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

BHMCT

AUGUST, 2022

Submitted by

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

Pravin Chandra

Syllabus Revision/Modification Committee

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Banarsidas Chandiwala 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.

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.
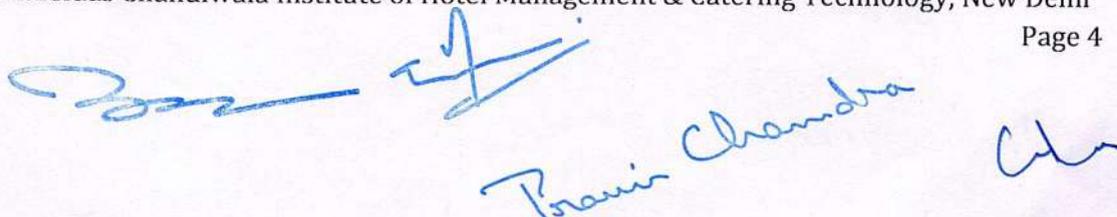
The examination and evaluation is carried out according to the scheme laid down by GGSIP University. Every paper (for theory and practical) is of 100 marks. In every paper students are evaluated through an end term semester examination conducted by the university and through internal / continuous evaluation 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

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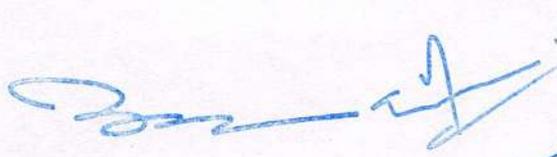
Proposed Scheme of Curriculum Revision for Under Graduate Programme BHM (Bachelor of Hotel Management

FIRST SEMESTER

S.No.	Course Code	Course Name	Teaching Scheme L	Teaching Scheme T/P	Discipline	Credits Assigned
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**
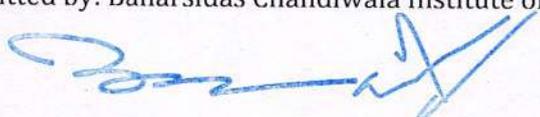
SECOND SEMESTER

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

S.No.	Course Code	Course Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
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

		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

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
Practical/Lab						
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

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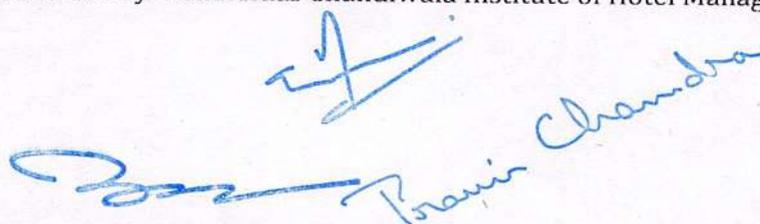
** Entire batch will undergo Internship in sixth semester for the functional exposure of the Industry preferably in 5/4 Star Hotels
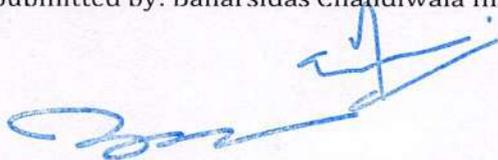
SEVENTH SEMESTER

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:

S.No.	Subject Code	Subject Name	Teaching Scheme		Discipline	Credits Assigned
			L	T/P		
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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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**

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
Core Elective Stream I: Advanced Food & Beverage Management:						
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
Core Elective Stream II: Advanced Rooms Division Management:						
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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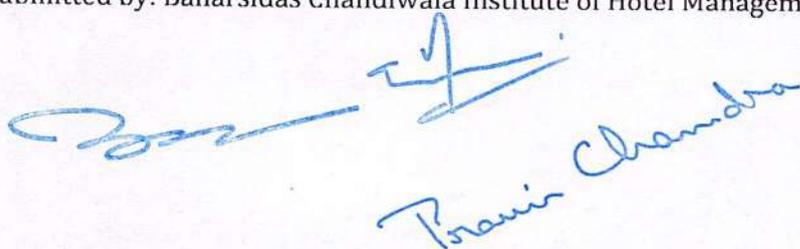
Practical/Lab

			-		Ability Enhancement Course (Compulsory)	
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 <u>185 credits</u> for the grant of Degree.

Course Name: BHMCT **Semester:** VII **Paper Code:** BHCT- 417

No. of Weeks prescribed as per syllabus: 12

Date of commencement of classes: 1ˢᵗ August, 2024

Date of cessation of classes:

No. of hours allotted per week as per timetable: 3hrs/week

Teaching days available: 12 weeks

Week no.	Module/ topic detail	No. of hours	Books referred
Week 1	**Controlling Linen and Its Storage** Managing Linen Supply and Issuing Systems Hotel Linen and Standard Sizes Stock Taking and Records Maintained Purchasing and Hiring Linen	03 Hours	Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan
Week 2	Calculating Linen Need and Requirement Linen Inventory Management Linen Quality and Life span Creating a replacement Schedule Discards and their reuse	03 Hours	Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan
Week 3	**Laundry** Types of laundry Importance of Laundry Advantages and Disadvantages of having an OPL Planning and Staffing in Laundry	03 Hours	Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan
Week 4	Planning and Staffing in Laundry **The Laundry: Basic Engineering and Operations** Planning and pre-Engineering- Basic Knowledge Major Equipment Requirements Factors to be Considered for Laundry Operations	03 Hours	Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan
Week 5	Linen Supply Floor Plan Layout Laundry Setup Layout	03 Hours	Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan
Week 6	Engineering Requirement Ventilation Requirement Lint Removal **Laundry Agents** Introduction and Importance	03 Hours	Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan
Week 7	Classification and uses of laundry agents Types of laundry Agents	03 Hours	Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan

			Hotel Housekeeping: Operations and Management by G. Raghubalan&SmriteeRaghubalan
Week 8	**The Laundry Process** The Laundry Cycle Wash Cycle	03 Hours	
Week 9	Dry Cleaning of Fabrics Procedure Chemicals Required Importance and Advantages	03 Hours	
Week 10	Handling Guest Laundry Care Labels	03 Hours	
Week 11	**Stains** Types and Classification of Stains Identification of Stains	03 Hours	
Week 12	Principles of Stain Removal Stain Removal Methods	03 Hours	
Week 13	**REVISION CLASSES**	03 Hours	

Other Books Referred:

1. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S

2. The Professional Housekeeper by Schneider, Tucker &Scoviak, Publisher: Wiley

3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley

_____
Signature (Instructor)

_____
Signature (Academic Coordinator)

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Signature (Program Coordinator)

_____
Signature (Principal)

BHCT- 417	CONTROLLING LINEN AND ITS STORAGE	L	T	P	Cr.
Semester	I	3	0	0	3
Pre-requisites//Exposure	Basic knowledge of English to understand the technical terms				

Course Description

This course exposes the students to the laundry operations of a hotel which plays a vital role in Hotel Housekeeping and Guest satisfaction. Advanced systems designed for linen management and control are also elaborated.

Course Objectives:

At the end of the semester, the students would have a thorough knowledge of:

1. To make the students aware about the inventory process designed for recyclable and non-recyclable items in the housekeeping department.

2 Understand the importance of linen management in the housekeeping department.

3. Assess the establishment of par for different categories of linen.

Course Outcomes:

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

- Know the importance of calculating linen needs and requirement for the housekeeping department.
- Know about the importance of conducting inventory and stock taking.
- Know the replacement schedule of linen based on their quality and life span.

Pedagogy:

The course will use the following pedagogical tools:

- Lectures & Discussions
- Interactive Exercises
- Assignment / Quizzes
- Case Study
- Numerical

Course Content

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

Text Book:

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

Reference Books:

1. Hotel Hostel and Hospital Housekeeping by Joan C Branson & Margaret, Publisher: Hodder Arnold H&S

2. The Professional Housekeeper by Madelin Schneider, Georgina Tucker & Mary Scoviak, Publisher: Wiley

3. Professional Management of Housekeeping Operations: Thomas J. A. Jones, Publisher: Wiley

Session: 2024-2025

Subject: Linen and Laundry Operations and Management (BHCT 417)
WEEK 1
Topic: Syllabus Introduction &UNIT 1: Controlling Linen and Its Storage
Objective: After completing the topic, students should be able to get introduction of the syllabus and have quick recap of previous semesters.
Teaching/Learning Aids: Power point presentation, you tube videos;Lecture method and discussion

	Topic (Key Points)	Lesson Content	Trainers Activity	Reference books
WEEK 1	Introduction (Syllabus)	• UNIT 1: Controlling Linen and Its Storage • UNIT 2: Laundry • UNIT 3: The Laundry-Basic Engineering and Operations • UNIT 4: Laundry Agents • UNIT 5: The Laundry Process • UNIT 6: Stains	Discussion-related to the video showed and shared on (Google classroom)	1. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S 2. The Professional Housekeeper by Schneider, Tucker &Scoviak, Publisher: Wiley 3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley 4. Hotel Housekeeping: Operations and Management by G. Raghubalan &Smritee Raghubalan
	UNIT 1 Controlling Linen and Its Storage	• Linen storage • Managing Linen Supply • Issuing Systems- soiled for dirty, topping up, requisition and set amount		
	UNIT 1 Controlling Linen and Its Storage	• Types of linen-bed linen, bath linen, f&b linen, miscellaneous linen with sizes • Par stock concept, Stock Taking • Records Maintained • Purchasing and Hiring Linen		

COURSE DESCRIPTION: Students will be able to know about the importance of linen control and storage in the housekeeping department.

CONTENT: Linen control, Storage and Types

GENERAL COURSE OBJECTIVES: Students will learn the importance of linen as an asset in the housekeeping department.

Instructor.................................
(Signature)

Academic Coordinator.....................
(Signature)

Program Coordinator.......................
(Signature)

(Principal)

....
Signature

Ref No.:2024/ Gagan Soni/Week No. 1(CLASSES FROM MONDAY TO FRIDAY)
Subject: Linen and Laundry Operations and Management
Semester: 7th   **Course Code:** BHCT 417
Date From: 05/08/2024

                                                                                                      Till: 09/08/2024

Day & Date	Batch	Time	Remarks
Monday 05/08/2024	Y Batch	9.30 am- 10.20 am	Introduction to syllabus
Tuesday 06/08/2024	Y Batch	9.30 am- 10.20 am	Terms and terminologies
Wednesday 07/08/2024	Y Batch	9.30 am- 10.20 am	Case Study on Linen Abuse

Name of the topic covered: Controlling Linen and Its Storage

Sub Topic: Introduction to Linen room functioning storing and issuing linen

Objective: To make students aware about managing the supply and control of linen.

Content: Centralized and decentralized linen rooms, Linen storage, Managing Linen Supply, and Issuing Systems- soiled for dirty, topping up, requisition and set amount, types of linen-bed linen, bath linen, f & b linen, miscellaneous linen with sizes, par stock concept, Stock Taking and Records Maintained, Purchasing and Hiring Linen, linen control.

Teaching Methodology: Teaching Methodology:

- Lecture Method
- CASE STUDY (attached with the faculty report)
- You tube Videos
- https://www.youtube.com/watch?v=8LCfb7LogMg
- https://www.youtube.com/watch?v=EKxlF4LT46I
- Classroom Discussion
- Viva-voce

Learning Outcome: Students understood about the different types of linen rooms in a hotel, activities carried out, records maintained along with the methods to keep a check on the movement of linen in the hotel. Important terms like- Cutting Down, Lead time, Lead time stock, Minimum and Maximum order stock, categorization of guest supplies was discussed as well.

Learners Activities/Innovations Related to Classroom Teaching: Students were given a case study related to problems of linen circulation faced by a hotel. Solutions to the same discussed in detail with the batch to inculcate situation handling and logical reasoning to solve operational issues.

Questions Pertaining to the case study:

Q1. What other potential abuses could occur within the hotel that would cause increased costs?

Q2. What is the most important thing that the mangers need to do right away?

Q3. Why do so many departments use linen as rags? How can this be corrected?

Q4. How can the Kitchen fix their oversights?

Q5. How can the restaurants fix their oversights?

Q6. How can the housekeeping fix their oversights?

Q7. Why is this "Linen Issue" such a big problem?

References: Hotel Housekeeping: Operations and Management by G. Raghubalan & Smritee Raghubalan
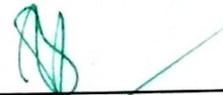
Rate learner's outcome on the Rating Scale 1-5(Poor to Excellent): 5

(1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent)

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Signature (Instructor)

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Signature (Academic Coordinator)

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Signature (Program Coordinator)

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Signature (Principal)

ACADEMIC		Doc. No.BCIHMCT/LP/001
	LESSON PLAN	Issue No.01 Date 15.08.2024
		Date: 12/8/24
		Page: 01 of 8

Session: 2024-2025

Subject: Linen and Laundry Operations and Management (BHCT 417)

WEEK 2

Topic: UNIT 1: Controlling Linen and Its Storage

Objective: After completing the topic, students should be able to get introduction of the syllabus and have quick recap of previous semesters.

Teaching/Learning Aids: Power point presentation, you tube videos;Lecture method and discussion

	Topic	Lesson Content	Trainers Activity	Reference books
WEEK 2	UNIT 1 Controlling Linen and Its Storage	• Calculating Linen Need and Requirement • Numerical Based Learning for Par stock Calculation • Linen Quality and Life span • Creating a replacement Schedule • Linen Inventory Management (Types of Inventory- Recycle, Non Recycle, Formats) • Discards and their reuse with formats • Cutting Down • Glossary of Terms • Wefts, warps, cut sheet size, torn sheet size, grey goods, thread count, seconds • Recap of topics covered	Making formats for inventory and stock taking Recap test	1. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder Arnold H&S 2. The Professional Housekeeper by Schneider, Tucker &Scoviak, Publisher: Wiley 3. Professional Management of Housekeeping Operations by Thomas J. A. Jones, Publisher: Wiley 4. Hotel Housekeeping: Operations and Management by G. Raghubalan &Smritee Raghubalan

COURSE DESCRIPTION: Students will be able to know about the importance of linen inventory management in the housekeeping department.

CONTENT: Types of inventories, formats required, calculating linen needs.

GENERAL COURSE OBJECTIVES: Students will learn the step wise procedure followed in conducting an inventory in the housekeeping department.

Instructor.................
(Signature)

Program Coordinator.................
(Signature)

Academic Coordinator.................
(Signature)

(Principal)

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Signature

Department: Housekeeping
Course Code: BHCT 417

Academic Session: 2024-2025
Date From: 12/08/2024

Name of Instructor: Dr. Gagandeep Soni
Course Title: Linen & Laundry Operations and Mgmt.
Semester: 7th
To: 16/08/2024

Week: 2

Day & Date	Batch	Time	Remarks
Monday 12/08/2024	Y Batch	9.30 am- 10.20 am	No class due to Thursday's Timetable
Tuesday 13/08/2024	Y Batch	9.30 am- 10.20 am	Good Participation but less attendance
Wednesday 14/08/2024	Y Batch	9.30 am- 10.20 am	No class due to Laundry Visit

Name of the topic covered: Controlling Linen and Its Storage

Sub Topic: Linen Quality and Lifespan

Objective: To make students aware about the general selection points for fabric and linen.

Content: Thread count, tensile strength of linen, weave, loom, General selection criteria for fabrics, discards and their reuse, cutting down
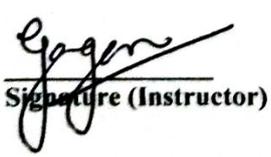
Teaching Methodology: Teaching Methodology:
- Lecture Method
- Formats
- You tube Videos
- https://www.youtube.com/watch?v=8LCfb7LogMg
- https://www.youtube.com/watch?v=EKxlF4LT46I
- Classroom Discussion

Learning Outcome: Students understood about the concept of general fabric selection criteria, wefts and warps, important terms related linen and its control.

Learners Activities/Innovations Related to Classroom Teaching: Textile terminology- Sanforizing, Mercerizing, sizing, Moireing, flame retardancy, anti static, napping, beetling.
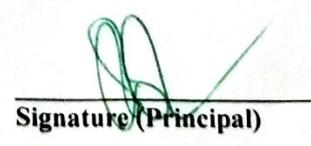
References: Hotel Housekeeping: Operations and Management by G. Raghubalan & Smritee Raghubalan

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