

B.Sc. DEGREE  
IN  
HOSPITALITY & HOTEL ADMINISTRATION

**CURRICULUM**

NATIONAL COUNCIL FOR HOTEL MANAGEMENT  
AND CATERING TECHNOLOGY  
NOIDA  
(NCHM&CT)

AND  
JAWAHARLAL NEHRU UNIVERSITY  
(JNU)

## SEMESTER - I

### MINIMUM CONTACT HOURS & CREDITS FOR EACH SUBJECT

No.	Subject code	Subject (Credits)	Contact Hours per Semester	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production -I (02 credits)	30	-
2	BHA102	Foundation Course in Food Production -I (Pr) (04 credits)	-	120
3	BHA103	Foundation Course in Food & Beverage Service – I (02 Credits)	30	-
4	BHA104	Foundation Course in Food & Beverage Service – I (Pr) (01 Credits)	-	30
5	BHA105	Foundation Course in Rooms Division Operations– I (02 credits)	30	-
6	BHA106	Foundation Course in Rooms Division Operations– I (Pr) (02 credits)	-	60
7	BHA107 Or BHA108	Customer Relation Management <b>OR</b> Employability Skills (02 credits)	30	
8	BHA109	Communication Skills-I (02 credits)	30	
9	BHA110	Environmental Studies (02 credits)	30	-
10	BHA111	Yoga/Stress Management-I (Pr) (01 credit)	-	30
TOTAL:			180	240
GRAND TOTAL			420	

### WEEKLY TEACHING SCHEME (18 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production – I (Theory )	02	
2	BHA102	Foundation Course in Food Production – I (Practical)	-	08
3	BHA103	Foundation Course in Food & Beverage Service - I (Theory)	02	
4	BHA104	Foundation Course in Food & Beverage Service-I (Practical)	-	02
5	BHA105	Foundation Course in Rooms Division Operations-I(Theory)	02	-
6	BHA106	Foundation Course in Rooms Division Operations-I(Practical)	-	04
7	BHA107 Or BHA108	Customer Relation Management <b>OR</b> Employability Skills	02	-
8	BHA109	Communication Skills-I	02	
9	BHA110	Environmental Studies	02	-
10	BHA111	Yoga/Stress Management-I (Practical)		02
TOTAL:			12	16
GRAND TOTAL			28	

### EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA101	Foundation Course in Food Production – I (Theory )	100	-
2	BHA102	Foundation Course in Food Production – I (Practical)	-	100
3	BHA103	Foundation Course in Food & Beverage Service-I (Theory)	100	-
4	BHA104	Foundation Course in Food & Beverage Service-I (Practical)	-	100
5	BHA105	Foundation Course in Rooms Division Operations-I(Theory)	100	-
6	BHA106	Foundation Course in Rooms Division Operations-I(Practical)	-	100
7	BHA107 Or BHA108	Customer Relation Management <b>OR</b> Employability Skills	50	-
8	BHA109	Communication Skills-I	100	-
9	BHA110	Environmental Studies	100	-
10	BHA111	Yoga/Stress Management-I (Practical)	-	50
TOTAL:			550	350
GRAND TOTAL			900	

\*Term marks will comprise 40% Internal Evaluation (IE) course & 60% End Semester Examination (ESE) marks.

## BHA101 - FOUNDATION COURSE IN FOOD PRODUCTION – I

### 1. Preamble

Course Title	Foundation course in Food Production-I (Theory)
Course Code	BHA101
Credits	02 credits
Number of Hours per Group	30 class hours

### 2. Course Description

It is important to understand that why introduction to culinary arts is important in the world of hospitality. To become a chef is long process. Cooking is dynamic profession- one that provides some of the greatest challenges as well as some of the greatest rewards. Learners will be exposed to the required international standards by inculcating necessary knowledge, skill and mind-set which assist them both in professional & personal front. It teaches many 'tricks of the trade' and will fuel a desire in students to take up kitchen operations as exciting career.

Keeping in mind the growing demand of educated manpower in the culinary world, the module will focus on introduction to culinary arts with emphasis on basics of food production and bakery.

### 3. Learning Outcome

#### Knowledge

1. Discuss the Culinary voyage
2. Examine and tabulate the organization structure
3. Identify and examine Hygiene and safety
4. Enumerate the aims and objectives of cooking

#### Competencies

1. Illustrate the basics of cooking principles
2. Demonstrate principles of Stocks, Soups and Sauces
3. Explain the role of ingredients – shortening, raising, flour
4. Apply the principles of Plant based culinary arts and prepare simple menus
5. Classify egg and fish
6. Demonstrate the baking process

#### Mindset

1. Appreciate the importance of hygiene and basic cooking principles in food production.
2. Critique the various continental and Indian dishes extending to bakery

## BHA101 - FOUNDATION COURSE IN FOOD PRODUCTION – I (THEORY)

**Unit-1:INTRODUCTION TO COOKERY:** Hygiene – Personal, Food, Environment, Uniforms & protective clothing, Safety procedure in handling kitchen equipment, Attitude & Personnel Ethics, Food Production – Industry, Traditional Cookery & Origin of modern cookery, Indian Culinary History, Ayurveda & Vegetarianism,

**Unit-2:ORGANIZATION STRUCTURE OF MODERN KITCHENS AND AIMS & OBJECTS OF COOKING FOOD:** Classical Brigade & Modern Staffing, Duties and responsibilities of various chefs in Catering Establishments, Professional ethics and etiquettes in workplace, Aims of cooking (Including senses through food), Outcomes of cooking process, Techniques used in cooking, Basic principles of Safety Precautions, Waste Segregation, **ROLE OF INGREDIENTS:** Fats & Oils (Shortenings), Raising Agents, Flour – All purpose, Whole wheat, Multigrain, Millets, Gluten free, Sugar – Importance, Types, Cooking stages, Water – pH, Application in cooking, as commodity

**Unit-3: BASIC COOKING PRINCIPLES:** HEAT TRANSFER AND COOKING METHODS: Moist Heat, Dry Heat, Dry Heat using Fat, Microwave; **STOCKS:** Definition and Types, Components of stock, Method, Storage and Usage; **THICKENINGS & SAUCES:** Definition, Thickening Agents, Basic Sauces and Derivatives, Proprietary and Contemporary sauces, Deglazing

**Unit-4: SOUPS & SALADS:** Definitions, Classification with examples, International Soups, Components of Salads, **PLANT BASED CULINARY ARTS,** Importance, Vegetables & Fruits – Identification & Classification, Effect of Heat, Storage, **UNDERSTANDING EGG AND FISH:** Classification & Selection, Usage, Precaution, Cuts of Fish

**Unit-5: BASIC PRINCIPLES OF BREAD & CAKE MAKING:** Ingredients used in bread making and their roles, Beneficial role of microbes- probiotics, Steps in bread making, Methods of bread making, Bread faults, **CAKES:** Ingredients used in cake making, Methods of cake making, Cake faults

## BHA102-FOUNDATION COURSE IN FOOD PRODUCTION – I (PRACTICALS) PART 'A' – COOKERY

Course Title	Foundation course in Food Production-I (Practical)
Course Code	BHA102
Credits	04 credits
Number of Hours per Group	120 class hours

**Unit-1: ORIENTATION (INTRODUCTION TO KITCHEN):** Equipment - Identification, Description, Uses & handling, Hygiene - Kitchen etiquettes, Practices, Garbage disposal, Safety and security in kitchen, Knife Handling precautions, **Végétales & Fruits :** Vegetables – classification, Cuts - julienne, jardinière, macédoines, brunoise, paysanne, mignonnete, dices, cubes, shred, mirepoix, Preparation of salad dressing

**Unit-2: BASIC COOKING METHODS AND PRE-PREPARATIONS:** Blanching of Tomatoes and Capsicum, Preparation of concasse, Boiling, Parboiling (potatoes, Beans, Cauliflower, etc), Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc., Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, Potatoes)

**Unit-3: STOCKS AND THICKENING & BINDING AGENTS:** White and Brown stock, Fish stock, Emergency stock, Fungi stock, **Thickenings** – Roux (White, Blond, Brown), Beurre manie, Panada, Liaison, Other starch/Protein, **Sauce and Gravies:** Béchamel, Espagnole, Velouté, Tomato, Hollandaise, Mayonnaise, Basic Gravies – White, Brown

**Unit-4: EGG & FISH COOKERY - PREPARATION OF VARIETY OF EGG DISHES:** Boiled (Soft & Hard), Fried (Sunny side up, Single fried, Bull's Eye, Double fried), Poaches, Scrambled, Omelette (Plain, Stuffed, Spanish), En cocotte (eggs Benedict), **Fish:** Identification and Classification, Cuts & Folds of Fish

**Unit-5: DEMONSTRATION & PREPARATION OF SIMPLE MENU:** Simple Salads & Soups: Cole slaw, Potato salad, Beet root salad, Green salad, Fruit salad, Consommé, Broth; Simple Egg preparations: Scotch egg, Assorted omelettes, Oeuf Florentine, Oeuf Benedict, Oeuf Farci, Oeuf Portugese, Oeuf Deur Mayonnaise; Simple potato preparations, Boiled, Baked, Mashed, Roasted, French fries, Allumettes, Lyonnaise potatoes; Vegetable preparations, Boiled vegetables, Glazed vegetables, Fried vegetables, Stewed vegetables; Fish Preparations: Fish orly, a la anglaise, colbert, meuniere, poached, baked

## **PART 'B' - BAKERY & PATISSERIE**

**Unit-1: INTRODUCTION ABOUT THE TRADE:** Identification of light & heavy Equipment, Handling & uses of equipment, Identification of commodities and their uses, Ingredients - Qualitative and quantitative measures

**Unit-2: INTRODUCTION TO BREAD MAKING PROCESS:** Demonstration of pan breads (White, Milk and Brown), Discussion of varieties like burger buns, hot dogs, fruit buns etc, **LOAVES:** Demonstration on garlic bread and varieties (cheese loaf, masala loaf), Demonstration on French baguette; **ARTISAN BREADS:** Demonstration on Artisan breads (whole wheat bread & multigrain bread, honey & oats bread, braided breads), Quick Breads - Banana bread, ginger bread, corn bread chocolate brownie; **RICH DOUGHS:** Discussion about balancing of recipes, Demonstration of brioche, savarin, doughnuts, baba au rhum, Discussion about other varieties, **VARIETY OF ROLLS:** Demonstration on Bread rolls (soft rolls, cheese and herb rolls, cinnamon rolls, dinner rolls, cloverleaf rolls, garlic rolls, oregano), Demonstration of hard rolls, Vienna rolls, soup sticks, grissini, Discussion of varieties,

**Unit-3: INTRODUCTION ABOUT SIMPLE CAKES (FOAMING METHOD):** Demonstration & Preparation Fatless Sponge, Genoise, Angel food cake, Swiss roll, Chiffon cake; **INTRODUCTION TO POUND CAKES (CREAMING METHOD):** Demonstration of pound cake, Discussion of varieties plain cake fruit cake, plum cake, madeira cake Dundee cake; **DEMONSTRATION OF MADELEINES:** Demonstration of variety of muffins rum & raisin, blueberry, lemon, orange choco chip, Discussion of varieties, Evaluation of the product

**Unit-4: INTRODUCTION TO COOKIES & BISCUITS:** Demonstration and Preparation of simple cookies like: Nan Khatai, Golden Goodies, Melting moments, Swiss tart, Tri colour biscuits, Chocolate chip, Cookies, Chocolate Cream Fingers, Bachelor Buttons, Oatmeal cookies, Cats tongue biscuit

**Unit-5: HOT / COLD DESSERTS:** Caramel Custard, Bread and Butter Pudding, Queen of Pudding, Soufflé – Lemon / Pineapple, Mousse (Chocolate Coffee), Bavaoise, Diplomat Pudding, Apricot Pudding, Steamed Pudding - Albert Pudding, Cabinet Pudding

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## BHA103- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (Theory)

### 1. Preamble

Course Title	Foundation course in Food & Beverage Service-I (Theory)
Course Code	BHA103
Credits	02 credits
Number of Hours per Group	30 class hours

### 2. Course Description

This course will impart basic knowledge of food service. This will teach student about different types of catering establishments, which includes different types of menus and their planning. This will also prepare them for entry level jobs in food service outlets by enabling them with food service skills.

### 3. Learning Outcome

#### Knowledge

At the end of the program, the participants will be able to:

1. List the various types of F&B Operations.
2. Define Various F&B Outlets.
3. Recall the courses of the French Classical Menu
4. Memorise the accompaniments of classical dishes.
5. Translate the basic F&B Terms in French.
6. List the attributes of a good waiter
7. Repeat the Do'S and Don'ts of telephone handling
8. Recall difference between the French Classical set up and the Indian cover set up

#### Competencies

At the end of the program, the participants will be able to:

1. Identify various F&B Equipment's
2. Differentiate different meals of the day.
3. Describe various styles of service in F&B Outlets.
4. Sketch the triplicate KOT System used in F&B Outlets,
5. Use the basics of meeting, Greeting and seating of guests in a training restaurant
6. Demonstrate the mis- en –place preparation in a restaurant.
7. Differentiate between A la carte and Table D'Hote Service.
8. Practice table laying as per the rules of the French classical menu,

#### Mind Set

At the end of the program, the participants will be able to:

1. Design menus according to the principles of menu planning.
2. Delight the guest by handling service in a training environment.

## BHA103- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (THEORY)

**Unit-1: INTRODUCTION TO HOSPITALITY INDUSTRY**-Success trigger of hospitality industry, Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial/institutional/transport such as air, road, rail, sea, etc. Indian concept of hospitality (Values & ethics viz – a vis world), Overview of F & B Service in India

**Unit-2: DEPARTMENTAL ORGANISATION & STAFFING:** F & B Outlets-Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs – Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F & B operations – hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments)

**Unit-3: F & B SERVICE EQUIPMENT**-Cutlery, Crockery, Glassware, Flatware, Hollowware & All other equipment used in F& B service (French terms related to the above). Preparation for service-Organizing. **MEALS & MENU PLANNING**- Origin of menu, Objectives of menu planning, Types of menus, mise-en-scene & organizing mise-en-place. Courses of French classical menu, Sequence, French names of dishes, Types of meals, Early morning tea, Breakfast (English/American/Continental/Indian/ Buffet), Bruch, Lunch, Afternoon/high tea, Dinner, Supper

**Unit-4: DINING SERVICES** –Silver service, Pre plated service, Cafeteria service, Room service, Buffet service, Gueridon service, & Live counters Lounge service, Food court, Butler service, Family service, Russian service, Indian form of service & Oriental service

**Unit-5: SALE CONTROL SYSTEM. A)** KOT/Bill control system b) Making bill c) Cash handling equipment d) Record keeping (Restaurant Cashier)

## BHA104-FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE –I (PRATICAL)

Course Title	Foundation course in Food & Beverage Service-I
Course Code	BHA104
Credits	01 credits
Number of Hours per Group	30 class hours

**Unit-1: INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT**-Overview, Importance of grooming, Grooming standards & checklist, Familiarization & identification of food service areas & ancillary areas with tools & equipment, Soft skills—Importance & Service drivers

**Unit-2: PREPARATION OF SERVICE**-Mise-en-scene, Mise-en-place, & Opening, operating & closing duties, **SOCIAL SKILLS**- Handling guest complaints, Telephone manners & Dining & service etiquettes. Listening skills, delighting the guest, Storytelling, Spontaneity, Gaining guest loyalty & seeing off the guest

**Unit-3: APPLICATION OF MENU PLANNING EXERCISE** FRENCH CLASSICAL MENU & INDIAN MENU-Examples from each courses, Cover of each course, Accompaniments

**Unit-4: TABLE LAY-UP & SERVICE**-A la carte cover, Table d'hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill



**Unit-5: SOCIAL SKILLS-** Listening Skills, delighting the guest- story telling, spontaneity, gaining guest loyalty & seeing off the guest. Handling guest complaints, telephone manners, dining & service etiquettes.

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## BHA105-FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (Theory)

### 1. Preamble

Course Title	Rooms Division Operations- I (A) (Theory)
Course Code	BHA105
Credits (Weightage)	01 credits
Number of Hours per Group	15 class hours

### 2. Course Description

Front office is not just a department but it is a way of thinking and a deeply embedded attitude towards hospitality. This is a field for all those who love to interact with people, who are presentable with a disarming smile and who believe that hospitality & professionalism is second nature to them. The Front Office is one of the key areas of any hotel; the student should therefore be well versed of all the functions carried out in the department.

The course seeks to introduce to the students all the aspects of the hospitality and hotel industry, including Hotel Classification, Rooms Division and hotel organization, guest rooms, basis of charging and Guest Relationship. In addition, the student is also given inputs relating to service recovery and Interdepartmental cooperation.

This course will enable the participant to perform the basic operations of the department like taking reservations, performing check-ins, up selling and handling during the stay activities, including guest management.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Explain hospitality with reference to its importance, evolution and domestic and international Hotel companies
2. Classify the hotels on the basis of specific parameters.
3. Illustrate the Organization structure of Hotels and Rooms Division department.
4. Differentiate between the types of rooms and clarify the basis of charging room tariff and different meal plans.
5. Elaborate the stages of guest cycle and related front Office function areas
6. Describe and demonstrate the procedure of reservation and guest registration.
7. Determine the techniques of upselling and Service recovery process
8. Discuss Interdepartmental cooperation- rooms division

#### Competencies

1. Create organizational charts depicting the lines of responsibility among positions, departments and divisions.
2. Perform the tasks of taking a reservation, registration and handle the guest -during the stay operations

3. Apply Room selling techniques
4. Solve guest complaints and maintain ideal guest relations
5. Cooperate effectively at intra and inter departmental levels
6. Exhibit professionalism and etiquettes required of a front office personnel

**Mind set**

1. Appreciate the role of Rooms division in guest satisfaction.
2. Advocate the need to create guest delight.
3. Appreciate the need for identifying guest expectations and meeting those.
4. Differentiate between the tangible and intangible service product.
5. Acknowledge the need for seamless co-operation among all departments for creating guest delight.

**BHH105- FOUNDATION OF ROOMS DIVISION OPERATIONS- I (A) (THEORY)**

**Unit-1: INTRODUCTION TO HOSPITALITY & HOTEL INDUSTRY-** Origin & Evolution & Domestic & International hotel companies, Hotel organization- Full service/ limited service, Revenue & Non revenue producing departments, Staff organization-Rooms division hierarchy (Including Engineering Department)

**Unit-2: CLASSIFICATION OF HOTELS-** Size, Target market- (Location, clientele, facilities offered, facilities), Levels of Service, Star classification, HRACC guidelines), Ownership & affiliation. **TYPES OF ROOMS-**Room sizes (with reference to HRACC), SMART rooms & Differently abled guest rooms, Basic of charging-Check-in-check out, 24 hours, Night/ Day, Day use, Types of Room rates (Special rates). Meal plans-(EP, BP, CP, AP, MAP etc)

**Unit-3: GUEST CYCLE-**Stages of Guest cycle, related front office function areas. **Pre- arrival – Reservations -1** (Confirmed – Guaranteed / Non-guaranteed, Tentative/Waitlisted).**Pre-arrival – reservations –II** -Reservation procedure (FIT: DFIT & FFIT, group, VIP).**Sources**-Direct, CRS, GDS, Intersell agencies. **Modes of reservations –** Verbal & Written. Amendments &cancellations

**Unit-4: ARRIVAL –I** -Bell desk & valet services, Functions, Procedures, **Arrival –II –a)** Creating registration record b) Assigning room& rate c) Establishing the method of payment d) Issuing room key e) Fulfilling special requests, DFIT, FFIT, Walk-in, VIP & Group, express check –In, self-registration, **Room selling techniques**-Upselling

**Unit-5: DURING THE STAY-**Concierge, Mail & message handling, Room change procedure, Special procedure, Wake-up call, Newspaper delivery & transport arrangements. **Service recovery** -Guest relations, Handling complaints, Follow-up procedures, Complaint handling Apps/ escalation Matrix & Root cause analysis

**1. Preamble**

Course Title	Rooms Division Operations- I (B) (Theory)
Course Code	BHA105
Credits (Weightage)	01 credits

Number of Hours per Group	15 class hours
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## 1. Course Description

"Creating a home away from home" is the motto of the hotel industry's housekeeping division. The Housekeeping Division takes great satisfaction in upholding the highest levels of cleanliness and excellence with great comfort and safety. All lodging facilities aim to provide their customers with hygienic, aesthetic, peaceful, and welcoming environments that provide complete value for the customer's money.

Your hotel stay will be delightful thanks to housekeeping!

Both the management and the guests concur that maintaining a clean and orderly room environment is a must to demand a fair wage and receive repeat business, resulting in a devoted clientele and higher earnings and profitability.

Hence, working in the hospitality industry, and housekeeping in particular, may be very lucrative. To succeed in any industry or profession, one must understand the fundamentals first. This course is designed keeping in mind the needs of a future housekeeper.

The first module will concentrate on the fundamental housekeeping concepts that are necessary as the foundation elements to pursue housekeeping as a rewarding profession.

## 2. Learning Objectives

By the end of the course, learners will be able to

### Knowledge

1. Elucidate the importance & opportunities of Housekeeping department in Hospitality Industry & allied sector
2. Describe the attributes of Housekeeping personnel
3. Determine the role of the pantry and allied functions associated to it
4. Enumerate on the sequence & procedure of cleaning as per room status
5. Formulate the daily routine followed by GSA for all shifts
6. Summarize the application of housekeeping in hospitality section other than hotels
7. List the inventory maintained in the housekeeping pantry

### Competencies

1. Identify different cleaning surfaces found in a hotel
2. Systemize the cleaning process based on science of cleaning
3. Illustrate the layout of single/double/twin/suite rooms.
4. Execute the cleaning of different surfaces
5. Prepare room status reports
6. Demonstrate room cleaning procedures

### Mind set

1. Encourage an acceptance for a wide perspective towards housekeeping opportunities offered in hotel and allied industry.

2. Advocate the need of different levels /stages of cleaning required.
3. Appreciate the planning needs required in housekeeping operations.

### **BHA105- FOUNDATION OF ROOMS DIVISION OPERATIONS- I (B) (THEORY)**

**Unit-1: INTRODUCTION TO HOUSEKEEPING: SCOPE OF HOUSEKEEPING.** Importance, Opportunities and application in the hospitality and allied sectors

**Unit-2: HOUSEKEEPING DEPARTMENT-** Areas of responsibility with a brief description of sub departments in housekeeping, Attributes of housekeeping personnel in keeping with the organization chart, Inter departmental coordination of rooms division with other departments.

**Unit-3: PREPARING TO CLEAN-** A) Housekeeping pantry B) Significance C) Layout D) List of inventory-maintained E) Assembling supplies and stocking the cart/ caddy F) Room Status Reporting G) Setting priority of scheduling cleaning

**Unit-4: GUEST ROOMS: UPKEEP AND MAINTENANCE.** Sequence and procedure of cleaning A) Departure room B) occupied room C) Vacant room D) Differently abled room E) OOO/ DND/DL rooms F) Turndown service G) Second service

**Unit-5: DAILY ROUTINES** to be followed by Housekeeping Attendants in Morning, Evening and night shift. **Concept of invisible housekeeping- Housekeeping in hospitality sectors apart from hotels-** Hospitals, Residential apartments, Mall, Club, Shops, Suffices, F & B outlets, Institutes, Airports, Railway stations, Metro station & Cruise liners

### **BHA106-FOUNDATION COURSE IN ROOMS DIVISION OPERATIONS –I (Practical)**

Course Title	Rooms Division Operations- I (A) -Practical
Course Code	BHA106
Credits (Weightage)	01 credits
Number of Hours per Group	30 class hours

**Unit-1: GROOMING ETIQUETTE-** Introduction to service culture, Service product, Guest Relationship-Business protocol & Professionalism. Moments of Truth, Creating a WOW factor (Guest delight) & Guest satisfaction

**Unit-2: SKILL SET & ATTITUDE OF FRONT OFFICE PERSONNEL,** Job description & Job specifications, Layout of Front Office- FO equipment

**Unit-3: APPLICABLE TAXES & CHARGES-** Special rate calculations, Design a package. Telephone, Email, Texting etiquette, Reservation records/ Formats. PMS

**Unit-4: RESERVATION PROCEDURES**-Amendments, Cancellations, PMS, Formats-Arrival procedure, Bell desk activities, Pre-registration, PMS, Escorting guest & room orientation-Check-in procedure, PMS, Formats

**Unit-5: DURING THE STAY ACTIVITY PROCEDURES**- Mail handling, Message handling, Paging, Special requests, Room change procedure & Complaint handling. Discrepancy report, Arrival Notification, Amenity vouchers, Meal coupons & Mini bar

Course Title	Rooms Division Operations- I (B) -Practical
Course Code	BHA106
Credits (Weightage)	01 credits
Number of Hours per Group	30 class hours

**Unit-1: Introduction to the module/ Ice breaker**-Importance of cleaning and maintaining guest rooms & Public Area, **Familiarization to cleaning Equipment** (manual & mechanical) & agents with minimum 5 popular brand names, **Guest room & bathroom supplies** with positioning (layout of single, double, twin & Suite room),

**Unit-2: Preparing to clean**-setting up of maids trolley/ caddy different types of pantry and set up

**Unit-3: Guest room cleaning.** A) Bed making as per industry standards including Turndown service. B) Daily cleaning of Guest room & bathroom. C) De-briefing & going off Duty- Formats filled by a Housekeeping attendant- Room Status Report, Linen exchange slip, Room attendant work report, Key Register,

**Unit-4:** Demonstration of entire shift operations. **Morning shift**- routine operations (Including the daily -cleaning of the following rooms). A) Departure room B) Occupied room. C) Vacant room. **Evening shift** – Routine operations

**Unit-5: Dealing with special Situations** – entering a guest room, reporting maintenance, Lost and found, DND, service refused, scanty baggage, damage in the room, handling guest requests etc.

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## BHA107 - CUSTOMER RELATIONS MANAGEMENT

### 1. Preamble

Course Title	Customer Relations Management
Course Code	BHA107
Credits	02
Number Of Hours	30 class hours

### 2. Course Description

Customer is considered as a God in hospitality Industry. Customer satisfaction is of prime importance for any for repeat business. Endeavour should be to make every customer a brand ambassador. Cyclic feedback and remedial action is a key to have service excellence. This course demonstrates building and delivering great customer experiences. Many companies neglect this, but the physical execution and emotional impact of customer experiences, companies and brands may ultimately determine customer satisfaction and loyalty and commercial success. This course is very useful for developing brand loyalty programmes and facilitates continued patronage. This module illustrates latest trends in service excellence and hospitality practices. This course is very useful for Hospitality staff to create wow factor.

### 3. Learning Objectives

By the end of the course, learners will be able to

#### Knowledge

1. Describe types of customers
2. Illustrate Philosophy of guest
3. Discuss sense of ownership
4. Explain Benchmarking
5. Define Personalized services
6. Clarify Customer feedback
7. Examine Customer metrics
8. Explain service excellence

#### Competencies

1. Design a loyalty programme for a hotel
2. Measuring customer feedback
3. Generate repeat client age
4. Analyze Customer retention techniques
5. Handling awkward situation
6. Guest complaint redressal system

#### Mindset

1. Appreciate the role of customer feedback
2. Proactively designing a hotel brand loyalty programme
3. Advocate the importance of guest retention

## **BHA107 CUSTOMER RELATIONS MANAGEMENT**

**Unit-1: DEFINITION OF CUSTOMER**-Types of Customers, Ownership & Value, Characteristics – Customer Value, Total Cost of Ownership, Philosophy of Guest

**Unit-2: SERVICE EXCELLENCE & EXPERIENCE**-Creating standards in services, Benchmarking, Principles of Customer Service, Personalized services & Quality and feedback

**Unit-3: DEFINING LOYALTY**-Understanding loyalty segment, Loyalty schemes, Customer retention techniques, creating service excellence

**Unit-4: CUSTOMER METRICS**- Uses of customer metrics, Creating Guest Centric system, Emerging trends in guest retention & Creating excellence

**Unit-5: GUEST CONTACT & CURRENT HOSPITALITY PRACTICE**-Guest Relations, Service culture, Handling awkward difficult situation, Guest communication, Guest preferences and guest history, Complaint Management System, Guest satisfaction tracking system & Mystery Audits

## **BHA108 EMPLOYABILITY SKILLS**

### **1. Preamble**

Course Title	Employability Skills
Course Code	BHA108
Credits	02
Number Of Hours	30 class hours

### **2. Course Description**

All aspirants of hospitality industry must know to deal with people at the emotional level (peers, subordinates, superiors, guest etc.). By improving soft skills, students can build and sustain effective relationships that will result in successful career.

This essential employability skills course is a framework to build, develop the students equipped with employability skills. These skills play an important role in the development of the students' overall personality, thereby enhancing their career prospects. The soft skills training provides strong practical orientation to the students and helps them in building and improving their skills in communication, the effective use of language, business correspondence, presentations, team building, leadership, time management, group discussions, interviews, and inter-personal skills. This training also helps students in career visioning and planning, effective resume writing and dealing with recruiters.

The training in soft skills has two parts. One part involves developing attitudes and attributes, and the other part involves fine-tuning communication skills to express attitudes, ideas, and thoughts well.

### **3. Learning Outcomes**

By the end of the course, learners will be able to

#### **Knowledge**

1. Explain importance of behavioral skills.
2. Describe elements of team skills.



3. List the importance of time management & leadership skills.
4. Identify elements of interview process.

### **Competencies**

1. Practice behavioral skills
2. Practice psychological tests.
3. Do goal setting & write resume.
4. Do team based projects.
5. Practice group discussion

### **Mind-set**

1. Develop all-round personalities with a mature outlook to function effectively in different circumstances
2. Take part effectively in various selection procedures adopted by the recruiters.
3. Become self-confident individuals by mastering inter-personal skills, team management skills, and leadership skills.
4. Develop broad career plans, evaluate the employment market, identify the organizations to get good placement, match the job requirements and skill sets.

### **BHA108 EMPLOYABILITY SKILLS**

**Unit-1: BEHAVIOURAL SKILLS:** Effective listening, non-verbal communication, Social skills. Paraphrasing, SWOT analysis, Role plays of guest handling. Interpersonal relationships. Cross-cultural communications.

**Unit-2: PSYCHOLOGICAL TESTS:** Aptitude and personality assessment, suggestions for improvement. **Leadership Skills:** Concepts of leadership, leadership styles, insights from great leaders

**Unit-3: TEAM SKILLS:** Team building and leadership, evolution of groups into teams, group dynamics, emergence of leadership, intra-group dynamics, inter-group dynamics, and conflict management, inter dependency, assessment of team-based projects

**Unit-4: TIME MANAGEMENT:** Pareto's Principle, Parkinson's Laws, Murphy's Laws, Law of Clutter, prioritization, Goal Setting (Career Visioning and Planning), effective time management

**Unit-5: SELECTION PROCESS:** Overview of selection process, practice of psychological tests, effective resume writing, dealing with placement consultants and recruiters, references – how to get effective references from past and current employers. **Group Discussions:** Concepts and Practice. **Interview Techniques:** Effective interview techniques, mock interviews, stress interviews, review and feedback

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## BHA109-COMMUNICATION SKILLS-I

### 1. Preamble

<b>Course Title</b>	Communication Skills-I
<b>Course Code</b>	BHA109
<b>Credits</b>	2 Credits
<b>Number of Hours per Group</b>	30 Class hours

### Course Description

In today's global world, the importance of English cannot be denied and ignored since English is the most common language spoken everywhere. With the help of developing technology, English has been playing a major role in many sectors including hospitality, medicine, engineering, and education which is the most important arena where English is needed. In addition to this, especially, high-quality jobs need good understanding ability and speaking in English. The students of Hospitality Management deal with people professionally from different parts of the world. They need to be interactive, working together as a team, as a leader, expressing ideas and views confidently in English.

### 2. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Comprehend the relevant & proper usage of grammar
2. Describe the basic features of conversation
3. Explain the rules of language proficiency
4. Express the importance of English language
5. Assess the writing, speaking, reading & listening abilities of self/individual

#### Competencies

1. Demonstrate English language proficiency with confidence
2. Analyze & evaluate the appropriate grammar and language usages
3. Integrate different communication exercises
4. Compare the various language modules

#### Mindset

1. Advocate the English language proficiency for professional
2. Conceptualize the training of staff for language
3. Defend the advantages of the English language.

**Unit-1: FUNDAMENTALS OF COMMUNICATION-**Need, Purpose, Nature, Models, Barriers to communication & overcoming the barriers

**Unit-2: LISTENING ON THE JOB-** Definition, Levels and types of listening, Listening barriers, Guidelines for effective listening & Listening computerization and note taking

**Unit-3: EFFECTIVE SPEAKING-** Restaurant and hotel English, Polite and effective enquiries and responses, Addressing a group, Essential qualities of a good speaker, Audience analysis & Defining the purpose of a speech, organizing the ideas and delivering the speech

**Unit-4: NON-VERBAL COMMUNICATION-** Definition, its importance and its inevitability, Kinesics: Body movements, facial expressions, posture, eye contact etc. A) Proxemics: The communication use of space B) Paralanguage: Vocal behaviour and its impact on verbal communication. **COMMUNICATIVE USE OF ARTIFACTS** – furniture, plants, colours, architects etc

**Unit-5: SPEECH IMPROVEMENT-**Pronunciation, stress, accent, important of speech in hotels, Common phonetic difficulties, Connective drills exercises & Introduction to frequently used foreign sounds. **USING THE TELEPHONE-** The nature of telephone activity in the hotel industry, the need for developing telephone skills & developing telephone skills

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## BHA110-ENVIRONMENTAL STUDIES

### 1. Preamble

<b>Course Title</b>	<b>Environmental Studies</b>
<b>Course Code</b>	<b>BHA110</b>
<b>Credits</b>	2 Credits
<b>Number of Hours per Group</b>	30 Class hours

### 2. Course Description

Rapid urbanization, industrialization & growing population have given rise to a rising environmental concern worldwide. The concern continues to grow about the impact of hospitality operations on the natural environment. Environmental issues often are limited to only the natural environment & tend to focus on issues of global climate change, pollution, habitat/ecosystem degradation & resource consumption. The hospitality industry has addressed environmental sustainability concerns in a variety of ways. Hotel environmental programs come in many shades of green but most sprout the same way. This module focuses on the various environmental issues & their solutions; it is concerned with the growth of the hotel industry keeping in mind the sustainable development & ecological balance of the nature.

### 3. LEARNING OUTCOMES

By the end of the course, learners will be able to

#### Knowledge

1. Illustrate the various environmental concerns for the hotel industry
2. Explain the environment management system
3. Elaborate the 3 R's (Reduce-Reuse- Recycle) principle of waste management
4. Describe the sustainable development model in order to maintain the ecological balance
5. Explain the energy conservation methods & modes
6. Identify the latest equipment & devices to keep a check on air quality control

#### Competencies

1. Apply the techniques of environment & waste management system into the practice
2. Demonstrate the water conservation methods & rain harvesting procedures
3. Evaluate the impacts of hotel industry on the environment sustainability

#### Mind set

1. Authenticate the pollution prevention & controlling methods
2. Advocate the environmental friendly practices
3. Appreciate & encourage the energy efficient & effective practices

**Unit 1: MULTIDISCIPLINARY NATURE OF ENVIRONMENTAL STUDIES:** Definition, scope and importance, Need for public awareness.

**Unit 2: NATURAL RESOURCES:** Renewable and non-renewable resources: Natural resources and associated problems. a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people. b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems. c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. d) Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. e) Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies. f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification. • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyles.

**Unit 3: ECOSYSTEMS** • Concept of an ecosystem IV • Structure and function of an ecosystem. • Producers, consumers and decomposers. • Energy flow in the ecosystem. • Ecological succession. • Food chains, food webs and ecological pyramids. • Introduction, types, characteristic features, structure and function of the following ecosystem: - a. Forest ecosystem b. Grassland ecosystem c. Desert ecosystem d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

**Unit 4: BIODIVERSITY AND ITS CONSERVATION** • Introduction – Definition: genetic, species and ecosystem diversity. • Biogeographical classification of India • Value of biodiversity: consumptive use, productive use, social, ethical, aesthetic and option values • Biodiversity at global, National and local levels. • India as a mega-diversity nation V • Hot-spots of biodiversity. • Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts. • Endangered and endemic species of India • Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.

**Unit 5 : ENVIRONMENTAL POLLUTION DEFINITION** • Cause, effects and control measures of :- a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution e. Noise pollution f. Thermal pollution g. Nuclear hazards • Solid waste Management : Causes, effects and control measures of urban and industrial wastes. • Role of an individual in prevention of pollution. • Pollution case studies. • Disaster management: floods, earthquake, cyclone and landslides.

**Unit 6: SOCIAL ISSUES AND THE ENVIRONMENT** • From Unsustainable to Sustainable development • Urban problems related to energy • Water conservation, rain water harvesting, watershed management • Resettlement and rehabilitation of people; its problems and concerns. Case Studies • Environmental ethics: Issues and possible solutions. • Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case Studies. • Wasteland reclamation. • Consumerism and waste products. • Environment Protection Act. • Air (Prevention and Control of Pollution) Act. • Water (Prevention and control of Pollution) Act • Wildlife Protection Act • Forest Conservation Act • Issues involved in enforcement of environmental legislation. • Public awareness.

**Unit 7: HUMAN POPULATION AND THE ENVIRONMENT** • Population growth, variation among nations. • Population explosion – Family Welfare Programme. VII • Environment and human health. • Human Rights. • Value Education. • HIV/AIDS. • Women and Child Welfare. • Role of Information Technology in Environment and human health. • Case Studies.

**Unit 8: FIELD WORK** • Visit to a local area to document environmental, assets river/forest/grassland/hill/mountain • Visit to a local polluted, site-Urban/Rural/Industrial/Agricultural • Study of common plants, insects, birds. • Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5 lecture hours)

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## BHA111 YOGA/STRESS MANAGEMENT-I

### 1. Preamble

<b>Course Title</b>	<b>Yoga/Stress Management-I</b>
<b>Course Code</b>	<b>BHA111</b>
<b>Credits</b>	1 Credit
<b>Number of Hours per Group</b>	<b>30 classes</b>

### 2. Course description

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

#### Competencies

1. Practice general guidelines for Yogic Practice.

#### Mindset

1. Yogic Practices for Health and Wellness

## BHH108 YOGA/STRESS MANAGEMENT-I

**Unit-1:** Meaning, History and Development of Yoga, The fundamentals of Yoga, Yogic Practices for Health and Wellness, General guidelines for Yogic Practice.

**Unit-2: Prayer:** Concept and recitation of Pranava :-akara, ukara, makara, bindhu, nAtham. (aum). **Cleansing Practice** (Technique, Contraindications and Benefits): Kapalabhati

**Unit-3: Chalana Kriya/Loosening Practice** (Technique, Contraindications and Benefits): Neck Movement (Griva Shakti Vikasaka I, II, III, IV), Shoulder Movement, Bhujja Valli Shakti Vikasaka

**Unit-4: Yogasana-I: Standing Posture**-To start with Padmnasan/sukhasan, Tadasana, Vrikshasana, **Sitting Posture**-Bhadrasana, Vajrasana, Ardha-Ushtrasana,& Ushtrasana,, **Prone Posture**-Makarasana, Bhujangasana, Shalabhasana. **Supine Posture (Lying on back)**- Uttanapadasana, Ardhalasana,& Setubandhasana

**Unit-5: Pranayama** (Technique, Contraindications and Benefits): AnulmoaViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka), Bhramari (without Kumbhaka), **Dhyana** (Technique and Benefits)-Body Awareness, Breath Awareness & Yoga Nidra

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**SEMESTER – II**

**MINIMUM CONTACT HOURS & CREDITS FOR EACH SUBJECT**

No.	Subject code	Subject (Credits)	Contact Hours per Semester	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	30	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	120
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	30	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	30
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	30	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	60
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	30	
8	BHA209	Communication Skills-II (02 credits)	30	
9	BHA210	Basics of Tourism (01 credits)	15	
10	BHA211	Application of Computers & IT (Pr) (01 credits)	-	30
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)		30
TOTAL:			165	270
GRAND TOTAL			435	

**WEEKLY TEACHING SCHEME**

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II (02 credits)	02	-
2	BHA202	Foundation Course in Food Production – II (Pr) (04 credits)	-	08
3	BHA203	Foundation Course in Food & Beverage Service – II (02 credits)	02	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr) (01 credits)	-	02
5	BHA205	Foundation Course in Rooms Division Operations-II (02 credits)	02	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr) (02 credits)	-	04

7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism (02 credits)	02	
8	BHA209	Communication Skills-II (02 credits)	02	
9	BHA210	Basics of Tourism (01 credits)	01	-
10	BHA211	Application Of Computers & IT (Pr) (01 credits)	-	02
11	BHA212	Yoga/Stress Management-II (Pr) (01 credit)	-	02
TOTAL:			11	18
GRAND TOTAL			29	

#### **EXAMINATION SCHEME**

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHA201	Foundation Course in Food Production – II	100	-
2	BHA202	Foundation Course in Food Production – II (Pr)	-	100
3	BHA203	Foundation Course in Food & Beverage Service – II	100	-
4	BHA204	Foundation Course in Food & Beverage Service – II (Pr)	-	100
5	BHA205	Foundation Course in Rooms Division Operations-II	100	-
6	BHA206	Foundation Course in Rooms Division Operations-II (Pr)	-	100
7	BHA207 OR BHA208	Hotel Security OR Sustainable Tourism	50	-
8	BHA209	Communication Skills-II	100	-
9	BHA210	Basics of Tourism	50	
10	BHA211	Application Of Computers & IT (Pr)		50
11	BHA212	Yoga/Stress Management-II (Pr)	-	50
TOTAL:			500	400
GRAND TOTAL			900	

\* Term marks will comprise 40% Internal Evaluation (IE) & 60% End Semester Examination (ESE) marks.



## BHA201- FOUNDATION COURSE IN FOOD PRODUCTION-II

### 1. Preamble

Course title	Foundation course in food production-II
Course code	BHA201
Credits	2 credits
Number of hours per group	30 class hours

### 2. Course Description:

Globalization and media have changed the mindset of many youngsters of to adopt food Production as a career choice. This course is designed to familiarize student to an amazing world of Indian cuisine rich in spices and flavours which have travelled from all over the world and enriched the Indian Cuisine. It will enables the learner to prepare Indian dishes of varied texture and flavours depicting the cultural diversity of Indian Cuisine. The emphasis is on Indian culinary delights, skills and modern trends.

### 3. Learning Outcome

By the end of the course, learner will be able to.

#### Knowledge

1. Understand the basics of Menu Management in arrangement and efficient use of resources
2. List about contemporary practices in selection in meat cookery
3. Explain Pie doughs & basic commodities – dairy – milk, cream, cheese, butter
4. Enlist the features, ingredients and techniques involving preparation of Indian dishes.
5. Group the variety of Millets, rice, pasta & noodles

#### Competencies

1. Develop Menu Building and Recipe Writing
2. Understand Food Cost, Standard recipe & Quality control principles
3. Demonstrate basic quality factors, cuts, variety meats & storage of different meats and fishes
4. Categorize dairy products Milk, Cream, Cheese, butter and extend their use.

#### Mindset

1. Interpret the characteristics of basic menu building, planning and designing as SOPs.
2. Develop sensory evaluation through market surveys - meats and fishes
3. Appreciate diversity of Indian Cuisine and Culture

### BHA201- FOUNDATION COURSE IN FOOD PRODUCTION-II (Theory)

**Unit 1: MENU MANAGEMENT-** a) Arrangement of resources b) Efficient use of resources c) Menu building d) Recipe writing e) Food cost f) Menu costing g) Quality control principles. **INVENTORY CONTROL-** a) Standard recipes b) Standard yield c) Food storage

**Unit 2: MEAT COOKERY-** a) Composition, structure and basic quality factors b) Cuts of Meat c) Variety meats (offals) d) Poultry. **RICE, CEREALS & PULSES-** a) Introduction b) Classification and identification c) Cooking of rice, cereals and pulses, d) Varieties of rice and other cereals

**Unit 3: CONFECTIONERY** –a) Flour Based b) Sugar Based c) Pie Doughs d) Basic Pastries e) Short crust, Laminated, Choux, Danish f) Meringue

**Unit 4: DAIRY PRODUCTS:** - a) Milk, Butter, Cream, Cheese b) Ghee and Cottage Cheese c) Storage. NON-DAIRY ALTERNATIVES- a) Nut milk (Almond, Cashew, etc.) b) Coconut milk c) Soya milk d) Rice milk

**Unit 5: BASIC INDIAN COOKERY - CONDIMENTS & SPICES-**a) Introduction to Indian spices & vegetables b) Role of spices in Indian cookery. MASALAS- a) Blending of spices b) Different masalas used in Indian cookery (Wet & Dry masalas) c) Composition of different masalas d) Varieties of masalas available in regional areas e) Special masala blends, **Introduction to Indian Cookery:-** a) Historical Background b) Culture c) Religion d) Equipment e) Staple diets

### BHA-202-FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)

Course title	Foundation course in food production-II
Course code	BHA202
Credits	4 credits
Number of hours per group	120 class hours

### PART A - COOKERY

**Unit 1: MEAT** – Identification of various cuts, Identification of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope, Poultry-Identification & Classification Cuts of chicken

**Unit 2: IDENTIFICATION, SELECTION AND PROCESSING** of Meat and poultry, Slaughtering and dressing

**Unit 3: PREPARATION OF INDIAN MENU-POPULAR INDIAN GRAVIES** – Makhani, Kadai, Lababdar, Rice dishes, Breads, Main course, Basic Vegetables, Paneer, Chicken Preparations, Indian Breakfast Items. Indian snacks

**Unit 4: PREPARATION OF CONTINENTAL MENU. SALADS & SOUPS-** waldrof salad, Russian salad, salade nicoise, Cream (Peas, Spinach, Mushroom, Tomato, Chicken), Puree (Lentil, Peas, Carrot) & International soups

**Unit 5: CHICKEN AND MUTTON PREPARATIONS-**Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks & lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef. **SIMPLE POTATO PREPARATIONS-** Basic potato dishes, **VEGETABLE PREPARATIONS-** Basic vegetable dishes

### PART B - BAKERY & PATISSERIE

**Unit 1: INTRODUCTION TO PASTRIES:** a) Demonstration of short crust pastry and pate sucre b) Discussion of varieties tarts (lemon curd, florentine, chocolate tart, and apple pie, date & nut pie, lemon meringue pie)

**Unit 2: DEMONSTRATION OF CHOUX PASTRY. A)** Preparation of chocolate éclairs, mocha éclairs, profit rolls suchard, mount blanc, croquembouche. **Introduction to Laminated Pastries a)** Demonstration of puff pastry (different methods) b) Discussion of varieties vol au vent, cheese straws, patties, cream horns, palmiers, turn overs

**Unit 3: COLD SWEET-** Honeycomb mould, Butterscotch sponge, Coffee mousse, Lemon sponge, Trifle, Blancmange, Chocolate mousse Lemon soufflé

**Unit 4: HOT SWEET-**Bread & butter pudding, Caramel custard, Albert pudding Christmas pudding

**Unit 5: INDIAN SWEETS-**Simple ones such as chicoti, gajjar halwa, kheer

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## BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II

### 1. Preamble

Course title	Foundation course in Food & Beverage Service-II (Theory)
Course code	<b>BHA203</b>
Credits	02 credits
Number of hours per group	30 class hours

### 2. Course description

This course impart knowledge of alcoholic beverages of the world and develop skills and mindset for service of the same

**Learning Outcome:** At the end of the program, the participants will be able to:

#### Knowledge

1. Recall different types of non -alcoholic beverages
2. Define different types of wines.
3. Classify different types of Mixed drinks
4. Discuss different types of alcoholic beverages
5. List popular Liqueurs of the world
6. Name shapes and sizes of cigars

#### Competencies

1. Draw the layout of a Bar
2. Tabulate cocktails based on base and modifiers

#### Mind Set

1. Enthral guests in a training restaurant by preparing classical cocktails as per standard

## BHA203- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (THEORY)

**Unit 1: NON – ALCOHOLIC BEVERAGES**-Classification (Nourishing, stimulating & refreshing beverages). **Tea-a)** Origin & manufacturer b) Types & brands. **Coffee- a)** Origin & manufacturer b) Types & brands. **Juices & soft drinks. Cocoa & malted beverages. Expansion & growth (Local Players). Local beverages:-** Lassi, Jal jeera, Aam ka panna, Thandai, Butter milk, Kokum, Panagam & Sherbet

**Unit 2: EXECUTIVE BAR- a)** Introduction, definitions & licenses b) Bar layout – Physical layout of bar c) Bar stock – Alcoholic & non- alcoholic beverages available. d) Bar equipment e) bar card. **ALCOHOLIC BEVERAGES-a)** Introduction, definition & classification b) Production of alcohol- Fermentation process & Distillation process

**Unit 3: WINES- a)** Definition & history b) Classification & production with examples (Table/still/natural, Sparkling, and Fortified & Aromatized) c) Vine species & grape varieties d) Old world wines (France & Italy – famous wines from these countries, wine regions, wine laws, Spain, Germany & Portugal). New world wines – Famous wines of USA, Australia & New Zealand, India, Chile & Argentina, South Africa  
Storage of wines, Food & Wine Harmony-Traditional /contemporary

**Unit 4: BEER-** Introduction & definition-Types of beer, Storage. Other fermented beverages (Cider, Sake, Perry, Mead, Toddy, Fenny, Pulque) **SPIRITS-** Introduction & definition & classification & popular brands of: Whisky, Rum, Gin,

Brandy, Vodka, Tequila, Other spirits (Absinthe, Aquavit, Pastis, Schnapps, Arrack, Mezcal. **Different proof systems (Definitions)**-American proof, British proof (Sikes scale) & Gay Loussac (OIML Scale). **Cigars**-Cigars – Shapes, sizes, parts & colors & brand names.; Care & storage of cigar

**Unit 5: APERITIF-** a) Introduction & definition b) Popular types of aperitifs (Vermouth (Definition, types & brand names) & Bitters (Definition, types & brand names) **LIQUEURS-** a) Definition & history b) Broad categories of liqueurs (Herbs, Citrus, Fruit, Bean & Kernel) c) Popular liqueurs (Name, color, predominant flavor & country of origin). **COCKTAILS & MIXED DRINKS- Definition & history, Classification. Recipe, preparation & service of popular cocktails** ( Pink gin, Mojito, Martini – Dry & Sweet, Manhattan – Dry & Sweet, Dubonnet, Rob-roy, Bronx, White lady, Pink lady, Side car, Bacardi, Alexander, Tom Collins, Gin fizz, Flips, Noggs, Champagne cocktail, Between the sheets, Daiquiri, Bloody Mary, Screw driver, Tequila sunrise, Gin sling, Planters punch, Singapore sling, Pina colada, Rusty nail, B & B, Black Russian, Margarita, Gimlet – Dry & Sweet, Cuba libre, Whisky sour, Blue lagoon – Harvey wall banger)

#### **BHA204- FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-II (PRACTICAL)**

Course title	Foundation course in Food & Beverage Service-II (Pr)
Course code	<b>BHA204</b>
Credits	01 credits
Number of hours per group	30 class hours

**Unit 1: Tea/ Coffee/ other non-alcoholic beverages preparation & service**

**Unit 2: SPECIAL FOOD SERVICE-(COVER, ACCOMPANIMENTS & SERVICE. TABLE LAY –UP & SERVICE-** Classical Hors d' oeuvre (Oyster, Caviar, Smoked salmon, Pate de Foi Gras/ snail, Melon, Grapefruit, asparagus), Cheese, dessert (fresh Fruits & nuts)

**Unit 3: SERVICE OF WINE, MISE EN PLACE, CCESSORIES & EQUIPMENTS-**Task-01- service of red wine, service of wine/ rose wine, service of sparkling wine, service of Fortified wine, service of Aromatized wines. (care/ precautions of wines). service of cider, Perry & sake

**Unit 4: SERVICE OF APERETIF, MISE-EN-PLAC, GLASSWARE & EQUIPMENTS-** Task-01: Service of bitters, Task-02: Service of Vermouths. **SERVICE OF SPIRITS-** Service styles-neat or straight-up/ on the rocks/ with appropriate mixers, Task-01: service of Whiskey, Task-02: service of Vodka, Task-03: service of Rum, Task-04: service of Gin, Task-05: service of Brandy, Task-06: service of Tequila & Task-07: service of other spirits

**Unit 5: SERVICE OF LIQUEURE--** Service Styles- neat/ on the rocks/ with crème/ frappe. **MATCHING WINES WITH FOOD-** Task-01: Menu Planning with accompanying wines-International cuisine, Indian regional cuisine, Task-02: Table laying and service of menu with accompanying wines. International cuisine, Indian regional cuisine

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## BHA205-FOUNDATION COURSE IN ROOM DIVISION OPERATIONS – II

### 1. Preamble

<b>Course Title</b>	<b>Foundation course in Room division operations – II (A) (Theory)</b>
<b>Course Code</b>	BHA205
<b>Credits</b>	01 credits
<b>Number of Hours per Group</b>	15 class hours

### 2. Course Description

The Front Office is the nerve center of a hotel property. This course encompasses the accounting fundamentals which are critical to the operational and management processes and leads to the control mechanism in the form of night audit. This course provides inputs on the departure and post departure activities.

This course introduces the aspects of managing the front office. Guest safety and security and emergency procedures are main focus of attention. In addition, the module focuses on the key aspect of using reports and Statistics as significant tools to support decision making. It highlights the emerging trends of the rooms division driven by technology and innovation. The course will enable the student to develop competencies required to supervise the Front office department.

### 3. Learning Objectives

By the end of the course, learners will be able to

#### Knowledge

1. Explain the concept of Guest accounting, cash & credit control
2. Describe and demonstrate the procedure of guest check out
3. Discuss the Post departure and Night Audit process.
4. Determine the Emergency handling procedures pertaining to hotel safety and security.
5. Elaborate on the Statistical ratios.
6. Review the Emerging trends in Rooms division department.

#### Competencies

1. Create and maintain guest accounts and record and track financial transactions
2. Perform departure and post departure activities including Night Audit.
3. Implement guest safety and security procedures and handle Emergency situations as per the SOPs
4. Prepare the hotel statistics and analyze their significance
5. Prepare innovative designs of products and services with the application of latest technology

#### Mind set

1. Acknowledge the significance of accuracy and honesty in financial transactions.
2. Appreciate the importance of guest/ employee/hotel safety and security.

3. Evaluate the value of statistics and their continuous monitoring in hotels.

**BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS-II (A) (THEORY)**

**Unit 1:- GUEST ACCOUNTING, FUNDAMENTALS** (Folio, Voucher, Ledger, Accounts, POS).Creation & maintenance of Accounts (Charge privileges, Cash & credit monitoring, Account maintenance & Record keeping systems) **TRACKING TRANSACTIONS-** Cash payments, Charge purchase, Account corrections, Account allowance , Account transfer Cash advance

**Unit 2: DEPARTURE- I** -Check out& settlement, Departure procedure, DFIT, FFIT, Group, VIP, Modes of payment (Cash, Credit card, Bill to company, foreign currency & combined methods) **DEPARTURE-II** -Additional check out options , Express checkout , Self-check- out, kiosk, interactive checkout, mobile app checkout , Late checkout.

**Unit 3: POST DEPARTURE-** Unpaid account balances, Account collection, Account ageing & Record generation. **NIGHT AUDIT** –Importance, Role of night auditor & The night audit procedure

**Unit 4: SITUATION HANDLING -EMERGENCY** procedures (Medical, Fire, Robbery/ theft, Accident , Natural calamity, Bomb threat & Terrorist attack) Guest safety & security- a) Electronic locking systems b) Surveillance & access systems. **EMERGING TRENDS IN ROOM’S DIVISION-** a) Use of technology b) Product innovation

**Unit 5: MIS-** a) Importance b) Statistical ratios (Occupancy% , Multiple occupancy%, House count, Bed occupancy% , Domestic occupancy%, Foreign occupancy % , Occupancy multiplier, ARR/ADR, ARG/ Rev PAC, RevPAR, Yield)

**BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (B) (THEORY)**

**1. Preamble**

<b>Course Title</b>	<b>Foundation course in Room division operations – II-B (Theory)</b>
<b>Course Code</b>	BHA205
<b>Credits</b>	01 credits
<b>Number of Hours per Group</b>	15 class hours

**2. Course Description**

High standards of cleanliness and general hotel maintenance are the responsibility of housekeeping. The control desk is the location from which all housekeeping operations are conducted. It is also accountable for maintaining an inventory of the linen used in restaurants, banquet halls, meeting spaces, health clubs, and other establishments. Entire hotel’s staff is provided with uniforms by the department and is responsible to maintain the laundry and repair work as well. It also satisfies the hotel’s requirements for linen and guest laundry in large hotels.

Additionally, it improves the hotel’s landscaped areas and showcases floral décor. This module will give the trainee the chance to branch out into housekeeping sub departments as we go from the basics to the aesthetics.

Understanding each of these sub departments can lead to new job prospects. The market is witnessing an increase in demand for consultants in these housekeeping-related ancillary services.

**Learning Objectives**

By the end of the course, learners will be able to

### **Knowledge**

1. Distinguish between various front and back of the house areas
2. Account for the problems faced during public area cleaning and their solutions
3. Discuss the importance of control desk in housekeeping department
4. Describe the lost & found procedure in housekeeping department
5. Explain the handling of keys and key control
6. Describe the types of laundry & various services in laundry
7. Define various international laundry symbols
8. Define the stain removal procedure and various precautions to be followed while removing stains
9. Describe the uniform exchange procedure

### **Competencies**

1. Design the frequency chart of cleaning front & back of the house areas
2. Plan the schedule/calendar for public area cleaning
3. List down the activities of Linen room, uniform room & sewing room
4. Illustrate various formats maintained at control desk
5. Demonstrate the wash cycle procedure used for different linen items
6. Execute the linen exchange procedure
7. Identify laundry agents & equipment's used in housekeeping department
8. Design various formats prepared during guest laundry cycle
9. Identify the various types of stains
10. List the various tools & equipment's used in sewing room
11. List the basic ingredients of flower arrangements & their uses
12. Select indoor plants as per the requirements.
13. Handling guest request and resolving issues.

### **Mindset**

1. Appreciate the role of sub departments of housekeeping in hotel operations.
2. Build a positive attitude towards providing housekeeping services.
3. Assert optimism towards handling of guest request and other related procedures.

## **BHA205- FOUNDATION OF ROOMS DIVISION OPERATIONS -II B (THEORY)**

**Unit 1:- PUBLIC AREA** – Upkeep and Maintenance-Introduction, a) Front of the house and back of the house b) Role in creating first impression c) Frequency of cleaning various Front of the house (-Entrance, Main gate,-Periphery,-Parking,-Landscaped areas,- Main porch ,Main door, Lobby, Public rest rooms, Executive Offices, Business Centre, Elevators, Escalators, corridors and Staircases , F & B areas, Leisure areas), d) Frequency of Cleaning back of the house areas (Employee cafeteria, Administration and Sales offices, Employee areas, Housekeeping areas).  
**SCHEDULE FOR PUBLIC AREA CLEANING** -Problems faced during PA cleaning and their solutions

**Unit 2:- CONTROL DESK**- Importance, Opening the house, Reporting staff placement, Handover of each shift - Handling Keys & Key Control, Lost & found Procedure, Maintenance follow ups, Guest special request, Forms, Formats, records & registers maintained at control desk

**Unit 3:- FABRIC CARE OPERATIONS**- a) Linen room (Activities performed, Linen exchange procedures, Storage of linen). b) Laundry (Types of Laundry, Services offered in a laundry i.e. Washing, Finishing , Dry Cleaning & Stain Removal, Wash cycle for different Linen Items, Laundry Cycle in a hotel, Laundry equipments and machines, Laundry Agents as per industry standards ( any five brands), International laundry symbols, Guest Laundry & Guest laundry cycle with formats

**Unit 4:- STAIN REMOVAL**- a) Identification of stain b) Classification of stain based on the origin c) General Procedures and precautions to be followed while removing stains from Fabrics. **UNIFORM ROOM**- a) Activities b) Uniform Exchange procedure c) Advantages of providing uniforms to staff. **Sewing room** (Activities, Tools & Equipment)

**Unit 5:- HORTICULTURE**- a) Generic Care & Selection of indoor plants b) Flower Arrangement (Basic Ingredients used, Types/ Styles of flower arrangement, Principles of flower arrangement & Conditioning of plant material).  
**Customization and personalization of guest rooms to enhance guest experience**

**BHA206-- FOUNDATION OF ROOMS DIVISION OPERATIONS -II (PRACTICAL)**

<b>Course Title</b>	<b>Foundation course in Room division operations – II (A) (Practical)</b>
<b>Course Code</b>	BHA206
<b>Credits</b>	01 credits
<b>Number of Hours per Group</b>	30 class hours

**Unit 1:** Accounting formats, PMS

**Unit 2:** Introduction to checkout procedures, PMS, Formats used at check out

**Unit 3:** Departure procedure –PMS, Formats used at check out

**Unit 4:** Post departure procedures, Night audit procedure, PMS

**Unit 5: Situation handling-** SOP, Formats used, Group presentation, Numerical

<b>Course Title</b>	<b>Foundation course in Room division operations – II (B) (Practical)</b>
<b>Course Code</b>	BHA206
<b>Credits</b>	01 credits



<b>Number of Hours per Group</b>	30 class hours
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**Unit 1: TEAM CLEANING**-Introduction, **PUBLIC AREA CLEANING**- Cleaning of cloak rooms, cleaning back of the house areas. Property Management system –All control desk related activities, Handling guest complaints and Special requests

**Unit 2: HOTEL LINEN** (F& B and Room Linen)-Types of Linen and their Sizes, Identification of Fabrics commonly used, 5 Popular Brands of Hotel linen. Laundering and Finishing of Fabrics (White cotton, Colored cotton, Wool, Silk and delicate, Blended Fabric, Bath Linen & Finishing of Uniforms)

**Unit 3 STAIN REMOVAL** - Stain identification & removal from fabrics ( Lipstick, Ballpoint ink, Nail polish, Paint, Grease, Tea/ coffee, Wine , Curry & Blood)

**Unit 4: UNIFORM SELECTION AND DESIGN**- (Chef Uniform, Restaurant Associate, Housekeeping Associate, Maintenance Staff, Front office Associate)

**Unit 5: FLOWER ARRANGEMENT** (Minimalistic Arrangements, Mass Arrangements, Miniature Arrangements, Creative Arrangements). **Customization of rooms**- Towel Art

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## BHA207 - HOTEL SECURITY

### 1. Preamble

<b>Course Title</b>	<b>Hotel Security</b>
<b>Course Code</b>	<b>BHA207</b>
<b>Credits</b>	<b>02</b>
<b>Number Of Hours</b>	<b>30 class hours</b>

### 2. Course Description

Hotel with robust security in place means a better, safer, guest experience. Even when hotels have strong security policies and procedures in place, they are still vulnerable to cyber-attacks, break-ins, theft, fraud, and other crimes. That's why it's vital to take precautionary measures and continually evaluate security programs. When department managers and other employees think more about safety and security, you can prevent a lot of theft and minimize dangers. The rising threat has made it mandatory for all organizations to hire a team of officers to maintain security in the establishment. Besides hiring security manpower hospitality organizations must provide training to all personnel so that they are capable of responding to emergencies.

This module focuses on the various security threats & enumerates the role of each employee towards creating a secure environment with reference to freedom from fear, anxiety as well as protection against terrorism, thefts, fire & accidents.

### 3. Learning Outcomes

**By the end of the course, learners will be able to**

#### Knowledge

1. Differentiate between safety & security.
2. Explore the possible security issues for hospitality sector.
3. Illustrate the various positions in hotel security with duties & responsibilities.
4. Explain the different types of security tools & equipment.
5. Explain the use of modern technology in enhancing the security systems in hospitality establishments.
6. Describe the key control procedure.
7. Illustrate the procedures for dealing with lost & found/scanty baggage.

#### Competencies

1. Demonstrate the role to be played by each section employee for dealing with emergency situations like terror attack, bomb threat, fire, accident, theft & handling sickness/death of a guest.
2. Practice & train the basics of first aid to the employees.
3. Organize fire drills on regular basis in order to ensure fire safety.

#### Mindset

1. Authenticate the security measures present in the hotel.
2. Advocate the correct security procedures & methods to keep secured environment.
3. Appreciate & encourage the attentiveness of the employees following the security practices.

### **BHA207 - HOTEL SECURITY**

**Unit 1: SECURITY & SAFETY**-Definition, Differentiation between safety & security, Potential threats to the guests, employees & property & Importance & advantages of security

**Unit 2: SECURITY HIERARCHY**-Hotel security hierarchy, Duties & responsibilities of different positions, Qualities of security personnel, Role of hotel security & Employees security training & reviews. Security Systems & Equipment-Security equipment & its usage. Advanced Security systems (Integrated Surveillance System, Advanced lock, Access control system), Security communication system & training.

**Unit 3: SECURITY PROCEDURES & PROTOCOLS**-Different security procedures & protocols(Scanty baggage, lost & found & other scenarios), Securing Hotel premises(Swimming pool, Hotel entrance & periphery, Guest areas, Back Area & entrance, Guestrooms, F & B outlets), Car Inspection, Baggage Scanning, Exit & Entrance Manning, Patrolling, VIP security procedure, Fire Safety Procedure, Mock Fire Drills, Fire Fighting Equipment & Law enforcement liaisoning

**Unit 4: KEY CONTROL PROCEDURE**-Various kinds of locks, Types of keys & Key control procedure

**Unit 5: COMPREHENSIVE EMERGENCY SITUATION RESPONSE PLANS**-Terror Attack Bomb Threat, Theft/Fraud, Natural Disaster, Accident, Murder, Handling sickness/Injuries/Death & Cyber Crime

### **BHA208-SUSTAINABLE TOURISM**

#### **1. Preamble**

<b>Course Title</b>	<b>SUSTAINABLE TOURISM</b>
<b>Course Code</b>	<b>BHA208</b>
<b>Credits</b>	<b>02</b>
<b>Number Of Hours</b>	<b>30 class hours</b>

#### **1. Course Description**

Sustainability is not just an academic discipline but a necessity to save our planet and to preserve it for future generations. Businesses especially need to understand that they do not exploit the environment in such an extent that in long term business and environment both are destroyed. Tourism although is a less pollutant industry but its dependence on environment is so huge that sustainability needs to be at the fulcrum of tourism policy planning. This course module gives an understanding of how to use the best practices of sustainability in Tourism and Hospitality sector.

#### **2. LEARNING OUTCOMES**

By the end of the course, learners will be able to

### **Knowledge**

1. Define sustainable tourism
2. Discuss socio economic and environmental impacts of Tourism
3. Enumerate the role of sustainability in hospitality industry

### **Competencies**

1. Apply the techniques of environment & waste management system into practice I hospitality industry
2. Demonstrate the benefits of environmental friendly practices in promotion of tourism
3. Evaluate the impacts of hotel industry on the environment sustainability

### **Mind set**

1. Authenticate the pollution prevention & controlling methods
2. Advocate the sustainable tourism practices in tourism and environment
3. Appreciate & encourage the energy efficient & effective practices

## **BHA208-SUSTAINABLE TOURISM**

**Unit 1: INTRODUCTION TO SUSTAINABLE TOURISM-** (Definition, Principles of sustainable tourism, Current issues and trends, Concepts and benefits of Swachh Bharat Mission, Role of technology in sustainability practices)

**Unit 2: ROLE OF SUSTAINABILITY IN HOSPITALITY INDUSTRY-** (Sustainability management principles for hotels, Sustainability management practices with a focus on continuous improvement, Reporting , communication and promotion, Mandatory sustainability parameters for star classification of hotels in India & Cost-benefit analysis of sustainable practices in hotels )

**Unit 3: SOCIO-ECONOMIC IMPACTS-** (Supporting local economic opportunities though jobs and partnerships, Minimizing negative socio-economic impacts and avoiding harm, Responsibly promoting intangible heritage and traditions)

**Unit 4: ENVIRONMENTAL IMPACTS-** (Conserving resources and improving efficiency, Reducing emissions and minimising various types of pollution, Minimising single plastic usage, Supporting conservation and maximising benefits for wild life and biodiversity protection)

**Unit 5: DIFFERENT ENVIRONMENTAL ACCREDITATION CERTIFICATES FOR HOTELS/RESTAURANTS.** (Ecotel- 5 globes, LEED, TERI, ISO14001, BIO Hotels, Eco Hotels Certified, LEAF, Other accreditations, Green building concept)

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## BHA209-COMMUNICATION SKILLS-II

### 1. Preamble

<b>Course Title</b>	<b>Communication Skills-II</b>
<b>Course Code</b>	<b>BHA209</b>
<b>Credits</b>	02
<b>Number of Hours per Group</b>	30

In hospitality industry, the customers come from various parts of the world and English is the most common spoken language across the world. This course helps students to practice spoken English in many different situations created in roleplays.

### 2. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Listen to texts and practice good listening.
2. Describe Phonetic Symbols consonants & Vowels with illustrations in use
3. Increase vocabulary from different texts and dictionary

#### Competencies

1. Use paraphrasing of English language in working conditions
2. Use basic grammar
3. Integrate different communication exercises

#### Mindset

1. Advocate the importance of spoken English language proficiency for professional

## BHA209-COMMUNICATION SKILLS-II

**Unit 1: LISTENING:** Listening to texts, listening to CDs, Trials of a good listener

**Unit 2: THE PRONUNCIATION:** Phonetic Symbols consonants & Vowels with illustrations in use. **Listening & Comprehension:** Interpretation of texts based on the question-answer. Interaction among students

**Unit 3: READING SKILLS:** Techniques of reading. Reading comprehension of unseen pages, Identifying the context & the central idea. **Vocabulary & word formation:** From different texts & dictionary.

**Unit 4: BASIC GRAMMAR:** Prescriptive/descriptive approaches grammaticality – acceptability –appropriateness-grammar in context- grammar in spoken & written. **Practice:** Exercise on different grammatical constructions, Identification of the grammatical devices forms different texts like newspapers, poems, stories, etc.

**Unit 5: WORDS & PHRASES** used for conversation: Making statements, questions, order & suggestions – denying – rejecting-disagreeing-possibility-ability, permission, obligations, etc (Dialogues, Public speech & Telephonic Conversation)

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## BHA210-BASICS OF TOURISM

### 1. Preamble

<b>Course Title</b>	<b>Basics of Tourism</b>
<b>Course Code</b>	<b>BHA210</b>
<b>Credits</b>	<b>01</b>
<b>Number Of Hours</b>	<b>15 class hours</b>

### 2. Course Description

The world is shrinking today. There is an increasing desire of the population to explore beyond their boundaries. Tourism has become a popular global leisure & business activity. Today, tourism is a major source of income for many countries. Besides the economic impact of tourism it has wide spread social and cultural implications. The tourism helps people to understand and appreciate different mind sets and cultural diversity.

This course brings the insight to the tourism and its components and explains the various travel motivators that encourages the travellers to travel. It also discusses the impact of the tourism on various aspects of our life. With the changing world the tourism is also changing its shape, so the course also discusses the emerging trends of the tourism industry. Hospitality being an integral part of tourism industry is included in the course so as to provide an insight to the learner regarding its history and present and also the employment opportunities within the industry. The learner gets to identify his place as a hospitality professional in the larger umbrella of tourism sector and he gets apprised of the attitude, aptitude, grooming and soft skills required for a hospitality professional.

### 3. Learning Outcomes

By the end of the course, learners will be able to

#### Knowledge

1. Discuss tourism industry and its environment, social, cultural & economic impact
2. Explain the types and various constituents of tourism
3. Discuss the evolution of hospitality industry.
4. Describe constituents of hospitality industry
5. Explain the departmental organisation of hotels
6. Differentiate among tourist organisations
7. Identify the different travel motivators
8. Identify the factors responsible for sustainable tourism
9. Categories intermediaries in Tourism industry.

#### Competencies

1. Demonstrate the attributes of a hospitality professional
2. Analyse the future trends in the tourism service industry

#### Mind-set

1. Appreciate the role of tourism industry in development of the region
2. Consider tourism and hospitality as an exciting career option

## BHA210-BASICS OF TOURISM

**Unit 1: INTRODUCTION TO TOURISM** Overview, Definition of Tourist, Tourism, Visitor, Excursionist, Inbound and Outbound. **Constituents of Tourism**-Primary (Transportation, Accommodation, Food and Beverage, Entertainment and attractions, information and shopping) & Secondary (Banks, Hospitals, Insurance Companies, Communication and others

**Unit 2: TRAVEL MOTIVATORS AND TOURISM PRODUCT**-Business, Leisure, Religious, VFR, Adventure, Health, etc. Tourism product of India- Beaches, Hill stations, wild Life sanctuaries and heritage.**INTERMEDIARIES OF TOURISM**- Travel agents, Tour Operators, Escorts and guides & Online Travel Portals

**Unit 3: IMPACT OF TOURISM AND MAINTAINING SUSTAINABILITY**- Economic, Social, Cultural, Political & Environmental. **TOURISM ORGANISATIONS**-International & Domestic. **EMERGING TRENDS OF TOURISM (Alternative Tourism)** Special interest tourism:-Ecotourism, Senior citizen tourism, Wildlife tourism, Rural tourism, Ethnic tourism & Space tourism

**Unit 4: HOSPITALITY INDUSTRY**-Overview of Hospitality, Brief history, Present scenario. **Hospitality and Hotel Industry**-Hotel Industry as a part of Hospitality sector, Hotel core and support areas. **Future trends in Hospitality**

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## BHA211-APPLICATION OF COMPUTERS & IT (PRACTICAL)

### 1. Preamble

<b>Course Title</b>	<b>Application of Computers &amp; IT (Practical)</b>
<b>Course Code</b>	<b>BHA211</b>
<b>Credits (Weightage)</b>	01
<b>Number of Hours per Group</b>	30

### 2. Course Description

This course aims to impart computer knowledge that will enable them the ability to handle and analyse data for decision making and present it to the person concerned in the form of presentations and/or reports in the fast-moving business world. It also enables students to design certificate, pamphlet and posters.

### 3. Learning outcomes

The Learning Outcomes of this course are as follows:

1. Describe the various concepts and terminologies used in computing, computer networks and the internet.
2. Examine document creation for report making and communication.
3. Identify and make good presentations.
4. Analyses various computations using various functions in the area of accounting and finance and represent the business data using suitable charts.
5. Manipulate and analyse the business data for a better understanding of the business environment and decision-making.
6. Identify the spreadsheet knowledge acquired through this paper in solving real-life problems that help in decision making.

## BHA211-APPLICATION OF COMPUTERS & IT (PRACTICAL)

**Unit 1: COMPUTING:** Concept of computing, Data and information; Computing Interfaces: Graphical User Interface (GUI), Command Line Interface (CLI), Touch Interface, Natural Language Interface (NLI); data processing; applications of computers in business.

**COMPUTER NETWORKS:** Meaning of computer network; objectives/ needs for networking; Applications of networking; Basic Network Terminology; Types of Networks; Network Topologies; Distributed Computing: Client Server Computing, Peer-to-peer Computing; Wireless Networking; Securing Networks: firewall.

**BASIC INTERNET TERMINOLOGY:** I.P. Address, Modem, Bandwidth, Routers, Gateways, Internet Service Provider (ISP), World Wide Web (www), Browsers, Search Engines, Proxy Server, Intranet and Extranet; Basic Internet Services; Internet Protocols: TCP/IP, FTP, HTTP(s), Uses of the Internet to Society; Cyber Security: Cryptography, digital signature

**Unit 2: WORD PROCESSING** -Introduction to word Processing, Word processing concepts, Use of Templates and styles, Working with word documents: Editing text, Find and replace text, Formatting, spell check, Autocorrect, Auto-text; Bullets and numbering, Tabs, Paragraph Formatting, Indent, Page Formatting, Header and footer, page break,

table of contents, Tables: Inserting, filling and formatting a table; Inserting Pictures and Video; Mail Merge (including linking with spreadsheet files as data source); Printing documents; Citations, references and Footnotes.

**Unit 3- PREPARING PRESENTATIONS** -Basics of presentations: Slides, Fonts, Drawing, Editing; Inserting: Tables, Images, texts, Symbols, hyperlinking, Media; Design; Transition; Animation; and Slideshow, exporting presentations as pdf handouts and videos.

**Unit 4: SPREADSHEET BASICS-** Spreadsheet concepts, managing worksheets; formatting, conditional formatting, Entering data, Editing, and Printing and Protecting worksheets; Handling operators in the formula, Projects involving multiple spreadsheets, Organizing Charts and graphs; Flash-fill; Working with Multiple worksheets; controlling worksheet views, naming cells and cell ranges. Spreadsheet functions: Mathematical, Statistical, Financial, Logical, Date and Time, Lookup and reference, Text functions and Error functions. Working with Data: Sort and filter; Consolidate; Tables; Pivot tables; What-if-analysis: Goal seek, Data tables and Scenario manager

**Unit 5: SPREADSHEET PROJECTS-**

Creating business spreadsheet: Loan repayment scheduling; forecasting: stock prices, costs & revenues; Payroll statements; handling annuities and unequal cash flows; Frequency distribution and its statistical parameters and break-even analysis.

**Canva software-** Using design tool, Making logo/poster/certificate and banners etc, Making Presentation

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## BHA212-Yoga/Stress Management-II

### 1. Preamble

<b>Course Title</b>	<b>Yoga/Stress Management-II</b>
<b>Course Code</b>	<b>BHA212</b>
<b>Credits (Weightage)</b>	1
<b>Number of Hours per Group</b>	30

In today's global world, yoga is recognized as wonderful exercise for mental and physical health. This course on yoga provides an opportunity to learn yoga and practice on daily basis.

2. **Learning Outcomes-** By the end of the course, learners will be able to

#### Knowledge

1. Explain the meaning, history and development of Yoga.
2. List the fundamentals of Yoga.

#### Competencies

Practice general guidelines for Yogic Practice.

#### Mindset

Yogic Practices for Health and Wellness

## BHA212-Yoga/Stress Management-II

**Unit 1:** Recap of Yoga-1-General guidelines for Yogic Practice.Prayer: Concept and recitation of Pranava :- akara,ukara, makara, bindhu, nAtham. (aum).Cleansing Practice (Technique, Contraindications and Benefits):Kapalabhati

**Unit 2: Chalana Kriya/Loosening Practice** (Technique, Contraindications and Benefits):-PurnaBhuja Shakti Vikasaka, Trunk Movement (Kati Shakti Vikasaka I, II, III, IV, V) & Knee Movement (Janu Shakti Vikasaka)

**Unit 3: Yogasana-II** (Technique, Contraindications and Benefits):-**Standing Posture**-ArdhaChakrasana, Padahastasana, Trikonasana, • **Sitting Posture**-Shashankasana, Mandukasana, Uttana, Mandukasana, & Vakrasana, • **Prone Posture**-Makarasana, Bhujangasana & Shalabhasana. • **Supine Posture (Lying on back)**- Markatasana, awanamuktasana, & Shavasana.

**Unit 4: Pranayama** (Technique, Contraindications and Benefits):-AnulmoaViloma/NadiShodhana, Ujjaye (without Kumbhaka), Shitali (without Kumbhaka) & Bhramari (without Kumbhaka)

**Unit 5: Dhyana** (Technique and Benefits): Body Awareness, Breath Awareness & Yoga Nidra

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