### Fourth Year BHMCT (SEM - VII)

<table>
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<tr>
<th>Subject Code</th>
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<th>Teaching Scheme (Hours / Week)</th>
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Subject: Human Resource Management
Subject Code: 026701

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Ch I) Introduction to Human Resource Management
Definition
Scope
Functions of HR Manager

Ch II) Human Resource Planning
Concept, Definition
Process of HR Planning
Job Description, Job Specification, Job Analysis

Ch III) Recruitment and Selection
Definition
Sources of recruitment
Selection process
Inductions

Ch IV) Human Resource Development
Concept
Need and Importance of training
Difference between training and development
Methods of training

Ch V) Wage and Salary Administration
Formulation of compensation structure
Fringe benefits, objectives
Coverage of benefits

Ch VI) Labour Turnover
Concept
Causes
Measures to control Labour Turnover

Reference Books:
1. Personnel Management, CB Mamoria
2. Human Resource Management in hospitality industry, Hayes David and Ninemeier Jack
Subject: Food Production – VII
Subject Code: 026702

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Hours | Marks
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06 | 10

Ch - I
Kitchen Administration
Need for kitchen administration
Maintenance of various records
Production planning and scheduling

Ch - II
Pates, terrines and cold foods
Duties and responsibilities of chef du froid
Aspic – definition, function and types
Aspic Jelly – definition, and chaud froid sauce
Pate’s and terrines – definition, preparation, difference
Galantine and ballotine - preparation, difference
Mousse and mousseline - preparation, difference
Assembly of cold buffet
Smorgasbord - a brief explanation

Ch - III
Icings and meringues
Definition
Classification
Ingredients used
Types
Role

Ch - IV
Chocolate
Types
Tempering
Moulding
Chocolate decoration
Use and their role

Practicals
Advanced continental and bakery products (Chocolates, Icings, Advanced breads, cold cuts.) – 24

Reference Books
1. Modern cookery – Thangam Philip
2. Theory of cookery – Krishna Arrora
3. Professional baking – Wayane Gisselen
4. Practical cookery – Foskett, David
5. Art and science of culinary – Jerald W. Chesser
6. Kitchen planning and management – John Fuller and David Kirk
7. Classical recipes of the world – Smith and Henry
9. Professional baking – Wayane Gisselen
10. Ice cream book – Farrow and Sara
11. Ice creams – Bounty books
12. Chocolate and Confections – Grewling, Peter P.
13. Theory of catering – Ceserani and Kinton
14. Theory of baking –
15. International Cuisine –
16. Advance bread and pastry –
Subject: Rooms Division Management - IV  
Subject Code: 026703

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Marks 20

Section – I Housekeeping

Ch I) Budgeting for Housekeeping Expenses  
Definition, concept and importance  
Types of budgets  
Housekeeping Expenses  
Income Statement of the Rooms Division  
Controlling Expenses  
Inventory Control & Stock-taking  
Purchasing

Ch II) Safety and Security  
Work-environment Safety  
Potential Hazards in Housekeeping  
Safety Awareness and Accident Prevention  
Fire Prevention and Fire Fighting

Ch III) Changing Trends in Housekeeping  
Hygiene, not just Cleanliness  
Utsourcing  
Training and Motivation  
Eco-friendly Amenities, Products and Processes  
IT-savvy Housekeeping

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

Marks 20

Section – II Front Office

Chapter I) Budgeting  
Definition and Types of Budget  
Making front Office Budget  
Forecasting Room Revenue  
Estimating Expenses

Marks 20
Chapter II) Revenue Management

Concept
Measuring Yield
Objectives of Yield Management
Benefits of Yield Management

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:-
Taking Inventory
Maintaining Stock Records
Fire Fighting Demonstration
Calculations on yield.
### Teaching Scheme

<table>
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<th>Theory Hrs / week</th>
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### Examination Scheme

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**Ch I) Sales & promotion**

- Advertising
- Merchandising
- Personal Selling

**Ch II) Industrial & Institutional Catering**

- Industrial Catering
- Institutional Catering – Schools, Universities & colleges, Hospitals, Prisons.

**Ch III) Transport Catering**

- Airline Catering
- Railway Catering
- Sea Catering

**Ch IV) Safety & Security in Service Areas**

- Maintaining a safe Environment
- Procedure in the event of an Accident
- Procedure in case of Fire
- Maintaining a secure Environment
- Dealing with a bomb Threat

**Practicals:**

- Revision of semester 4 & Semester 5.

### Reference Books:

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
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<tbody>
<tr>
<td>1. Food &amp; Beverage Service</td>
<td>-Lillicrap, Cousins &amp; Smith</td>
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<td>2. Food &amp; Beverage Service Training Manual</td>
<td>-Sudhir Andrews</td>
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<td>3. Food &amp; Beverage Management</td>
<td>-Bernard Davis &amp; Sally stone</td>
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## Project Report
### Subject Code: 026705

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