the Planning & Managing F&B Outlets considering the planning for staff requirement, Space requirement & Layout of different areas	CO 1	CO 1	CO 1		CO 1				CO 1
			2	Learn about the Concept of Gueridon service, advantages & disadvantages and different types of Trolleys	CO 2	CO 2					CO 2		
			3	Discuss about the Banquet and Off-Premise Operations and Management			CO 3		CO 3	CO 3		CO 3	
			4	Understand the Concept of MICE in Hospitality Industry				CO 4	CO 4	CO 4	CO 4		CO 4
4	BHCT 307	Advance Accommodation	1	Understand Planning and organizing Housekeeping department	CO 1	CO 1	CO 1	CO 1					

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Banar Chandra

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

		n Management	2	Understand Manpower planning and scheduling of Housekeeping staff	CO 2	CO 2	CO 2	CO 2					CO 2
			3	Understand the role of Executive Housekeeper	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3
			4	Learn about Types of budget and Budgetary control	CO 4	CO 4	CO 4	CO 4					CO 4
			5	Learn about the Planning of housekeeping operations and SOP designing	CO 5	CO 5	CO 5	CO 5	CO 5				CO 5
			6	Understand the Integrated pest management and controlling of different pests	CO 6	CO 6	CO 6		CO 6	CO 6		CO 6	
5	BHCT 309	Hotel Law & Corporate Governance	1	Analyze and act in a diversity of business contexts	CO 1						CO 1		
			2	Impact business through effective communication and teamwork in term of corporate governance				CO 2	CO 2				
			3	Analyze dilemmas and make thoughtful, principled decisions	CO 3	CO 3				CO 3			
			4	Know their strengths and enhance their professional skill set						CO 4			CO 4
6	BHCT 311	Facility Management	1	Understand Hotel Design & Planning Considerations	CO 1	CO 1				CO 1			
			2	Understand Star Classifications of Hotel	CO 2	CO 2				CO 2			CO 2
			3	Identify the planning of management area	CO 3	CO 3				CO 3			
			4	Plan the F & B Areas & Staff Facilities	CO 4	CO 4				CO 4			CO 4
7	BHCT 351	Advance Food Production Operations	1	Introduce international culinary world, thus giving them a glimpse of various cuisines across the globe.	CO 1	CO 1				CO 1			
			2	Outline the focus on the health, hygiene and safety procedures followed in professional kitchen.		CO 2			CO 2		CO 2	CO 2	
			3	Select meat, chicken, fish and their processing techniques	CO 3	CO 3			CO 3		CO 3		CO 3
8	BHCT 353	Advance Front Office Operations	1	Evaluate the importance of SOP for front office	CO 1		CO 1						
			2	Identify the desirable solutions for hospitality professionals in problem handling.		CO 2			CO 2				
			3	Identify the desirable solutions for hospitality professionals in problem handling.			CO 3						CO 3
			4	Identify the major emergency situations and crisis management.		CO 4			CO 4				
9	BHCT 355	Advanced Food & Beverage Service Operations	1	Understand the Skills required for the effective supervision & Practice on SOPs	CO 1		CO 1		CO 1				CO 1
			2	Learn about the different Types of Buffet & Set-ups for Buffet		CO 2			CO 2		CO 2		

Submitted by: Banarsidas Chandiwalla Institute of Hotel Management & Catering Technology, New Delhi

Page 189

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			3	Calculate the space for banquets		CO 3							
			4	Understand the Service Procedures in Formal & Informal Banquets	CO 4	CO 4		CO 4					
10	BHCT 357	Advanced Accommodation Operations	1	Learn set up for events in banquet and auditorium	CO 1	CO 1	CO 1		CO 1				
			2	Understand the planning, organizing, executing, and evaluating for team cleaning process		CO 2			CO 2				CO 2
			3	Plan duty roster for the department	CO 3	CO 3	CO 3	CO 3	CO 3				CO 3
			4	Learn about standard operating procedures for guest rooms and public area	CO 4	CO 4	CO 4	CO 4					
			5	Learn different energy conservation activities and about pest control exposure too.	CO 5					CO 5	CO 5		
11	BHCT 359	Bakery & Confectionery IV	1	Prepare high-end bakery & Confectionery products.	CO 1		CO 1				CO 1		CO 1
			2	Experience of Choux Craquelin, Chocolate & Petit Fours	CO 2	CO 2	CO 2				CO 2		
			3	Prepare Meringue Based Desserts and Classical Breads	CO 3	CO 3	CO 3				CO 3		
			4	Prepare French Entremets and Cheese Cake	CO 4	CO 4	CO 4				CO 4		

SEMESTER VI

S.No.	Course Code	Course Name	Cos	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
					PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9
1	BHCT -302	Industry Internship	1	Exhibit professional behavior necessary for job success and growth.	CO 1							CO 1	
			2	Articulate personal and professional goals.					CO 2	CO 2	CO 2		
			3	Students will identify and address personal strengths and weaknesses in light of demands and expectations of employment.	CO 3	CO 3							CO 3
			4	Gain exposure to a professional field and an understanding of professional etiquette.		CO 4		CO 4			CO 4		

SEMESTER VII

S.N o.	Course Code	Course Name	Co s	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
					PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9
1	BHCT -401	Research Methodology	1	Have basic knowledge of Research Methodology					CO 1			CO 1	CO 1

CURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

			2	Research Process	CO 2					CO 2			
			3	Display social, cultural and environmental sensitivity and ethics with humane responsibility, in line with Hospitality Industry needs					CO 3		CO 3		
			4	Report Writing and Presentation				CO 4			CO 4		
2	BHCT -403	Entrepreneurs hip Skills & Development	1	Learn about Entrepreneur & Entrepreneurship in India	CO 1	CO 1					CO 1	CO 1	
			2	Learn & apply the knowledge of Raising & Managing Finance for New Ventures	CO 2	CO 2					CO 2	CO 2	
			3	Learn & apply the knowledge Entrepreneurial Marketing and E-business	CO 3	CO 3					CO 3	CO 3	CO 3
			4	Learn about various Entrepreneurial Development Programmes (EDP)	CO 4	CO 4					CO 4	CO 4	
3	BHCT -405	Hospitality Sales & Marketing	1	Students will demonstrate strong product knowledge in the area of sales and marketing and its application in the hospitality sector.	CO 1			CO 1	CO 1		CO 1		
			2	Students will demonstrate effective ways to implement the marketing process in different ways so as to effectively sell hospitality products and services.		CO 2	CO 2			CO 2		CO 2	CO 2
			3	Students will demonstrate analytical skills in identification and implementation of entire sales process with an ability to handle personal selling and brand management.	CO 3		CO 3	CO 3	CO 3			CO 3	CO 3
4	BHCT -407	Modern Gastronomy	1	Identify evolution of Modern Era Food and its Culture Relation	CO 1		CO 1						
			2	understand the effects of food on human health and society	CO 2	CO 2							
			3	Evaluate the fundamental chemical and Physical theories of Molecular Gastronomy	CO 3		CO 1						
			4	Apply concepts, theories and analysis in the development of novel recipes, dishes and food for various lifestyle people.	CO 4					CO 4		CO 4	
			5	Understand various food presentation, plating and food photography Style.	CO 5							CO 5	
			6	Focus on sustainable food practices and proper waste disposal	CO 6					CO 6			
5	BHCT -409	Event Management	1	Analyze and demonstrate the skills required to research, design, plan, coordinate, and evaluate an actual event through the documentation and submission of a portfolio	CO 1		CO 1						

Submitted by: Banarsidas Chandiwalla Institute of Hotel Management & Catering Technology, New Delhi

Page 191

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

			2	Differentiate between event management and event leadership								CO 2	CO 2
			3	Analyze an event strategic marketing plan.	CO 3								CO 3
			4	Critically analyze a sustainable event's strengths, weaknesses, opportunities, and threats using a SWOT analysis			CO 4	CO 4					CO 4
6	BHCT -411	Food & Beverage Controls – I	1	Learn about the Concept of F&B Controls	CO 1	CO 1		CO 1			CO 1		
			2	Demonstrate the entire process of Purchase Control.		CO 2	CO 2		CO 2			CO 2	
			3	Analyze the concepts and objectives of Receiving Control.	CO 3	CO 3				CO 3			CO 3
			4	Implement the right procedures of Storing, issuing and Inventory Control.		CO 4		CO 4			CO 4		CO 4
7	BHCT -413	Revenue Management-I	1	The importance of revenue management	CO 1	CO 1	CO 1						
			2	How to use holistic revenue management strategies in your hotel					CO 2			CO 2	
			3	Understanding the current and potential guests					CO 3				CO 3
			4	How to look at your target audience's buying behavior in order to optimize revenue.					CO 4		CO 4	CO 4	CO 4
8	BHCT -415	Interior Decoration	1	Understand Principles and Elements of Design	CO 1	CO 1	CO 1	CO 1	CO 1		CO 1		
			2	Understand Types of colour schemes	CO 2	CO 2	CO 2				CO 2	CO 2	
			3	Understand the different types of wall finishes, door and window finishes	CO 3	CO 3	CO 3				CO 3	CO 3	
			4	Learn about Types of floor and floor coverings with their cleaning procedures	CO 4	CO 4	CO 4				CO 4	CO 4	
			5	Learn about the Types of guestroom furniture and its placement	CO 5	CO 5	CO 5				CO 5	CO 5	
			6	Understand the Lighting types and principles of light installation	CO 6	CO 6	CO 6				CO 6	CO 6	
			7	Learn about the classification and placement of accessories	CO 7	CO 7	CO 7				CO 7	CO 7	
9	BHCT -417	Linen & Laundry Operations & Management	1	Understand the concept of Costing of Linen	CO 1	CO 1	CO 1	CO 1	CO 1				
			2	Learn about Linen Storage and inventory management	CO 2	CO 2	CO 2	CO 2	CO 2				CO 2
			3	Understand the Laundry layout and operations	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	

Submitted by: Banarsidas Chandiwal Institute of Hotel Management & Catering Technology, New Delhi

Page 192

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GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

			4	Learn about Different types of laundry chemicals	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	
			5	Learn about Types and removal of stains	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5	
10	BHCT -451	Event Catering	1	Plan Menu (as per occasion/theme)	CO 1	CO 1	CO 1				CO 1		CO 1
			2	Predict Production Scheduling/ Volume Forecasting	CO 2	CO 2	CO 2				CO 2		CO 2
			3	Establish outdoor Kitchen, Kitchen Organization and Staffing	CO 3	CO 3	CO 3				CO 3		CO 3
			4	Establish Material Indenting, Standard Recipes & Portion Control	CO 4	CO 4	CO 4				CO 4		CO 4
			5	Establish Food Waste Management	CO 5	CO 5	CO 5				CO 5		CO 5
11	BHCT -453	Event Operation Management	1	Perform Menu Costing & Service Considerations	CO 1	CO 1			CO 1		CO 1	CO 1	CO 1
			2	Plan and Execute the F & B Operations in an event	CO 2	CO 2			CO 2		CO 2	CO 2	CO 2
			3	Perform design & facilities Considerations	CO 3	CO 3			CO 3		CO 3	CO 3	CO 3
			4	Perform Event Costing & Record Keeping	CO 4	CO 4			CO 4		CO 4	CO 4	CO 4
12	BHCT -455	Event Planning	1	Event Organizing and Designing	CO 1	CO 1			CO 1		CO 1	CO 1	CO 1
			2	Marketing & promotion of Event	CO 2	CO 2			CO 2		CO 2	CO 2	CO 2
			3	Managing an Event	CO 3	CO 3			CO 3		CO 3	CO 3	CO 3
13	BHCT -457	Theme Designing & Decoration	1	Theme Creation & Design Consideration	CO 1	CO 1			CO 1		CO 1	CO 1	CO 1
			2	Plan Layout & Facilities Consideration	CO 2	CO 2			CO 2		CO 2	CO 2	CO 2
			3	Theme Organizing & Staff	CO 3	CO 3			CO 3		CO 3	CO 3	CO 3
			4	Theme Execution & Event Costing	CO 4	CO 4			CO 4		CO 4	CO 4	CO 4

SEMESTER VIII

S.N o.	Course Code	Course Name	Co s	Course Outcomes	Mapping of Programme Outcomes with Course Outcomes								
					PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9
1	BHCT -402	Financial Management in Hospitality	1	Understand nature & scope of Financial Management	CO 1	CO 1				CO 1			
			2	Manage capita investment & working capital	CO 2	CO 2				CO 2			CO 2
			3	Understand Budgetary control	CO 3	CO 3				CO 3			
			4	Manage Costing & Cash Forecasting	CO 4	CO 4				CO 4			CO 4
			5	Present Various Financial Reports	CO 5	CO 5				CO 5			CO 5

Submitted by: Banarsidas Chandiwal Institute of Hotel Management & Catering Technology, New Delhi

Page 193

CURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

2	BHCT -404	Hospitality Customer Relationship Management	1	Understand the basic concepts of Customer relationship management	CO 1		CO 1	CO 1				CO 1	
			2	To understand the management of CRM in different stages so as to build strong customer relations.		CO 2			CO 2		CO 2		CO 2
			3	Learn basics of Customer relationship management with reference to its implementation in the hospitality sector	CO 3	CO 3	CO 3			CO 3	CO 3		
			4	Understand E-CRM and its importance and effectiveness in increasing customer loyalty.		CO 4	CO 4				CO 4	CO 4	CO 4
3	BHCT -406	Human Resource Planning & Management	1	Learn objectives, importance and challenges of HR management and planning	CO 1	CO 1	CO 1	CO 1	CO 1	CO 1			
			2	Understand the process of recruitment, selection, training and development process, their importance and techniques used.		CO 2		CO 2	CO 2	CO 2	CO 2		CO 2
			3	Describe importance, techniques and limitations of performance appraisal	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3	CO 3
			4	Summarize different employees, Labour laws and their classification	CO 4	CO 4	CO 4	CO 4		CO 4			
4	BHCT -408	Kitchen and Restaurant Planning	1	Organize a restaurant and kitchen using specific layout techniques.	CO 1		CO 1				CO 1		
			2	To able to acknowledge the different equipment's pertaining to restaurant and kitchen operation.			CO 2					CO 3	CO 3
			3	To calculate the space and sizes for the professional layout of restaurant and kitchens	CO 3	CO 3							CO 3
			4	Apprise the architectural considerations for restaurant environment		CO 4	CO 4						
5	BHCT -410	Food & Beverage Controls – II	1	Learn about the Concept of F&B Controlling	CO 1	CO 1							
			2	Discuss about the Sales and Budgetary Control			CO 2		CO 2				
			3	Analyze the cost , sales & Profit Variance	CO 3	CO 3							
			4	Understand about the concept of Menu Management & engineering	CO 4		CO 4				CO 4		CO 4
			5	Explain about the different MIS reports like Revenue report (Cumulative & Non-Cumulative)	CO 5	CO 5	CO 5						CO 5
6	BHCT -412	Hospitality Quality Management & Guest Satisfaction	1	Understand training functions in Rooms Division	CO 1			CO 1			CO 1		CO 1
			2	Have a thorough understanding of service quality, guest loyalty and culture					CO 2	CO2			CO 2

Submitted by: Banarsidas Chandiwala Institute of Hotel Management & Catering Technology, New Delhi

Page 194

GURU GOBIND SINGH INDRAPRASTHA UNIVERSITY,
NEW DELHI Bachelor of Hotel Management & Catering
Technology (BHMCT)

2022

			3	Gain understanding of Total Quality Management		CO 3						CO 3	CO 3
			4	Handle situations on Operations Management, Safety & Security of guests	CO 4		CO 4		CO 4	CO 4			
7	BHCT -414	Ambience Management	1	Understand the concept of Ambience management by Housekeeping	CO 1	CO 1	CO 1	CO 1	CO 1		CO 1	CO 1	CO 1
			2	Learn Set up in a New Hotel	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2	CO 2
			3	Understand the Controlling techniques of Internal environment	CO 3	CO 3	CO 3	CO 3	CO 3				
			4	Learn about Thumb rules and factors considered in facility planning	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4	CO 4
			5	Learn about Designing hotel room ambience	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5	CO 5
			6	Understand the Latest technologies used in housekeeping and benefits of technologies	CO 6	CO 6	CO 6	CO 6	CO 6	CO 6	CO 6	CO 6	CO 6
8	BHCT -452	Project Report	1	Develops and applies multidisciplinary concepts, tools, and techniques	CO 1	CO 1						CO 1	
			2	Deal with operational problems related to various departments	CO 2		CO 2						
			3	Groom the students for Hospitality Industry by training them in Business Environment scenarios							CO 3		CO 3

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