

Second Year BHMCT (SEM - IV)

Subject Code	Subject	Teaching Scheme (Hours / Week)			Examination Scheme			Total Marks
		L	P	T	T	P	I	
026401	Case Studies in Hotel Operations	3	-	1	80	-	20	100
026402	Food Production – IV	2	8	1	40	40	20	100
026403	Rooms Division Management – I	2	2	1	40	40	20	100
026404	Food and Beverage Service – IV	2	2	1	40	40	20	100
026405	Hospitality Law	3	-	1	80	-	20	100
026406	Tourism Operations – II	3	-	1	80	-	20	100
Total		15	12	06	360	120	120	600

Subject – Case Studies in Hotel Operations
Subject Code – 026401

Teaching Scheme			Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
03	-	03	80 / 3 hrs	-	20	100

Implementation:

Throughout the case study students will be required to:
Identify and analyze problem areas in the case
Create alternative solutions to the problems in the case
Recommend a course of action with the accompanying logic

Reference Book:

1. Case and Simulations
MK Rampal, Dr. SL Gupta
Galgotia publishing company
2. Cases in Hospitality and Tourism Management
Robert M.O'Halloran, Ken Jarvis, Amy Allen-Chabot
Pearson Education
3. Managing Front Office Operations
Michael L. Kasavana, Richard m. Brooks
AHLA Publication

Subject – Food Production IV
Subject Code – 026402

Teaching Scheme				Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Practical hrs /week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
02	01	08	11	40 / 2 hrs	40	20	100

	Hours	Marks
Ch - I	04	08
Basic principles of baking		
Baker's percentage		
Mixing and gluten development		
The baking process		
Definition of staling and retarding staling of baked items		
Ch - II	02	06
Bakery equipments and tools		
Classification		
Use and care of equipments		
Ch - III	05	06
Characteristics and functions of major bakery ingredients		
Flour		
Fats		
Sugars		
Milk and milk products		
Eggs		
Leavening agents		
Fruits and nuts		
Chocolate and cocoa		
Salt, spices and flavorings		
Ch – IV	04	06
Bread		
Yeast product types		
Role of major ingredients in bread making		
Types of dough making processes		
Steps in bread making		
Factors affecting dough fermentation		
Faults and causes		
Ch - V	05	08
Cakes & Cookies		
Role of each ingredient in making		
Mixing methods		

Faults and causes
Types of cookies
Relevant glossary of terms.

Ch - VI

04

06

Pastries

Role of each ingredient in pastry making
Recipes and methods of preparation of short crust, puff, flaky, Danish, choux pastry
4 Variations of each pastry
Faults and causes

Practicals

Bakery items (Basic - cookies, cakes, breads) - 24

Reference Books

1. Professional Cooking – Wayne Glisslen
2. Modern Cookery – Thangam Philip
3. Basic Cooking – S. C. Dubey
4. About Professional Baking – Gail Sokol
5. Theory of Cookery – Krishna Arrora
6. Cookies & Biscuit Bible – Catherine Atkinson
7. Understanding Baking – Joseph Amendola
8. Professional Baking – Wayne Glisslen

Subject: Rooms Division Management - I
Subject Code: 026403

Teaching Scheme				Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Practical hrs /week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
02	01	02	05	40 / 2 hrs	40	20	100

20 Marks

Section I Housekeeping

Hours Marks

Ch I) Contract Cleaning

2 4

Definition and concept
 Jobs given on contract by HK dept
 Advantages and disadvantages

Ch II) Flower arrangement

2 6

Conditioning of plant materials
 Types of flower arrangements
 Principles of flower arrangement
 Tools, equipments and accessories used in flower arrangement

Ch III) Pest control

2 4

Types of pests
 Control and prevention of pests

Ch IV) Human Resource in House Keeping

4 6

Manpower requirement
 Recruitment
 Training
 Performance appraisal
 Discipline and maintaining morale

Reference Books:

1. Hotel Housekeeping Operations & Management
 G. Raghubalan & Smriti Raghubalan
 Oxford Higher Education

Section II Front Office

20 Marks
Hours Marks

Ch I) Credit control practices at Front Desk

2 4

Ch II) Front Office Accounting

Calculate various statistical data using formulae
ARR, Room occupancy %, Bed occupancy %,
Double occupancy %, Occupancy %,
House count, House position

2 8

Ch III) Night Auditor

Concept of night auditor
Role of night auditor
Night auditor's Report

6 8

Reference Books:

1. Front Office Management S. K. Bhatnagar
Frank Bros. & Co. Ltd.
2. Managing Front Office operations
Michael Kasavana
Richard Brooks
AHLA Publication

Practicals:

Western and Indian flower arrangement
Various shapes of flower arrangement
Duty rosters for HK staff
Calculating manpower requirements
Role plays on credit control parches at F O
Sums on various formulae

Subject: Food and Beverage Service – IV
Subject: 026404

Teaching Scheme				Examination Scheme			
Theory Hrs / week	Tutorial Hrs / week	Practical Hrs /week	Total	Theory Marks / Hrs	Practical Marks	Internal Marks	Total Marks
02	01	02	05	40 / 2 hrs	40	20	100

	Hrs.	Marks
Ch I) Spirits	04	06
Introduction to Spirits Distillation Process – Pot and Patent still		
Ch II) Types of Spirits	08	12
Brandy, Whisky, Rum, Gin and Vodka and Tequila production Types, service, brands Other alcoholic beverages – Aquavit, Schnapps, Arrack, Pastis, Calvados and other fruit brandies		
Ch III) Aperitifs	04	04
Definition Types – wine and spirit based Service of aperitif		
Ch IV) Liqueurs	04	04
Types Production Method Service of Liqueurs		
Ch V) Bar operations	07	08
Types of bars Layout of a bar – cross - sectional view and parts of bar Bar equipment and draught beer equipment Legal records, Statutory books, different types of licenses maintained in bar		
Ch VI) Cocktails	08	06
Introduction to history Methods of mixing cocktails and rules for making a cocktail Bar equipment and glassware, garnishes used for making cocktails Cocktail recipes		
Practical's:		
Revision of pervious semester's service of spirit and liquors at the bar and at the table Preparation and service of cocktail and mocktails		

Setting up a bar
Compiling a wine and drinks list
Types of wine and drink list
Any relevant demonstrations and field visits for the same.

Reference Books:-

Title	Author
1. Food & Beverage Service	-Lillicrap, Cousins & Smith
2. Food & Beverage Service Training Manual	-Sudhir Andrews
3. The Beverage Book	- Durkan & Cousins
4. Beverage Management	- Michael M. Coltman

Subject – Hospitality Law
Subject Code: 026405

Teaching Scheme			Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
03	01	04	80 / 3 hrs	-	20	100

	Hrs.	Marks
Ch I) Legally Managing Employees	07	20
Employment relationships		
Offer letter		
Employee manual		
Compensation		
Minimum wage and overtime		
Managing employee performance		
Evaluation		
Discipline		
Termination		
Workplace discrimination and sexual harassment		
Preventing discrimination		
Sexual harassment		
Zero tolerance		
Investigating and resolving a complaint		
Situations		
 Ch II) Responsibilities of a Hotel Operator Towards Employees	 06	 15
Duties and obligations of a hospitality operator		
Duties of care		
Standards of care		
Legal damages		
Compensatory damages		
Punitive damages		
Responding to an incident		
Situations		
 Ch III) Responsibilities of a Hotel Operator Towards A Guest	 06	 10
Accommodating guests		
Guest privacy		
Safe environment		
Responsibilities to non-guests		
Removal of guests		
Situations		

Ch IV) Responsibilities for Guest Property 04 15
Liability for guest property
Property with unknown ownership
Situations

Ch V) Responsibilities while serving Food and Beverages 04 10
Serving food
Truth in menu
Serving alcohol
Situations

Ch VI) Safety and Security 05 10
Importance of protective environment
Safety and security management method
Crisis management

Reference Books:

1. Hospitality Law
By Stephen Barth

Subject: Tourism Operation – II
Subject Code: 026406

Teaching Scheme			Examination Scheme			
Theory hrs / week	Tutorial hrs / week	Total	Theory Marks / hrs	Practical Marks	Internal Marks	Total Marks
03	01	04	80 / 3 hrs	-	20	100

	Hours	Marks
Chapter I) Tourism Marketing	6	10
Meaning		
Marketing mix		
Segmentation and Target Market		
Products in Tourism		
Product design and pricing strategies		
Destination marketing		
Marketing of Local foods		
 Chapter II) Advertising and promotion in Tourism	 6	 15
Introduction		
Promotional events		
Advertising, publicity, public relations, personal selling		
Role of media		
Travel writing, FAM trips		
Forecasting for tourism and its products		
 Chapter III) Human resource development in Tourism	 4	 10
Transport sector		
Accommodation sector		
Tour operations		
 Chapter IV) Regional Tourism Potential in India	 8	 20
Kerala		
J & k		
Gujrat		
Himachal Pradesh		
Ladakh		
Madhaya Pradesh		
Rajasthan		
 Chapter V) Recent developments trends tourism industry	 4	 10
MICE tourism		
SIT		
Sports tourism		

Chapter VI) Development of hotels and resorts in India

6

15

History

Location and distribution of hill stations

Changing functions of hill station

Types of hill stations

Modern Indian hill stations

Location of resorts

Types of resorts

Modern Resorts development

Reference Book:-

1. Dynamics of Tourism

Ratandeep Singh

2. Infrastructure of Indian Tourism

Publisher: Kanishma

(New Delhi)