

Learning Management System

3(F)

S.NO.	COURSE CODE	COURSE NAME	LMS	TOPIC REFERRED FOR
1	BHCT 103	Foundation Course in Front Office	MYCLOUD	MEAL PLAN
2	BHCT 104	Front Office Operations	MYCLOUD	RESERVATIONS, BOOKED THRU, NO SHOW
3	BHCT 106	Food & Beverage Service Operations	MYCLOUD	CAHSIERING
4	BHCT 107	Foundation Course in Accommodation Operations	MYCLOUD	ROOM STATUS
5	BHCT 112	Hospitality Accounting	MYCLOUD	BUDGET, FINANCIAL REPORTS & LEDGER
6	BHCT 154	Basic Front Office Operations II	MYCLOUD	GROUP RESERVATIONS, BOOKED THRU
7	BHCT 203	Front Office Management - I	MYCLOUD	EXPRESS SERVICES, ROOM STATUS, FOREIGN CURRENCY MAINTENANCE
8	BHCT 204	Front Office Management- II	MYCLOUD	MANAGEMENT STATISTICS (LEDGER), NIGHT AUDIT
9	BHCT 212	Material Management	MYCLOUD	INVENTORY MANAGEMENT
10	BHCT 253	Front Office Operations - I	MYCLOUD	EXPRESS SERVICES, REGISTRATION
11	BHCT 254	Front Office Operations-II	MYCLOUD	FRONT DESK, CAHSIERING, FOREIGN CURRENCY MAINTENANCE, LEDGER
12	BHCT 303	Advance Front Office Management	MYCLOUD	FRONT DESK, REVENUE MANAGEMENT
13	BHCT 307	Advance Accommodation Management	MYCLOUD	BUDGET
14	BHCT 309	Hotel Law & Corporate Governance	MYCLOUD	FOREIGN CURRENCY MAINTENANCE, GST
15	BHCT 402	Financial Management in Hospitality	MYCLOUD	BUDGET

R.K. BHANDARI

Principal

Banarsidas Chandiwala Institute of Hotel Management & Catering Technology
Chandiwala Estate, Maa Anandamal Marg,
Kalkaji, New Delhi-110019



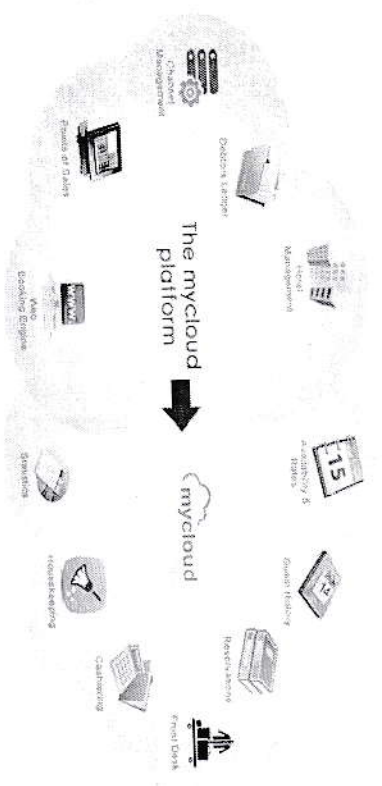
Banarsidas Chandra
 Hotel Management & Catering Institute of
 Chandniwala Estate, Maa Anandapal Marg,
 Kalkaji, New Delhi-110019
 R.K. BHANDARI
 Principal

R.K. Bhandari

16	BHCT 410	Food & Beverage Controls – II	MYCLOUD	CAHSIERING, BUDGET	
17	BHCT 411	Food & Beverage Controls – I	MYCLOUD	INVENTORY MANAGEMENT	
18	BHCT 413	Revenue Management-I	MYCLOUD	BUDGET, INVENTORY MANAGEMENT, REVENUE MANAGEMENT	
19	BHCT 417	Linen & Laundry Operations & Management	MYCLOUD	INVENTORY MANAGEMENT	
20	BHCT 453	Event Operation Management	MYCLOUD	BUDGET	
21	BHCT 457	Theme Designing & Decoration	MYCLOUD	BUDGET	
22	BHCT 401	RESEACRH METHODOLOGY	GALE	RESEARCH PROJECT	
23	BHCT 452	PROJECT REPORT	GALE	DATA COMPILATION, ANALYSIS	

Welcome to mycloud PMS...

mycloud PMS is a comprehensive cloud-based service managing a hotel's guest facing operations



mycloud PMS functionality spans -

Rooms and rates management - Rooms are classified into types and rates assigned to them. Rates may be seasonal, for the day or contracted rates. Selected rates may be made available for on-line bookings. Rates may be inclusive or exclusive of meal plans and other services.

Rates/ tariffs...

Night audit has been initialized but not completed

R.K. Bhandari

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Front desk	Express services	Catering
Non room accounts	Task management	Reservations
Archive reservation inquiry	Groups	Housekeeping
Mark Discrepancy	Reports	Archive report inquiry
Availability management	Blocked thru	Budgets
Channel manager	Email campaign	Foreign currency maintenance
History maintenance	Inventory management	Manual No-Show
Meal plan	Rate management	Rate manager
Revenue management	Minimum Rate Setting Rate Limit	Feedback
WBE activity log	Management statistics	BI Dashboard
Parameters setup	System health check	Report setup
System health check	Report setup	Report setup



Refresh Save

Item * Total Item(s): 0 Year * 2023

Advanced selection

* The hotel may either over-book or under-book items for specified period. Under-booking is done to issue item at last minute to guests. Whereas Over-booking is done presuming that there will be cancellations of issued item.
 * Select the dates by dragging on dates and follow the instructions (Dates before business date cannot be selected).

Before business date
 Not valid dates
 Selected dates
 Revised inventory by (++-)
 Closed

Month	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
January																																
February																																
March																																
April																																
May																																
June																																
July																																
August																																
September																																
October																																
November																																
December																																

R.K. Bhandari





Live

- Front desk
- Reservations
- Groups
- Housekeeping
- Reports
- Marketing Functions
- Management Statistics
- System configuration
- Accounting
- Night audit

SHRI BANARSIDAS CHANDIWALA - Delhi (S0573)

Business date : 06 October 2023

Computer Center

Search for a room

Parameter setup

System parameters list

Class

Rooms setup	Advance control setup
Market segment setup	History Preferences setup
Business source setup	Booked thru Market
Guest class setup	Booked thru Industry Segment
Membership type setup	Feedback setup
Special services setup	Item category
City setup	Items
Landing port setup	Rate category
Purpose of visit setup	Discounting Status
Profession setup	Rate class setup
Identification type setup	State setup
Note setup	GSO setup

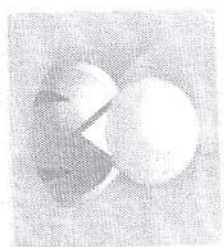
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Hotel Management & Operations Institute
Chandiwala Estate, Jangpore, New Delhi-110019



PERSONAL DETAILS: HISTORY ID: 0



Not to be used
 Blacklisted

Name last *
 Name First *
 Title *
 Addressed as
 Position
 Firm

Membership type
 Membership id
 Expiry

Address
 Home
 Business

City
 Postal code
 Phone - Business
 Mobile
 Email
 WBE user id
 WBE password
 Segment
 Debtor account id

State
 Country
 Phone - Home
 Fax
 Guest class
 Agency

PREFERENCES

VISITS SUMMARY

Show Visits from 2020 to 2023
 Property S0573

	No of visits	Room nights
Room revenue	0.0	0.0
MOD revenue	0.0	0.0
Total	0.0	0.0

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Profile

Not to be used
 Is channel

Id / Name *
 Main head *
 Debtor account id
 Sales executive
 Market
 Industry
 IATA Code/Number
 PAN Number
 GST number
 Market segment

Tax Id
 Credit Limit
 Business source

Total outstanding: 0.00
 Debtor balance: 0.00
 In-house balance: 0.00
 Forecasted balance: 0.00

FOLIO INSTRUCTIONS

Instruction

ADDRESS DETAILS

Address *
 City / State
 Zip / Country *
 Contact name
 Phones
 Fax
 Mobile
 Email
 Web

CONTRACTS

Date	Status	Rate code	Remarks
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Comments

2024 © mycloud Hospitality Software R.K. BHANDARI

Privacy policy | Service level agreement | Version : 1.0.1.4.3B

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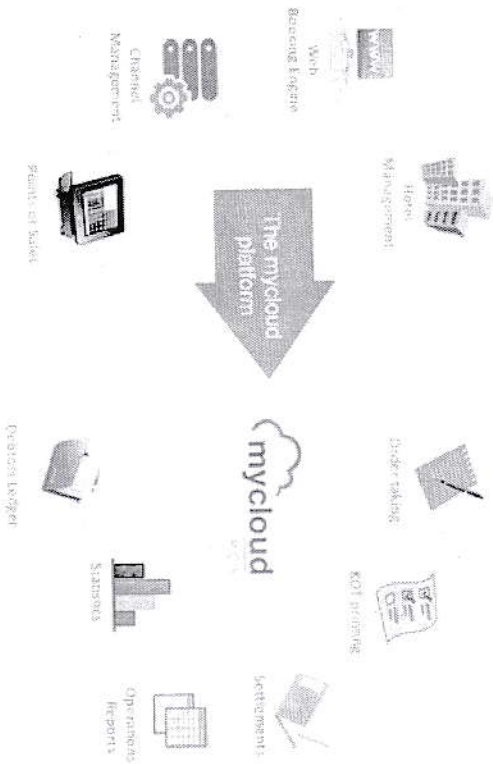
Add contract

Add instruction



Welcome to mycloud POS...

mycloud POS integrates with mycloud POS to enable hotels to invoice and accept payments for services rendered at the restaurants, bars, health club, business centre and other sales outlets of a hotel.



mycloud POS functionally spans -

Outlets, menu and products configuration

mycloud POS handles multiple outlets per workstation. Each outlet can have multiple menus. Products in a menu are printed into pages, each with multiple products. Products are assigned prices per outlet and menu. Happy hour pricing is also supported.

Settlements

Discounts can be applied to checks prior settlements. Checks can be settled by cash, credit card, vouchers, guest room or city ledger. A single check can be settled by a mix of payment methods. Each settlement is recorded and at the end of shift the cashier can print out his / her settlement summary and details for cash drop.

Reporting and archives

mycloud POS includes reports required for audit. This includes a checks scroll and settlements list per cashier and per outlet. In addition, audit lists are printed for voids, discounts and moves. These reports can be limited per cashier or per outlet. For management decision making a number of statistical reports are included. For example, item sales statistics (also called the popularity list), cover statistics by meal times, day of week sales trends and more.

General Accounting

Revenues and settlements are consolidated in mycloud PMS guest ledger. The revenue journal for general accounting is generated by mycloud PMS. Credit sales are accounted in the city ledger that is a part of mycloud PMS.

Night audit has been initialized but not completed

POS Cashiering	Reports	Archive Check Inquiry
Parameter setup		

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3	BHCT 106	Food & Beverage Service Operations	MYCLOUD	CAHSIERING
4	BHCT 107	Foundation Course in Accommodation Operations	MYCLOUD	REPORT (GUEST LIST)
5	BHCT 112	Hospitality Accounting	MYCLOUD	BUDGET, LEDGER
6	BHCT 154	Basic Front Office Operations II	MYCLOUD	GROUP RESERVATIONS, BOOKED THRU
7	BHCT 203	Front Office Management - I	MYCLOUD	EXPRESS SERVICES, ROOM STATUS, FOREIGN CURRENCY MAINTENANCE
8	BHCT 204	Front Office Management - II	MYCLOUD	MANAGEMENT STATISTICS (LEDGER), NIGHT
9	BHCT 212	Material Management	MYCLOUD	INVENTORY MANAGEMENT
10	BHCT 253	Front Office Operations -I	MYCLOUD	EXPRESS SERVICES
11	BHCT 254	Front Office Operations-II	MYCLOUD	FRONT DESK, CAHSIERING, FOREIGN CURRENCY MAINTENANCE, LEDGER
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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

Bhander

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2022

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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BHICT-104 Front Office Operations

BHICT- 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)

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)

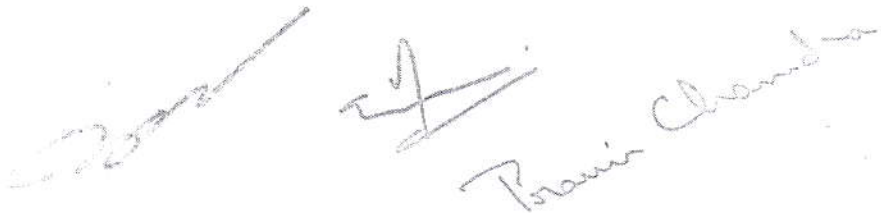
Room Reservation - Functions of Reservation, Channels of Reservation, Sources of Reservation: FIT, FFIT, Group, Travel Agents, Airlines, Corporate Types of Reservation- Guaranteed Reservations & Non-Guaranteed Reservations Reservation Systems- Central Reservation Systems, Global Distribution Systems, 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



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 Service, English Service, French Service
- CO-02: Understand the various types of Meals used in star hotels.
- CO-03: Understand the Food & Beverages Outlets Operation Control System.
- CO-04: Understand about the non- Alcoholic beverage.
- CO-05: 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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(Handwritten signatures and marks)

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Technology (BHMCT)

2022

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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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.

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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



Banar Chandra

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

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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

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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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Page 63

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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)

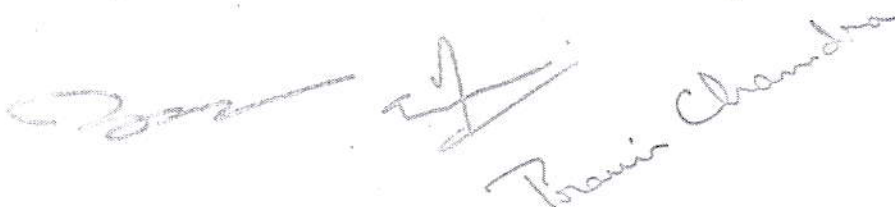
Guest Departure Procedures - Departure Procedure: FIT, Group, Airline Crew, VIP Guests, Corporate Guests (at Bell Desk, At Reception, at Cashiers Desk), Settlement Modes (Cash, Personal Cheque, Travelers Cheque, Credit Cards, Direct Billing, Travel Agent Vouchers, Company Vouchers, Bill to Company and 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


Pranav Chandra

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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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)

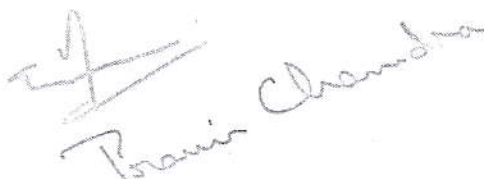
Night Auditing - Night Auditor (Duties & Responsibilities), Night Auditing Procedure (Manual System, Semi-Automated System, Fully Automated System), Goal of Night Audit Reports, Reports by Night Auditor, Reading the Flash Reports and the Night Audit

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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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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UNIT -5 (8 hours)

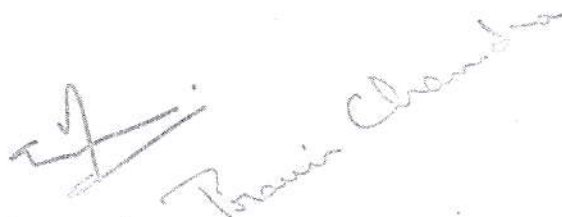
Inventory Management - Introduction, Function of inventory, Classification of inventory system, selective inventory management, Inventory controls of slow moving items, Developments in inventory management.

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



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BIICT-253 Front Office Operations -I

BIICT 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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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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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.

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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)

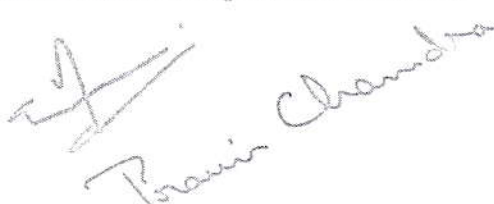
International Hospitality Scenario - Introduction to World Regions, World Regional Travel and Hospitality Patterns, the Most Internationalized Hotel Companies General Hospitality and Business Resource Related Association, Regional Expansion & Competition and Case Studies

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



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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

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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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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)

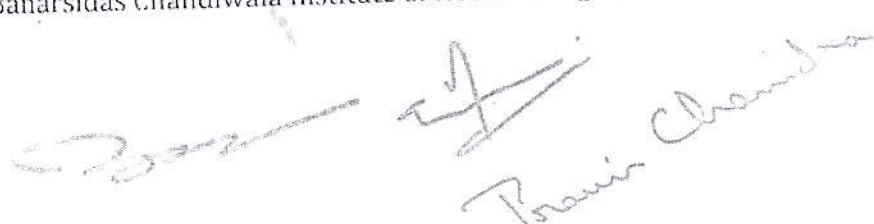
Business Ethics - Meaning, Sources, Factors' Influencing Business Ethics, Benefit of Ethical Codes to Different Groups, Distinguish Between - Ethics & Moral Value, Code of Ethics, Ethics & Social Responsibility, Distinguish Between - Value & Attitude, Value & Behaviour, Need and Practice of Operational 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 Polices by E. Dharmaraj, Publisher: New Age International
2. Hotel and Tourism laws by Dr Jagmohan Negi, Publisher: Frank Brothers
3. Corporate Governance: Principles, Polices and Practices by A.C. Fernando, Publisher: Pearson
4. Essentials of Corporate Governance by Sanjay Anand, Publisher: Wiley


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EIGHTH SEMESTER

BHICT-402 Financial Management in Hospitality

BHICT- 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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Page 147


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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



Banar Chandra

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

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

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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)

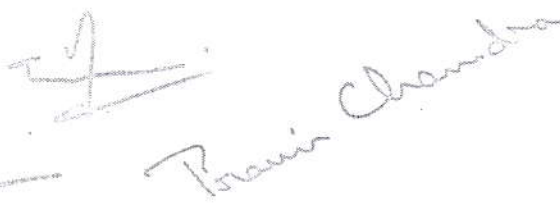
Issuing Control- Issuing Control and Procedure (Requisitions, Transfer Notes), Frauds in Storing and Issuing

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


Braj Chandra

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)

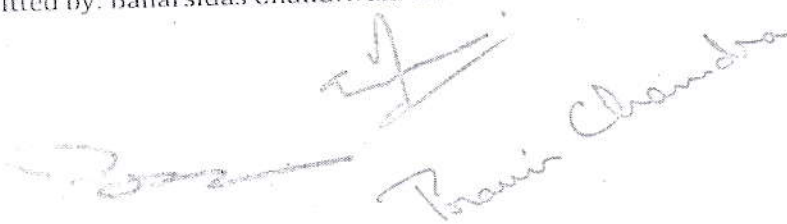
Revenue Analysis - Revenue Management Essentials (Managing Occupancy, Managing ADR, Evaluating Effectiveness), Occupancy Index, ADR Index, RevPAR Index, GoPAR, MPI - Market Penetration Index, RGI - Revenue Generation Index, ARI - Average Rate Index, **Revenue Management Software**

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


Pranav Chandra

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:

UNIT 1 (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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BIICT- 453: Event Operation Management

BIICT- 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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BHICT-457 Theme Designing & Decoration					
BHICT- 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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Page 146

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SEVENTH SEMESTER

BHICT-401 Research Methodology

BHICT- 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




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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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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.

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Page 161




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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 is 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

