



**KALINGA
UNIVERSITY**

SCHEME & SYLLABUS FOR

**Bachelor of Vocational
Studies (B.Voc.):
Hotel & Hospitality
Management (RustamJee)
(W.e.f. 2024 – 2025)**



Kalinga University, Naya Raipur, Chhattisgarh

B. VOC. IN HOTEL & HOSPITALITY MANAGEMENT (RUSTAMJEE)

Semester-01								
Course Code	Course Title	Credits	L	T	P	Internal Marks	End Semester Exam Marks	Total Marks
BVHHM101	Communication Skills	3	3	0	0	30	70	100
BVHHM102	Fundamentals of Information Technology	3	3	0	0	30	70	100
BVHHM103	Foundation in Food Production – I	3	3	0	0	30	70	100
BVHHM104	Foundation in Food and Beverage Service – I	3	3	0	0	30	70	100
BVHHM105	Foundation in Front Office Operations – I	3	3	0	0	30	70	100
BVHHM106	Foundation in House Keeping Operations – I	3	3	0	0	30	70	100
BVHHM107P	Project-I	12	0	0	24	50	150	200
Total		30	18	0	24	230	570	800

Semester-02								
Course Code	Course Title	Credits	L	T	P	Internal Marks	End Semester Exam Marks	Total Marks
BVHHM201	Food Production and Cookery– II	3	3	0	0	30	70	100
BVHHM202	Environmental Studies	3	3	0	0	30	70	100
BVHHM203	Food and Beverage Services – II	3	3	0	0	30	70	100
BVHHM204	Foundation in Front Office Operations – II	3	3	0	0	30	70	100
BVHHM205	Foundation in House Keeping Operations – II	3	3	0	0	30	70	100
BVHHM206P	Project-II	15	0	0	30	50	150	200
Total		30	15	0	30	200	500	700

Semester-03								
Course Code	Course Title	Credits	L	T	P	Internal Marks	End Semester Exam Marks	Total Marks
BVHHM301	Food Production – III	3	3	0	0	30	70	100
BVHHM302	Food and Beverage Services – III	3	3	0	0	30	70	100
BVHHM303	Foundation in Front Office Operations – III	3	3	0	0	30	70	100
BVHHM304	Foundation in House Keeping Operations – III	3	3	0	0	30	70	100
BVHHM305	Management information system in Hospitality Industry	3	3	0	0	30	70	100
BVHHM306P	Project-III	15	0	0	30	50	150	200
Total		30	15	0	30	200	500	700

Semester-04								
Course Code	Course Title	Credits	L	T	P	Internal Marks	End Semester Exam Marks	Total Marks
BVHHM401	Food Production - IV	3	3	0	0	30	70	100
BVHHM402	Food and Beverage Services - IV	3	3	0	0	30	70	100
BVHHM403	Front Office Operations - IV	3	3	0	0	30	70	100
BVHHM404	Housekeeping Operations - IV	3	3	0	0	30	70	100
BVHHM405	Hospitality Law	3	3	0	0	30	70	100
BVHHM406P	Project-IV	15	0	0	30	50	150	200
Total		30	15	0	30	200	500	700

Semester-05								
Course Code	Course Title	Credits	L	T	P	Internal Marks	End Semester Exam Marks	Total Marks
BVHHM501	Food Production – V	3	3	0	0	30	70	100
BVHHM502	Food and Beverage Services, Control & Management – V	3	3	0	0	30	70	100
BVHHM503	Housekeeping Operations – V	3	3	0	0	30	70	100
BVHHM504	Front Office and PMS – V	3	3	0	0	30	70	100
BVHHM505	Hotel Accountancy & Cost Control	3	3	0	0	30	70	100
BVHHM506P	Project-V	15	0	0	30	50	150	200
Total		30	15	0	30	200	500	700

Semester-06								
Course Code	Course Title	Credits	L	T	P	Internal Marks	End Semester Exam Marks	Total Marks
BVHHM601	Garde Manger	3	3	0	0	30	70	100
BVHHM602	Bar Management	3	3	0	0	30	70	100
BVHHM603	Yield Management	3	3	0	0	30	70	100
BVHHM604	Facility Planning and Budgeting of Housekeeping	3	3	0	0	30	70	100
BVHHM605	Entrepreneurship	3	3	0	0	30	70	100
BVHHM606P	Project-VI	15	0	0	30	50	150	200
Total		30	15	0	30	200	500	700

SEMESTER-01

COMMUNICATION SKILLS

BVHHM101

Course Objective:

- The purpose of this course is to introduce students to the theory, fundamentals and tools of communication and to develop in them vital communication skills which should be integral to personal, social and professional interactions. One of the critical links among human beings and an important thread that binds society together is the ability to share thoughts, emotions and ideas through various means of communication: both verbal and non-verbal. In the context of rapid globalization and increasing recognition of social and cultural pluralities, the significance of clear and effective communication has substantially enhanced.

Course Outcomes:

- The purpose of this course is to introduce students to the theory, fundamentals and tools of communication
- To develop vital communication skills which should be integral to personal, social and professional interactions.
- One of the critical links between human beings.
- An important thread that binds society together is the ability to share thoughts, emotions and ideas through various means of communication: both verbal and non-verbal.
- In the context of rapid globalization and increasing recognition of social and cultural pluralities, the significance of clear and effective communication has substantially enhanced.

Unit 1:

06

- **Introduction:** Theory of Communication, Types and modes of Communication, Mediums and channels of communication, barriers to communication, English as a Global language, the Lingua Franca, Social influences on English

Unit 2:

06

- **Language of Communication:** Verbal and Non-verbal (Spoken and Written) Personal, Social and Business Barriers and Strategies Intra-personal, Inter-personal and Group communication, Varieties of English, Language, Accent, Dialect, Colloquialism, Historical influences on English

Unit 3:

06

- **Speaking Skills:** Monologue Dialogue Group Discussion Effective Communication/ Mis-Communication Interview Public Speech, Regional influences on English, Convergence and divergence, Linguistic Imperialism,

Unit 4:

06

- **Reading and Understanding:** Close Reading, Reading analysis of a text - Audience and purpose, Content and theme, Tone and Mood, stylistic devices, structure Comprehension- Analysis and Interpretation Translation(from Indian language to English and vice-versa) Literary/Knowledge Texts

Unit 5:

06

- **Writing Skills:** Documenting Report Writing Making notes Letter writing, Writing tabloids, diary entry, open letters, essays, newsletter and magazine articles, skits, short stories, impersonating characters. It will enhance Language of communication, various speaking skills such as personal communication, social interactions and communication in professional situations such as interviews, group discussions and office environments, important reading skills as well as writing skills such as report writing, note taking etc. While, to an extent, the art of communication is natural to all living beings, in today's world of complexities, it has also acquired some elements of science. It is hoped that after studying this course, students will find a difference in their personal and professional interactions.

References:

- Fluency in English - Part II, Oxford University Press, 2006.
- Business English, Pearson, 2008.
- Language, Literature and Creativity, Orient Blackswan, 2013.
- Language through Literature (forthcoming) ed. Dr. Gauri Mishra, DrRanjanaKaul, DrBrati Biswas

FUNDAMENTALS OF INFORMATION TECHNOLOGY BVHBM102

- Unit 1:** **06**
- **Computer characteristics:** Speed, storage, accuracy, diligence; Digital signals, Binary System, ASCII; Historic Evolution of Computers; Classification of computers: Microcomputer, Minicomputer, mainframes, Supercomputers; Personal computers: Desktop, Laptops, Palmtop, Tablet; Hardware & Software; Von Neumann model.
- Unit 2:** **06**
- **Hardware:** CPU, Memory, Input devices, output devices. Memory units: RAM (SDRAM, DDR RAM, RDRAM etc. feature wise comparison only); ROM-different types: Flash memory; Auxiliary storage: Magnetic devices, Optical Devices; Floppy, Hard disk, Memory stick, CD, DVD, CD/DVD-Writer; Input devices - keyboard, mouse, scanner, speech input devices, digital camera, Touch screen Voice Input, Joystick, Optical readers, bar code reader; Output devices: Display device, size and resolution; CRT, LCD, LED; Printers: Dot-matrix, Inkjet, Laser; Plotters, Sound cards & speaker.
- Unit 3:** **06**
- **Software:** System software, Application software; concepts of files and folders, Introduction to Operating systems, Different types of operating systems: single user, multitasking, time-sharing multi-user; Booting, POST; Basic features of two GUI operating systems: Windows & Linux (Basic desk top management); Programming Languages, Compiler, Interpreter, Databases; Application software: Generic Features of Word processors, Spread sheets and Presentation software; Generic Introduction to Latex for scientific typesetting; Utilities and their use; Computer Viruses & Protection, Free software, open source.
- Unit 4:** **06**
- **Computer Networks and Internet:** Connecting computers, Requirements for a network: Server, Workstation, switch, router, network operating systems; Internet: brief history, World Wide Web, Websites, URL, browsers, search engines, search tips; Internet connections: ISP, Dial-up, cable modem, WLL, DSL, leased line Wireless and Wi-Fi connectivity ; email, email software features (send receive, filter, attach, forward, copy, blind copy); characteristics of web-based systems, Web pages, Web Programming Languages.

Unit 5:

06

- **Information Technology And Society:** Indian IT Act, Intellectual Property Rights, issues. Application of information Technology in Railways, Airlines, Banking, Insurance, Inventory Control, Financial systems, Hotel management, Education, Video games, Telephone exchanges, Mobile phones, Information kiosks, special effects in Movies. Programming Concepts & Techniques: Program Concept, Characteristics of Programme, Stages in Program Development, Tips for Program Designing, Programming Aids, Algorithms, Pseudo code, Notations, Design, Flowcharts, Symbols, Rules, compiler & Interpreter. Introduction to programming techniques, Top-down & Bottom-up approach, Unstructured, & Modular programming, Cohesion, Coupling, Debugging, Syntax & Logical Errors, Linking and Loading, Testing and Debugging, Documentation.

References:

- Programming in C, R.S. Salaria, Khanna Publishing House
- Computer Concepts and Programming in C, R.S. Salaria, Khanna Publishing House
- Handbook of Computer Fundamentals, N.S. Gill, Khanna Publishing House

FOUNDATION IN FOOD PRODUCTION – I BVHBM103

Unit 1:	08
Professional Standards and Ethics for Food Handlers:	
<ul style="list-style-type: none">• Personal hygiene• General kitchen hygiene and sanitation• HACCP (Hazard Analysis and Critical Control Points) Ethics in the kitchen.	
Unit 2:	08
Food Commodities:	
<ul style="list-style-type: none">• Classification of Ingredients Characteristics of Ingredients Uses of Ingredients• Food and its relation to health Definition of Basal Metabolism• Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre	
Unit 3:	07
Cooking Fuels and Kitchen Equipment:	
<ul style="list-style-type: none">• Types of cooking fuels Uses of cooking fuels Safety precautions• Classification of Kitchen Equipment Uses of Kitchen Equipment• Care and maintenance	
Unit 4:	07
Processing of Commodities:	
<ul style="list-style-type: none">• Cleaning and pre-preparation of food commodities• Quality points & cuts of fruits & vegetables, fish, lamb, beef, pork, poultry and game.	

FOUNDATION IN FOOD & BEVERAGE SERVICES – I BVHBM104

Unit 1: Food & Beverage Service Industry	06
<ul style="list-style-type: none">• Role of catering establishment in travel / tourism industry• Types of F& B operation (Classification), Commercial (residential / Non Residential)<ul style="list-style-type: none">❖ Welfare❖ Institutional❖ Transport (Roads, Railways, Airlines, Marine)• Career opportunities	
Unit 2: Hierarchy & Attributes of Food & Beverage Service Personnel	06
<ul style="list-style-type: none">• Organization of F & B Department of a Hotel• Etiquette & Attributes of an F & B Personnel.• Departmental Relationship of F&B with other Departments.	
Unit 3: Food & Beverage Service Areas with Hierarchies	06
<ul style="list-style-type: none">• Different service areas.• Duties and responsibilities of F & B Staff.<ul style="list-style-type: none">❖ F & B Manager.❖ Banquet manager.❖ Outlet Managers❖ Senior captain/ Captain/ Supervisor.❖ Steward.❖ Sommelier.❖ Hostess.❖ Cashier.	
Unit 4: F & B Service Equipment	06
<ul style="list-style-type: none">• Classification of equipment.• Criteria for selection and requirements. Tableware/ silverware<ul style="list-style-type: none">❖ Glassware❖ Crockery❖ Bar equipment❖ Furniture❖ Linen.• Care and maintenance of equipment.	
Unit 5: Breakfast	06
<ul style="list-style-type: none">• Types of breakfast• Breakfast Menu• Cover set up and services	

FOUNDATION IN FRONT OFFICE OPERATIONS – I BVHBM105

Unit 1: Introduction to Tourism, Hospitality and Hotel Industry	08
<ul style="list-style-type: none">• Tourism and its importance• Concept of Hospitality and its origin• Origin, History, Growth and Development of hotel industry - India and global• Brief introduction to hotel core areas with special reference to Front Office	
Unit 2: Classification and Categorization of Hotel	08
<ul style="list-style-type: none">• Size• Star• Location & clientele• Meal Plans• Types of Rooms	
Unit 3: Hotel Organization	07
<ul style="list-style-type: none">• Introduction to Front Office• Sections in front office department & Inter departmental coordination.• Basic Activities of Front & Attributes of front office staff• Lobby & Front Office department Layout• Equipment Various Sections of Front Office• Organization Structure of Front Office department of a 5 star and 3 star category hotel.• Job responsibilities of Front office staff• Room status & formats.	
Unit 4: Introductions to Guest Cycle Handling	07
<ul style="list-style-type: none">• Pre-arrival• Arrival• Occupancy• Departure	

FOUNDATION IN HOUSE KEEPING OPERATIONS – I BVHBM106

Unit 1: Housekeeping Department

10

- Importance & functions of housekeeping department
- Sections in housekeeping department
- Job description and Organizational structure of the department (large, medium, and small)
- Attributes of the housekeeping staff (Managerial, technical, Conceptual)
- Skills of a good housekeeper
- Inter departmental coordination with more emphasis on front office and maintenance Department and the relevant sub sections.

Unit 2: Hotel Guest Room

10

- Types of guest rooms
- Layout out of guest rooms
- (types) Layout of floor pantry
- Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only)
Accessories

Unit 3: Daily Activities in Housekeeping

10

- Daily cleaning of occupied, departure, vacant, under repair, VIP rooms weekly cleaning, and spring cleaning.
- Evening service –Turndown Procedure
- Systems and procedures involved.
- Cleaning process with equipment & agents
- Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)
- Frequency of cleaning- daily, periodic, special.



PROJECT - I

BVHHM107P

SEMESTER-02

FOOD PRODUCTION & COOKERY – II

BVHHM201

Unit 1: Aims and Objectives of Cooking Food

08

- Importance of cooking food
- Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds.

Unit 2: Methods of Cooking

08

- Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.

Unit 3: Art of Cookery

07

- Styles of Cookery-Oriental/Asian/European/Continental/Pan American History and Development of Modern Cuisine-Classical and Contemporary

Unit 4: Stocks, Sauces and Soups

07

- Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
- Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
- Soups–Classification, principles, garnishing and accompaniments, popular international soups

ENVIRONMENTAL STUDIES

BVHHM202

Unit 1: Introduction to Environmental Studies

06

- Multidisciplinary nature of environmental studies
- Scope and importance; Concept of sustainability and sustainable development.

Ecosystems

What is an ecosystem? Structure and function of the ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems:

- a) Forest ecosystem
- b) Grassland ecosystem
- c) Desert ecosystem
- d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 2: Natural Resources: Renewable and Non-renewable Resources

06

- Land resources and land use change; Land degradation, soil erosion and desertification.
- Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.
- Water : Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state).
- Energy resources : Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

Unit 3: Biodiversity and Conservation

06

- Levels of biological diversity : genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hot spots
- India as a mega-biodiversity nation; Endangered and endemic species of India
- Threats to biodiversity : Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity.
- Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

Unit 4: Environmental Pollution

06

- Environmental pollution : types, causes, effects and controls; Air, water, soil and noise pollution
- Nuclear hazards and human health risks
- Solid waste management: Control measures of urban and industrial waste.
- Pollution case studies.

Environmental Policies & Practices

- Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture
- Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD).
- Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

Unit 5: Human Communities and the Environment

- Human population growth: Impacts on environment, human health and welfare.
- Resettlement and rehabilitation of project affected persons; case studies.
- Disaster management : floods, earthquake, cyclones and landslides.
- Environmental movements : Chipko, Silent valley, Bishnois of Rajasthan.
- Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.
- Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi).

References:

- Carson, R. 2002. *Silent Spring*. Houghton Mifflin Harcourt.
- Gadgil, M., & Guha, R. 1993. *This Fissured Land: An Ecological History of India*. Univ. of California Press.
- Gleeson, B. and Low, N. (eds.) 1999. *Global Ethics and Environment*, London, Routledge.
- Gleick, P. H. 1993. *Water in Crisis*. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
- Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. *Principles of Conservation Biology*. Sunderland: Sinauer Associates, 2006.
- Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. *Science*, 339: 36--37.
- McCully, P. 1996. *Rivers no more: the environmental effects of dams*(pp. 29--64). Zed Books.
- McNeill, John R. 2000. *Something New Under the Sun: An Environmental History of the Twentieth Century*.
- Odum, E.P., Odum, H.T. & Andrews, J. 1971. *Fundamentals of Ecology*. Philadelphia: Saunders.
- Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. *Environmental and Pollution Science*. Academic Press.
- Rao, M.N. & Datta, A.K. 1987. *Waste Water Treatment*. Oxford and IBH Publishing Co. Pvt. Ltd.
- Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. *Environment*. 8th edition. John Wiley & Sons.
- Rosencranz, A., Divan, S., & Noble, M. L. 2001. *Environmental law and policy in India*. Tripathi 1992.
- Sengupta, R. 2003. *Ecology and economics: An approach to sustainable development*. OUP.
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- Sodhi, N.S., Gibson, L. & Raven, P.H. (eds). 2013. *Conservation Biology: Voices from the Tropics*. John Wiley & Sons.
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- Wilson, E. O. 2006. *The Creation: An appeal to save life on earth*. New York: Norton.
- World Commission on Environment and Development. 1987. *Our Common Future*. Oxford University Press

FOOD & BEVERAGE SERVICES – II

BVHHM203

Unit 1: Types of Service and Menus	06
<ul style="list-style-type: none">• Table Services• Assisted services• Self-services• Specialized services	
Unit 2: Menu Planning	06
<ul style="list-style-type: none">• Introduction• Types of menus• Rules to be observed while planning menus• Classical French Menu• Menu Terms• Menu Design	
Unit 3: In Room Dining	06
<ul style="list-style-type: none">• Hierarchy• Layout and design• Cycle of Service• Forms and formats	
Unit 4: Function Catering	06
<ul style="list-style-type: none">• Introduction• Types of Banquet• Banquet menu• Table and seating plans• Booking procedure with forms and formats	
Unit 5: Buffet	06
<ul style="list-style-type: none">• Introduction• Types of Buffet services – Finger, Fork, sit down• Types of Buffet – Themes• Equipment	

FOUNDATION IN FRONT OFFICE OPERATIONS - II BVHBM204

- Unit 1: Lobby and Bell Desk Operations** **10**
- Concept of Uniformed Services & its function Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet Layout & equipment of Bell Desk
 - Luggage handling
 - Procedure on guest arrival – FIT, VIP, and Group
 - Luggage handling Procedure on guest Departure – FIT, VIP, and Group
 - Left Luggage procedure
 - Scanty Baggage procedure
- Unit 2: Reservation Concepts** **10**
- Sources and modes
 - Types – Guaranteed & non-guaranteed Reservation
 - Method of receiving a reservation
 - Handling special requests Confirmation of reservation
 - Modification of reservation
 - Cancellation of reservation Charts
 - Records and forms used
 - Job description and specification – Reservation Assistant
- Unit 3: Handling Guests Requests** **10**
- Guest message/mail handling
 - Custody and handling of keys
 - Guest room change process

FOUNDATION IN HOUSEKEEPING OPERATIONS – II BVHBM205

Unit 1: Cleaning Equipment's	10
<ul style="list-style-type: none">• Types of equipment• Operating principles of equipment's• Characteristics of good equipment (Mechanical, manual)• Storage, upkeep, maintenance of equipment	
Unit 2: Housekeeping Control Desk	10
<ul style="list-style-type: none">• Importance, role, coordination, checklist• Forms, formats & registers used in the desk• reports Role of computers, snapshots of software• Lost & found• Key control Gate pass• Indenting from stores	
Unit 3: Linen, Uniform, Tailor Room	10
<ul style="list-style-type: none">• Layout of Linen Room• Types of linen, sizes, linen exchange• Procedures Storage facilities and conditions• Par stock. (Introduction & definition) Discard procedure, re use of 3.5 discard Inventory system• Functions of uniform• Room Functions of tailor room	



PROJECT - II

BVHHM206P

SEMESTER-03

FOOD PRODUCTION – III

BVHHM301

Unit 1: Food Preservation	08
<ul style="list-style-type: none">• Methods of Food Preservation• Physical and chemical agents in food• Preservation of perishable foods	
Unit 2: Cheese	08
<ul style="list-style-type: none">• Manufacturing process• Types of cheese according to texture• Uses of cheese in cookery• Famous cheese of the world	
Unit 3: Menu Planning	07
<ul style="list-style-type: none">• Principles of menu planning• Types of menus• Names and description of popular national and international dishes.	
Unit 4: Regional Indian Cuisine	07
<ul style="list-style-type: none">• Characteristics, ingredients used, equipment used, cooking methods for regional cuisines – Punjabi, Awadhi, Bengali, Hyderabad, Chettinad, Coastal India, Karnataka.• Glossary of Indian Culinary Terms and Popular dishes	

FOOD AND BEVERAGE SERVICES – III

BVHHM302

Unit 1: Introduction to Beverages	06
• Classification of beverages	
Unit 2: Non Alcoholic Beverages	06
• Non-alcoholic beverages and its sub classification	
• Detail study of non-alcoholic beverages	
Unit 3: Alcoholic Beverages	06
• Consumption – Benefits, abuse, sensible drinking	
• Introduction and classification of alcoholic beverages	
Unit 4: Wine	06
• Introduction to wines	
• Grading	
• Wine producing districts	
• Champagne	
• Manufacturing Process	
Unit 5: Tobacco	06
• Introduction	
• Cigar	
• Cigarettes	
• Storage and Service	

FOUNDATION IN FRONT OFFICE OPERATIONS – III BVHBM303

Unit 1: Reservation Operations

10

- Reservations and sales
- Reservation inquiry – CRS, Inter sell Agencies, GDS, Internet and Property Direct. Group Reservations
- Reservation reports
- Tariff Structure
- Front Office & Guest Handling

Unit 2: Front Desk Operations

10

- Information
- Role of Information
- Handling of mails, registered posts, parcels etc. Handling of messages. Handling of guest room keys, Paging.
- Providing information to the guest. Aids used in the Information section.
- Reception
- Introduction to reception
- Coordination between FO and other departments Types of keys and their control
- Room change procedure
- Preparation of expected arrival & Departure Reports Preparation of other documents
- Preparation of Guest History Card
- Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group
- Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Records and forms used.
- Job description and specification – Receptionist

Unit 3: Telephones

10

- Role of telephone Department Staff organization.
- Telephone etiquettes, Records and forms use.

FOUNDATION IN HOUSEKEEPING OPERATIONS – III BVHBM304

Unit 1: Linen Room Operations

15

- Introduction, classification and sizes of linen
- Selection criteria for linen
- Calculation of linen requirement – Par stock
- Purchase of linen
- Layout and equipment in linen room
- Activities in linen room

Unit 2: Linen Room Formats

15

- Linen Exchange Slip
- Purchase Index Card
- Linen Replenishment Slip
- Master Inventory Sheet – Linen/Uniforms/F&B Linen
- Floor Inventory Sheet
- Stock Register
- Linen Discard Sheet
- Lost Linen Record
- Laundry List

MANAGEMENT INFORMATION SYSTEM IN HOSPITALITY INDUSTRY BVHBM305

Unit 1: Management Information Systems	06
<ul style="list-style-type: none">• Definition of MIS• MIS Personnel• Managing multiprocessor environments• MIS security issues	
Unit 2: Selecting and Implementing Computer systems	06
<ul style="list-style-type: none">• Analyzing current information needs• Collecting sales information• Establishing system requirements• Requesting proposals from vendors• Contract negotiation	
Unit 3: Reservation Systems	06
<ul style="list-style-type: none">• E-Distribution systems• Inter-sell agencies• Central Reservation Systems• Property Level Reservation systems• Reservations through the internet	
Unit 4: Point of Sale Technologies	06
<ul style="list-style-type: none">• POS Order entry units• POS Printers• Accounts Settlement• Managing Guest Accounts• POS Software• Automated Beverage control systems	
Unit 5: Food & Beverage Management Applications	06
<ul style="list-style-type: none">• Recipe Management• Sales Analysis• Menu Management• Integrated Food Service software• Automated Beverage system reports	



PROJECT -III BVHBM306P

SEMESTER-04

FOOD PRODUCTION – IV

BVHHM401

Unit 1: Food Standards	10
<ul style="list-style-type: none">• Importance• WHO standards-voluntary and compulsory standards• Common adulterants and their detection• Classification of additives and their role• Mislabeling	
Unit 2: Introduction to Bakery	10
<ul style="list-style-type: none">• Role of Ingredients in Baking• Types of Dough-bread• Types of Breads – Names and description of Breakfast, Lunch, Snacks and International breads• Glossary of Bakery Terms• Cookies- Different types, faults and remedies	
Unit 3: Pastry	10
<ul style="list-style-type: none">• Pastry – Puff pastry, flaky pastry, shortcrust pastry-(sweet and savory), choux pastry,• Types of Sponge cakes• Types of Gateaux• Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache• Types of desserts-hot and cold desserts• Petite fours-Definition and examples	

FOOD & BEVERAGE SERVICES - IV

BVHHM402

Unit 1: Cocktail	08
<ul style="list-style-type: none">• Introduction and Definition• Method of mixing cocktails• Rules for making cocktails	
Unit 2: Beer	08
<ul style="list-style-type: none">• Introduction• Manufacturing Process• Types of beer• Service of beer	
Unit 3: Alcoholic Beverages (Spirits)	07
<ul style="list-style-type: none">• Introduction• Effect of alcohol on health• Classification of alcoholic beverages Pot still distillation• Patents still distillation Proof systems• Whisky• Brandy• Rum• Gin• Vodka• Tequila	
Unit 4: Other Spirits	07
<ul style="list-style-type: none">• Absinthe• Ouzo• Slivovitz• Akvavit• Feni• Arrack• Schnapps• Pastis	

FRONT OFFICE OPERATIONS – IV

BVHBM403

Unit 1: Registration	10
<ul style="list-style-type: none">• Objectives• Legal obligations• Pre-registration• Registration procedure – FIT, FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests• Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations.• Reports, forms and equipment used.	
Unit 2: Cash and Accounting	10
<ul style="list-style-type: none">• Departure procedure• Job description of cashier.• Security deposit box handling• Credit card handling procedure• Foreign currency exchange procedure• Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers• Accounting cycle• Creation and maintenance of accounts, Guest and non-guest accounts• Accounting system – non-automated, semi-automated and fully automated	
Unit 3: Front Office and Guest Safety and Security	10
<ul style="list-style-type: none">• Importance of security system• Emergency situations – accident, illness, theft, fire, and bomb threat etc.	

HOUSEKEEPING OPERATIONS – IV

BVHHM404

Unit 1: Horticulture and Flower Arrangements	10
<ul style="list-style-type: none">• Indoor and outdoor plants, Care and upkeep• Bonsai• Landscaping• Identification of flowers• Types of arrangements• Principles of arrangement• Arrangements by location points to be remembered	
Unit 2: Cleaning Science	10
<ul style="list-style-type: none">• Cleaning principles• PH scale and cleaning agent with their• Application types of cleaning agents• Cleaning products – hotel specific• Characteristics of a good cleaning agent	
Unit 3: Supervision in Housekeeping	10
<ul style="list-style-type: none">• Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry)• Supervisors checklist• Guest complaints & guest complaint handling• VIP room checking• Leave handling procedures	

HOSPITALITY LAW

BVHHM405

Unit 1: Sources of Law	06
<ul style="list-style-type: none">• Definition: Law, Sources of Indian Law• Preamble to the Indian Constitution• Fundamental Rights and Fundamental Duties• Law of contract, Definition of Contract, Difference between Agreement and Contract• Essentials of Valid Contract, Contract of Indemnity and Contract of Guarantee	
Unit 2: Law of Agency	06
<ul style="list-style-type: none">• Definition: Agency, Agent and Principal.• Rights and Duties of Principal and Agent• Law of bailment• Definition and Nature of Bailment.• Rights and Duties of the Bailor and Bailee.	
Unit 3: Consumer Protection Act & Prevention of Food Adulteration Act	06
<ul style="list-style-type: none">• Objectives of the Act,• Definition: Consumer, Goods/Service, Consumer Complaint, Consumer Dispute, Deficiency, Defect• Definition: Food, Adulterant, Adulteration, Misbranding and Label• Food Inspector - Powers and Duties• Procedure to be followed by Food Inspectors	
Unit 4: Industrial Disputes Act & Industrial Employment (Standing Orders) Act	06
<ul style="list-style-type: none">• Objectives and Applicability• Definition: Industry, Workmen, Industrial Dispute, Strike, Layoff, Lockout, Closure, Misconduct• Causes and Effects of Industrial Dispute, Kinds of Punishments: Minor and Major• Definition: Standing Orders, Model Standing Orders• Procedure for Disciplinary Action	
Unit 5: Factories Act, Bombay Shops and Establishments Act	06
<ul style="list-style-type: none">• Definition: Factory, Occupier• General Duties of the Occupier.• Health, Safety and Welfare Provisions• Definition of Establishment, Commercial Establishment, Procedure for Registration• Working hours	

PROJECT - IV

BVHHM406P

SEMESTER-05

FOOD PRODUCTION – V

BVHHM501

Unit 1: French Cuisine	06
<ul style="list-style-type: none">• Features, regional classification, ingredients, methods of cooking, courses of the menu.• Glossary of French Culinary Terms	
Unit 2: Italian Cuisine	06
<ul style="list-style-type: none">• Features, regional classification, ingredients, methods of cooking, courses of the menu.• Glossary of Italian Culinary Terms	
Unit 3: Spanish /Mexican Cuisine	06
<ul style="list-style-type: none">• Features, regional classification, ingredients, methods of cooking, courses of the menu.• Glossary of Spanish/Mexican Culinary Terms	
Unit 4: Oriental Cuisine	06
<ul style="list-style-type: none">• Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu• Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu• Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu	
Unit 5: Kitchen Organization and Human Resource	06
<ul style="list-style-type: none">• The classical kitchen brigade-the Partie system• Job description and job specification of executive chef, chef de partie and commis• Recruitment and selection• Induction, training and development	

FOOD AND BEVERAGE SERVICES, CONTROL & MANAGEMENT- V BVHBM502

Unit 1: An Overview of Food and Beverage Management	08
<ul style="list-style-type: none">• Introduction to Food & beverage management.• The hospitality industry and its products• Service standards• Purchase, Inventory, Storage,• Role of Purchase department & purchase cycle• Bar frauds and best practices	
Unit 2: Menu Engineering	08
<ul style="list-style-type: none">• Definition and objective of menu engineering• Concept of - Sales Mix, Sales Mix Report, Contribution Margin & Gross Profit, Sales• History.• Menu Evaluation -common questions.• Menu Analysis- Profitability & Popularity index, Kasavana's Menu Item Analysis	
Unit 3: Budgeting & Pricing	07
<ul style="list-style-type: none">• Budgeting• Concepts of Catering Policy• Forecasting• Volume forecasting & Production Sheet, Use of Leftover• Restaurant Revenue Management• Methods of Pricing	
Unit 4: Recent Concerns and Trends	07
<ul style="list-style-type: none">• Future of Quick service Restaurants• Concept of Fast-food, well-known Brands in India• Changing trends in modern food & beverage practices	

HOUSEKEEPING OPERATIONS – V

BVHHM503

Unit 1: Textiles and Uniform Designing	10
<ul style="list-style-type: none">• Fibre (natural, manmade, characteristics, advantage, disadvantages)• Weaves (plain, twill, jacquard, damask, satin)• Finishing processes• Importance of Uniforms• Types of Uniforms• Characteristics of Uniforms• Selection of Uniforms• Par stock• Laundry – layout	
Unit 2: Contract Services – Laundry, Pest Control	10
<ul style="list-style-type: none">• Introduction.• Contract Services – complete program, special, periodic, pricing, types.• Pest control – common pests, eradication, control, Types, equipment used for pest control.	
Unit 3: Refurbishment, Redecoration, New Property Opening	10
<ul style="list-style-type: none">• Definition• Factors involved in refurbishment and redecoration• Procedures & Task involved• Snagging list• Takeover of a new property from projects	

FRONT OFFICE & PMS- V

BVHHM504

Unit 1: Planning & Evaluating Front Office Operations	06
<ul style="list-style-type: none">• Setting Room Rates• Preparation of night reports• Room selling techniques – Upselling and Discounts	
Unit 2: Budgeting & PMS	06
<ul style="list-style-type: none">• Types of budget & budget cycle• Making front office budget• Capital & operations budget for front office• Forecasting room revenue• Advantages & Disadvantages of budgeting• Property Management System (Fidelio / IDS / Shawman)	
Unit 3: Front Office Accounting, Check-Out and Settlement	06
<ul style="list-style-type: none">• Tracking transaction – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance• Internal control – Cash Bank• Check-out and account settlement• Control of cash and credit• Methods of settlement• Checkout options - Express checkout, self-checkout, late check-out• Account collection, account aging, unpaid account balances, Late Charges.	
Unit 4: The Front Office Audit	06
<ul style="list-style-type: none">• Role and importance of Night Audit• Job Description of the night auditor establishing an end of day• Guest Credit monitoring• Front Office audit process	
Unit 5: Computer Applications in Front Office Operations	06
<ul style="list-style-type: none">• Role of computers• Various types of PMS used• Front Office modules and its applications	

HOTEL ACCOUNTANCY & COST CONTROL

BVHHM505

Unit 1: Uniform System of Accounts for Hotels	08
<ul style="list-style-type: none">• Introduction to Uniform system of accounts• Contents of the Income Statement• Contents of the Balance Sheet (under uniform system)	
Unit 2: Internal Control	08
<ul style="list-style-type: none">• Definition and objectives of Internal Control• Characteristics of Internal Control• Implementation and Review of Internal Control	
Unit 3: Internal Audit and Statutory Audit	07
<ul style="list-style-type: none">• An introduction to Internal and Statutory Audit• Distinction between Internal Audit and Statutory Audit• Implementation and Review of internal audit	
Unit 4: Standard Costing & Variance Analysis	07
<ul style="list-style-type: none">• Advantages & Limitations of Standard Costing• Variance Analysis• Material Variances: Material Cost Variance, Material Price variance & Material Usage (quantity variance)• Labour Variances – Labour cost variance, Labour Rate variance & Labour Efficiency variance.	



PROJECT - V

BVHHM506P

SEMESTER-06

GARDE MANGER

BVHHM601

Unit 1: Garde Manger – Larder	08
<ul style="list-style-type: none">• Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads• Hors d’oeuvres-Classification, examples and accompaniments• Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.• Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.• Cold sauces- Dips, Chaud froids, Aspics.• Charcuterie-Sausages, Bacon and Ham	
Unit 2: Accompaniments and Garnishes	08
<ul style="list-style-type: none">• Classical vegetable accompaniments• Potato preparations• Garnishes and accompaniments for popular dishes	
Unit 3: Kitchen Planning	07
<ul style="list-style-type: none">• Sections of the kitchen with layout and functions• Production workflow• Planning of Kitchen Spaces• Layout of a large quantity kitchen and satellite kitchen• Planning of Storage Spaces	
Unit 4: Food Production Systems	07
<ul style="list-style-type: none">• Principles of large scale commercial cooking• Rechauffe – effective use of leftovers.• Catering systems• Cook Chill Systems-definition, procedure, advantages and disadvantages• Cook Freeze System –definition, procedure, advantages and disadvantages• Sous Vide- definition, procedure, advantages and disadvantages	

BAR MANAGEMENT

BVHHM602

Unit 1: An Overview of Beverage Management	08
<ul style="list-style-type: none">• Introduction to beverage management• The hospitality industry and its products• Service standards	
Unit 2: Bar and Beverage Management	08
<ul style="list-style-type: none">• The legal framework in India• Compiling various wine and drink lists• Inventory, Storage,• Sourcing of liquor• Pricing of alcoholic beverages• Bar stocktaking and inventory, determining stock levels• Standard recipe, costing and pricing of drinks• Bar frauds and best practices• Books and records in bar	
Unit 3: Facility Planning and Design of Service Areas	07
<ul style="list-style-type: none">• F & B Function areas• Food service outlets• Lounges and bars• Conference, banqueting and function rooms	
Unit 4: Management Information System	07
<ul style="list-style-type: none">• Reports generated• Analysis of revenue reports• Daily sales report• APC, Cover turnover ratio• P & L statement (food service outlets)	

YIELD MANAGEMENT

BVHHM603

Unit 1: Yield Management	06
<ul style="list-style-type: none">• Applicability to rooms division.• Capacity Management.• Discount allocation• Duration control.• Measuring yield.• Elements of yield management.• Uses of yield management.	
Unit 2: Security and Lodging Industry	06
<ul style="list-style-type: none">• Developing the security program.• Management role in security.• Setting up the security program.• Security and law.	
Unit 3: Timeshare & Vacation Ownership	06
<ul style="list-style-type: none">• Definition and types of timeshare options• Difficulties faced in marketing timeshare business• Advantages & disadvantages of timeshare business• Exchange companies -Resort Condominium International, Intervals International• How to improve the timeshare /referral /condominium concept in India: Government's role/ industry role	
Unit 4: Planning and Evaluating Front Office Operations	06
<ul style="list-style-type: none">• Establishing Room rates• Basis of charging• Plans, competition, customer's profile, standards of service and amenities.• Hubbart's Formula.• Forecasting room availability• Forecasting techniques• Forecasting data• Forecast formula• Sample forecast formula.	
Unit 5: Accommodation Facility Planning	06
<ul style="list-style-type: none">• Planning the Front Office Layout• Ergonomics• Lobby layout• Front Desk layout• Bell Desk layout• Back Office layout	

FACILITY PLANNING AND BUDGETING OF HOUSEKEEPING BVHBM604

Unit 1: Accommodation Facility Planning	10
<ul style="list-style-type: none">• Room dimensions (length, width, height, space management)• Facilities and services for disabled guest room.• Balconies and terrace• Eva floor• Work ergonomics• Bathroom layout• Fitting and fixtures• Disabled guest bathroom features	
Unit 2: Budgeting for Housekeeping	10
<ul style="list-style-type: none">• Inventory control and stock taking• Types of budgets (operational and capital)• Budget preparation• Cost control in specific areas, guest room, public areas, linen room, stores, cleaning• Material and supplies, flowers)• Purchasing. (Principles involved, stages, types)	
Unit 3: Daily Routines and Housekeeping Procedures	10
<ul style="list-style-type: none">• A day in the life of an Executive Housekeeper, Accommodation Manager• A day in the life of an Assistant Housekeeper• A day in the life of a Floor Supervisor• A day in the life of a Public Area Supervisor• A day in the life of a Desk Housekeeper• A day in the life of a Uniform, Linen Supervisor	

ENTREPRENEURSHIP

BVHHM605

Unit 1: Basics of Entrepreneurship	08
<ul style="list-style-type: none">• Meaning, Definitions & characteristics of Entrepreneurship• Managerial competency attributes• Entrepreneurial functions• Need for Entrepreneurship	
Unit 2: Acquiring Entrepreneurial Values and Motivation	08
<ul style="list-style-type: none">• Attitude and Motivation- Meaning and concept.• Developing Entrepreneurial Motivation and Competency• Creativity, Risk Taking, Leadership,• Barriers to Entrepreneurship.	
Unit 3: Introduction to Market Dynamics	07
<ul style="list-style-type: none">• Meaning, characteristics & types of market• Perfect competition & its features• Monopoly market & its features• Monopolistic competition & its features	
Unit 4: Entrepreneurial Opportunities & Enterprise Creation	07
<ul style="list-style-type: none">• What is a business opportunity?• Environmental factors (the pestle model)• Selection of an enterprise• Steps in setting up of an enterprise	



PROJECT - VI BVHBM606P



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