### Second Year BHMCT (SEM - IV)

<table>
<thead>
<tr>
<th>Subject Code</th>
<th>Subject</th>
<th>Teaching Scheme (Hours / Week)</th>
<th>Examination Scheme</th>
<th>Total Marks</th>
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<td>Case Studies in Hotel Operations</td>
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Subject – Case Studies in Hotel Operations
Subject Code – 026401

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**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

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**Ch - I**  
**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**  
**Bakery equipments and tools**  
Classification  
Use and care of equipments

**Ch - III**  
**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**  
**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**  
**Cakes & Cookies**  
Role of each ingredient in making  
Mixing methods

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<th>Hours</th>
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Faults and causes
Types of cookies
Relevant glossary of terms.

Ch - VI

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 – Waynne 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 – Waynne Glisslen
Subject: Rooms Division Management - I  
Subject Code: 026403

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20 Marks

Section I Housekeeping

Ch I) Contract Cleaning  
Definition and concept  
Jobs given on contract by HK dept  
Advantages and disadvantages

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

Ch III) Pest control  
Types of pests  
Control and prevention of pests

Ch IV) Human Resource in House Keeping  
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

| Ch I) Credit control practices at Front Desk | 2 | 4 |
| Ch II) Front Office Accounting | 2 | 8 |
| Calculate various statistical data using formulae | | |
| ARR, Room occupancy %, Bed occupancy %, | | |
| Double occupancy %, Occupancy %, | | |
| House count, House position | | |
| Ch III) Night Auditor | 6 | 8 |
| Concept of night auditor | | |
| Role of night auditor | | |
| Night auditor’s Report | | |

### 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 roasters 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

<table>
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<th>Theory Hrs / week</th>
<th>Tutorial Hrs / week</th>
<th>Practical Hrs / week</th>
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### Hrs. Marks

#### Ch I) Spirits
- Introduction to Spirits
- Distillation Process – Pot and Patent still

#### Ch II) Types of Spirits
- 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
- Definition
- Types – wine and spirit based
- Service of aperitif

#### Ch IV) Liqueurs
- Types
- Production Method
- Service of Liqueurs

#### Ch V) Bar operations
- 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
- 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 previous 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:-**

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
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</thead>
<tbody>
<tr>
<td>1. Food &amp; Beverage Service</td>
<td>Lillicrap, Cousins &amp; Smith</td>
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<tr>
<td>2. Food &amp; Beverage Service Training Manual</td>
<td>Sudhir Andrews</td>
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<tr>
<td>3. The Beverage Book</td>
<td>Durkan &amp; Cousins</td>
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<td>4. Beverage Management</td>
<td>Michael M. Coltman</td>
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## Subject – Hospitality Law
### Subject Code: 026405

### Teaching Scheme

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### Examination Scheme

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### Ch I) Legally Managing Employees

- 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

### Ch II) Responsibilities of a Hotel Operator Towards Employees

- Duties and obligations of a hospitality operator
- Duties of care
- Standards of care
- Legal damages
- Compensatory damages
- Punitive damages
- Responding to an incident

### Ch III) Responsibilities of a Hotel Operator Towards A Guest

- Accommodating guests
- Guest privacy
- Safe environment
- Responsibilities to non-guests
- Removal of guests
Ch IV) Responsibilities for Guest Property
Liability for guest property
Property with unknown ownership
Situations

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

Ch VI) Safety and Security
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

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**Chapter I) Tourism Marketing**

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**

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**

Transport sector  
Accommodation sector  
Tour operations

**Chapter IV) Regional Tourism Potential in India**

Kerala  
J & k  
Gujrat  
Himachal Pradesh  
Ladakh  
Madhaya Pradesh  
Rajasthan

**Chapter V) Recent developments trends tourism industry**

MICE tourism  
SIT  
Sports tourism

Hours    Marks

6    10

6    15

4    10

8    20

4    10
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<td>Modern Resorts development</td>
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**Reference Book:-**

1. Dynamics of Tourism
   Ratandeep Singh
2. Infrastructure of Indian Tourism
   Publisher: Kanishma
   (New Delhi)