

## SEMESTER – II (17 WEEKS)

National Council Component

### MINIMUM CONTACT HOURS FOR EACH SUBJECT

No.	Subject code	Subject	Contact Hours per Semester	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	30	120
2	BHM152	Foundation Course in Food & Beverage Service - II	30	60
3	BHM153	Foundation Course in Front Office - II	30	30
4	BHM154	Foundation Course in Accommodation Operations - II	30	30
5	BHM116	Nutrition	30	-
6	BHM108	Accountancy	60	-
7	BHM109	Communication	30	-
TOTAL:			240	240
GRAND TOTAL			480	

### WEEKLY TEACHING SCHEME (17 WEEKS)

No.	Subject code	Subject	Hours per week	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	02	08
2	BHM152	Foundation Course in Food & Beverage Service - II	02	04
3	BHM153	Foundation Course in Front Office - II	02	02
4	BHM154	Foundation Course in Accommodation Operations - II	02	02
5	BHM116	Nutrition	02	-
6	BHM108	Accountancy	04	-
7	BHM109	Communication	02	-
TOTAL:			16	16
GRAND TOTAL			32	



### EXAMINATION SCHEME

No.	Subject code	Subject	Term Marks*	
			Th.	Pr.
1	BHM151	Foundation Course in Food Production - II	100	100
2	BHM152	Foundation Course in Food & Beverage Service – II	100	100
3	BHM153	Foundation Course in Front Office - II	100	100
4	BHM154	Foundation Course in Accommodation Operations – II	100	100
5	BHM116	Nutrition	100	-
6	BHM108	Accountancy	100	-
7	BHM109	Communication	50	-
TOTAL:			650	400
GRAND TOTAL			1050	

\* Term marks will comprise 30% Incourse & 70% Term end exam marks.

### IGNOU Component

No.	Subject code	Subject	Counselling sessions
01	BHM110	Foundation Course in Tourism	10-12 counselling sessions of two hours each per group per year



**BHM151 - FOUNDATION COURSE IN FOOD PRODUCTION – II (THEORY)**  
**HOURS ALLOTTED: 30                      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>SOUPS</b> A. Basic recipes other than consommé with menu examples <ul style="list-style-type: none"> <li>• Broths</li> <li>• Bouillon</li> <li>• Puree</li> <li>• Cream</li> <li>• Veloute</li> <li>• Chowder</li> <li>• Bisque etc</li> </ul> B. Garnishes and accompaniments C. International soups	02	10%
02	<b>SAUCES &amp; GRAVIES</b> A. Difference between sauce and gravy B. Derivatives of mother sauces C. Contemporary & Proprietary	03	10%
03	<b>MEAT COOKERY</b> A. Introduction to meat cookery B. Cuts of beef/veal C. Cuts of lamb/mutton D. Cuts of pork E. Variety meats (offals) F. Poultry (With menu examples of each)	04	15%
04	<b>FISH COOKERY</b> A. Introduction to fish cookery B. Classification of fish with examples C. Cuts of fish with menu examples D. Selection of fish and shell fish E. Cooking of fish (effects of heat)	03	10%
05	<b>RICE, CEREALS &amp; PULSES</b> A. Introduction B. Classification and identification C. Cooking of rice, cereals and pulses D. Varieties of rice and other cereals	01	5%
06	i) <b>PASTRY</b> A. Short crust B. Laminated C. Choux D. Hot water/Rough puff <ul style="list-style-type: none"> <li>• Recipes and methods of preparation</li> <li>• Differences</li> <li>• Uses of each pastry</li> <li>• Care to be taken while preparing pastry</li> <li>• Role of each ingredient</li> <li>• Temperature of baking pastry</li> </ul>	02	5%





	<b>ii) MASALAS</b> A. Blending of spices B. Different masalas used in Indian cookery <ul style="list-style-type: none"> <li>• Wet masalas</li> <li>• Dry masalas</li> </ul> C. Composition of different masalas D. Varieties of masalas available in regional areas E. Special masala blends		
10	<b>KITCHEN ORGANIZATION AND LAYOUT</b>  A. General layout of the kitchen in various organisations B. Layout of receiving areas C. Layout of service and wash up	02	10%
<b>TOTAL</b>		30	100%



**FOUNDATION COURSE IN FOOD PRODUCTION – II (PRACTICAL)  
PART A - COOKERY**

**HOURS ALLOTTED: 60      MAXIMUM MARKS: 50**

S.No	Topic	Method	Hours
1	<ul style="list-style-type: none"> <li>• Meat – Identification of various cuts, Carcass demonstration</li> <li>• Preparation of basic cuts-Lamb and Pork Chops , Tornado, Fillet, Steaks and Escalope</li> <li>• Fish-Identification &amp; Classification</li> <li>• Cuts and Folds of fish</li> </ul>	Demonstrations & simple applications	04
2	<ul style="list-style-type: none"> <li>• Identification, Selection and processing of Meat, Fish and poultry.</li> <li>• Slaughtering and dressing</li> </ul>	Demonstrations at the site in local Area/Slaughtering house/Market	04
3	<p>Preparation of menu</p> <p><b>Salads &amp; soups-</b> waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups</p> <p><b>Chicken, Mutton and Fish Preparations-</b> Fish orly, a la anglaise, colbert, meuniere, poached, baked Entrée-Lamb stew, hot pot, shepherd's pie, grilled steaks &amp; lamb/Pork chops, Roast chicken, grilled chicken, Leg of Lamb, Beef</p> <p><b>Simple potato preparations-</b> Basic potato dishes</p> <p><b>Vegetable preparations-</b> Basic vegetable dishes</p> <p><b>Indian cookery-</b> Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations</p>	Demonstration by instructor and applications by students	52
<b>TOTAL</b>			<b>60</b>



**PART B - BAKERY & PATISSERIE**  
**HOURS ALLOTTED: 60                      MAXIMUM MARKS: 50**

S.No	Topic	Method	Hours
1	<b>PASTRY:</b> Demonstration and Preparation of dishes using varieties of Pastry <ul style="list-style-type: none"> <li>• Short Crust – Jam tarts, Turnovers</li> <li>• Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns</li> <li>• Choux Paste – Eclairs, Profiteroles</li> </ul>	Demonstration by instructor and applications by students	20
2	<b>COLD SWEET</b> <ul style="list-style-type: none"> <li>• Honeycomb mould</li> <li>• Butterscotch sponge</li> <li>• Coffee mousse</li> <li>• Lemon sponge</li> <li>• Trifle</li> <li>• Blancmange</li> <li>• Chocolate mousse</li> <li>• Lemon soufflé</li> </ul>	Demonstration by instructor and applications by students	20
3	<b>HOT SWEET</b> <ul style="list-style-type: none"> <li>• Bread &amp; butter pudding</li> <li>• Caramel custard</li> <li>• Albert pudding</li> <li>• Christmas pudding</li> </ul>	Demonstration by instructor and applications by students	12
4	<b>INDIAN SWEETS</b> Simple ones such as chicoti, gajjar halwa, kheer	Demonstration by instructor and applications by students	08
<b>TOTAL</b>			<b>60</b>





04	<b>TOBACCO</b>  A. History B. Processing for cigarettes, pipe tobacco & cigars C. Cigarettes – Types and Brand names D. Pipe Tobacco – Types and Brand names E. Cigars – shapes, sizes, colours and Brand names F. Care and Storage of cigarettes & cigars	03	
<b>TOTAL</b>		30	100%



**FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE – II (PRACTICAL)**

**HOURS ALLOTTED: 60**

**MAXIMUM MARKS: 100**

S.No	Topic	Hours		
01	<b>REVIEW OF SEMESTER -1</b>	04		
02	<p><b>TABLE LAY-UP &amp; SERVICE</b></p> <p>Task-01: A La Carte Cover                      Task-02: Table d' Hote Cover                      Task-03: English Breakfast Cover                      Task-04: American Breakfast Cover                      Task-05: Continental Breakfast Cover                      Task-06: Indian Breakfast Cover                      Task-07: Afternoon Tea Cover                      Task-08: High Tea Cover</p> <p><b>TRAY/TROLLEY SET-UP &amp; SERVICE</b></p> <p>Task-01: Room Service Tray Setup                      Task-02: Room Service Trolley Setup</p>	16		
03	<p><b>PREPARATION FOR SERVICE (RESTAURANT)</b></p> <p>A. Organizing Mise-en-scene                      B. Organizing Mise-en-Place                      C. Opening, Operating &amp; Closing duties</p>	04		
04	<p><b>PROCEDURE FOR SERVICE OF A MEAL</b></p> <p>Task-01: Taking Guest Reservations                      Task-02: Receiving &amp; Seating of Guests                      Task-03: Order taking &amp; Recording                      Task-04: Order processing (passing orders to the kitchen)                      Task-05: Sequence of service                      Task-06: Presentation &amp; Encashing the Bill                      Task-07: Presenting &amp; collecting Guest comment cards                      Task-08: Seeing off the Guests</p>	08		
05	<p><b>Social Skills</b></p> <p>Task-01: Handling Guest Complaints                      Task-02: Telephone manners                      Task-03: Dining &amp; Service etiquettes</p>	04		
06	<p><b>Special Food Service - (Cover, Accompaniments &amp; Service)</b></p> <p>Task-01: Classical Hors d' oeuvre</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul> </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul> </td> </tr> </table> <p>Task-02: Cheese                      Task-03: Dessert (Fresh Fruit &amp; Nuts)</p>	<ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul>	<ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul>	12
<ul style="list-style-type: none"> <li>• Oysters</li> <li>• Caviar</li> <li>• Smoked Salmon</li> <li>• Pate de Foie Gras</li> </ul>	<ul style="list-style-type: none"> <li>• Snails</li> <li>• Melon</li> <li>• Grapefruit</li> <li>• Asparagus</li> </ul>			



	<b>Service of Tobacco</b> <ul style="list-style-type: none"> <li>• Cigarettes &amp; Cigars</li> </ul>	
07	<b>Restaurant French:</b> To be taught by a professional French language teacher. <ul style="list-style-type: none"> <li>• Restaurant Vocabulary (English &amp; French)</li> <li>• French Classical Menu Planning</li> <li>• French for Receiving, Greeting &amp; Seating Guests</li> <li>• French related to taking order &amp; description of dishes</li> </ul>	12
<b>TOTAL</b>		<b>60</b>



**153 - FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>TARIFF STRUCTURE</b>  A. Basis of charging B. Plans, competition, customer's profile, standards of service & amenities C. Hubbart formula D. Different types of tariffs <ul style="list-style-type: none"> <li>• Rack Rate</li> <li>• Discounted Rates for Corporates, Airlines, Groups &amp; Travel Agents</li> </ul>	04	10%
02	<b>FRONT OFFICE AND GUEST HANDLING</b>  <ul style="list-style-type: none"> <li>• Introduction to guest cycle</li> <li>• Pre arrival</li> <li>• Arrival</li> <li>• During guest stay</li> <li>• Departure</li> <li>• After departure</li> </ul>	04	10%
03	<b>RESERVATIONS</b>  A. Importance of reservation B. Modes of reservation C. Channels and sources (FITs, Travel Agents, Airlines, GITs) D. Types of reservations (Tentative, confirmed, guaranteed etc.) E. Systems (non automatic, semi automatic fully automatic) F. Cancellation G. Amendments H. Overbooking	07	25%
04	<b>ROOM SELLING TECHNIQUES</b>  A. Up selling B. Discounts	02	05%
05	<b>ARRIVALS</b>  A. Preparing for guest arrivals at Reservation and Front Office B. Receiving of guests C. Pre-registration D. Registration (non automatic, semi automatic and automatic) E. Relevant records for FITs, Groups, Air crews & VIPs	05	20%
06	<b>DURING THE STAY ACTIVITIES</b>  A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique	06	20%



	E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history		
07	<b>FRONT OFFICE CO-ORDINATION</b>  With other departments of hotel	02	10%
<b>TOTAL</b>		30	100

**FOUNDATION COURSE IN FRONT OFFICE OPERATIONS – II (PRACTICALS)**

**HOURS ALLOTTED: 30      MAXIMUM MARKS: 100**

Hands on practice of computer applications on PMS.

S.No.	Suggested tasks on Fidelio
1	Hot function keys
2	Create and update guest profiles
3	Make FIT reservation
4	Send confirmation letters
5	Printing registration cards
6	Make an Add-on reservation
7	Amend a reservation
8	Cancel a reservation-with deposit and without deposit
9	Log onto cashier code
10	Process a reservation deposit
11	Pre-register a guest
12	Put message and locator for a guest
13	Put trace for guest
14	Check in a reserved guest
15	Check in day use
16	Check -in a walk-in guest
17	Maintain guest history
18	Issue a new key
19	Verify a key
20	Cancel a key
21	Issue a duplicate key
22	Extend a key
23	Programme keys continuously
24	Re-programme keys
25	Programme one key for two rooms



**BHM154 - FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (THEORY)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>ROOM LAYOUT AND GUEST SUPPLIES</b> A. Standard rooms, VIP ROOMS B. Guest's special requests	04	15%
02	<b>AREA CLEANING</b> A. Guest rooms B. Front-of-the-house Areas C. Back-of-the house Areas D. Work routine and associated problems e.g. high traffic areas, Façade cleaning etc.	06	20%
03	<b>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</b> A. Reporting Staff placement B. Room Occupancy Report C. Guest Room Inspection D. Entering Checklists, Floor Register, Work Orders, Log Sheet. E. Lost and Found Register and Enquiry File F. Maid's Report and Housekeeper's Report G. Handover Records H. Guest's Special Requests Register I. Record of Special Cleaning J. Call Register K. VIP Lists	10	35%
04	<b>TYPES OF BEDS AND MATTRESSES</b>	02	5%
05	<b>PEST CONTROL</b> A. Areas of infestation B. Preventive measures and Control measure	03 03	20%
06	<b>KEYS</b> A. Types of keys B. Computerised key cards C. Key control	02	5%
<b>TOTAL</b>		<b>30</b>	<b>100%</b>



**FOUNDATION COURSE IN ACCOMMODATION OPERATIONS – II (PRACTICAL)**

**HOURS ALLOTTED: 30**

**MAXIMUM MARKS: 100**

S.No.	Topic	Hours
01	Review of semester 1	2
02	<p>Servicing guest room(checkout/ occupied and vacant)</p> <p><u>ROOM</u></p> <p>Task 1- open curtain and adjust lighting</p> <p>Task 2-clean ash and remove trays if any</p> <p>Task 3- strip and make bed</p> <p>Task 4- dust and clean drawers and replenish supplies</p> <p>Task 5-dust and clean furniture, clockwise or anticlockwise</p> <p>Task 6- clean mirror</p> <p>Task 7- replenish all supplies</p> <p>Task 8-clean and replenish minibar</p> <p>Task 9-vaccum clean carpet</p> <p>Task 10- check for stains and spot cleaning</p> <p><u>BATHROOM</u></p> <p>Task 1-disposed soiled linen</p> <p>Task 2-clean ashtray</p> <p>Task 3-clean WC</p> <p>Task 4-clean bath and bath area</p> <p>Task 5-wipe and clean shower curtain</p> <p>Task 6- clean mirror</p> <p>Task 7-clean tooth glass</p> <p>Task 8-clean vanitory unit</p> <p>Task 9- replenish bath supplies</p> <p>Task 10- mop the floor</p>	6
03	<p>Bed making supplies (day bed/ night bed)</p> <p>Step 1-spread the first sheet(from one side)</p> <p>Step 2-make miter corner (on both corner of your side)</p> <p>Step 3- spread second sheet (upside down)</p> <p>Step 4-spread blanket</p> <p>Step 5- Spread crinkle sheet</p> <p>Step 6- make two folds on head side with all three (second sheet, blanket and crinkle sheet)</p> <p>Step 7- tuck the folds on your side</p> <p>Step 8- make miter corner with all three on your side</p> <p>Step 9- change side and finish the bed in the same way</p> <p>Step 10- spread the bed spread and place pillow</p>	8
04	<p>Records</p> <ul style="list-style-type: none"> <li>● Room occupancy report</li> <li>● Checklist</li> <li>● Floor register</li> <li>● Work/ maintenance order]</li> <li>● Lost and found</li> <li>● Maid's report</li> <li>● Housekeeper's report</li> <li>● Log book</li> </ul>	4



	<ul style="list-style-type: none"> <li>• Guest special request register</li> <li>• Record of special cleaning</li> <li>• Call register</li> <li>• VIP list</li> <li>• Floor linen book/ register</li> </ul>	
05	Guest room inspection	2
06	Minibar management <ul style="list-style-type: none"> <li>• Issue</li> <li>• stock taking</li> <li>• checking expiry date</li> </ul>	2
07	Handling room linen/ guest supplies <ul style="list-style-type: none"> <li>• maintaining register/ record</li> <li>• replenishing floor pantry</li> <li>• stock taking</li> </ul>	4
08	Guest handling <ul style="list-style-type: none"> <li>• Guest request</li> <li>• Guest complaints</li> </ul>	2





**BHM116 - NUTRITION**  
**HOURS ALLOTTED: 30      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>BASIC ASPECTS</b>  A. Definition of the terms Health, Nutrition and Nutrients B. Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health. C. Classification of nutrients	01	5%
02	<b>ENERGY</b>  A. Definition of Energy and Units of its measurement (Kcal) B. Energy contribution from macronutrients (Carbohydrates, Proteins and Fat) C. Factors affecting energy requirements D. Concept of BMR, SDA, Thermodynamic action of food E. Dietary sources of energy F. Concept of energy balance and the health hazards associated with Underweight, Overweight	03	10%
03	<b>MACRO NUTRIENTS</b>  <div style="text-align: center;"><b>Carbohydrates</b></div> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Classification ( mono, di and polysaccharides)</li> <li>• Dietary Sources</li> <li>• Functions</li> <li>• Significance of dietary fibre (Prevention/treatment of diseases)</li> </ul> <div style="text-align: center;"><b>Lipids</b></div> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Classification : Saturated and unsaturated fats</li> <li>• Dietary Sources</li> <li>• Functions</li> <li>• Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA) in maintaining health</li> <li>• Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol</li> </ul> <div style="text-align: center;"><b>Proteins</b></div> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Classification based upon amino acid composition</li> <li>• Dietary sources</li> <li>• Functions</li> <li>• Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins)</li> </ul>	04	10%
		04	10%
		04	10%



04	<b>MACRO NUTRIENTS</b> <b>A. Vitamins</b> <ul style="list-style-type: none"> <li>• Definition and Classification (water and fats soluble vitamins)</li> <li>• Food Sources, function and significance of: <ol style="list-style-type: none"> <li>1. Fat soluble vitamins (Vitamin A, D, E, K)</li> <li>2. Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid)</li> </ol> </li> </ul> <b>B. MINERALS</b> <ul style="list-style-type: none"> <li>• Definition and Classification (major and minor)</li> <li>• Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine &amp; Flourine</li> </ul>	05	15%
05	<b>WATER</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Dietary Sources (visible, invisible)</li> <li>• Functions of water</li> <li>• Role of water in maintaining health (water balance)</li> </ul>	01	5%
06	<b>BALANCED DIET</b> <ul style="list-style-type: none"> <li>• Definition</li> <li>• Importance of balanced diet</li> <li>• RDA for various nutrients – age, gender, physiological state</li> </ul>	01	5%
07	<b>MENU PLANNING</b> <ul style="list-style-type: none"> <li>• Planning of nutritionally balanced meals based upon the three food group system</li> <li>• Factors affecting meal planning</li> <li>• Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning.</li> <li>• Calculation of nutritive value of dishes/meals.</li> </ul>	02	10%
08	<b>MASS FOOD PRODUCTION</b> <ul style="list-style-type: none"> <li>• Effect of cooking on nutritive value of food (QFP)</li> </ul>	01	5%
09	<b>NEWER TRENDS IN FOOD SERVICE INDUSTRY IN RELEVANCE TO NUTRITION AND HEALTH</b> <ul style="list-style-type: none"> <li>• Need for introducing nutritionally balanced and health specific meals</li> <li>• Critical evaluation of fast foods</li> <li>• New products being launched in the market (nutritional evaluation)</li> </ul>	01	5%
<b>TOTAL</b>		30	100%



**BHM - ACCOUNTANCY**  
**HOURS ALLOTTED: 60      MAXIMUM MARKS: 100**

S.No.	Topic	Hours	Weight age
01	<b>INTRODUCTION TO ACCOUNTING</b>  A. Meaning and Definition B. Types and Classification C. Principles of accounting D. Systems of accounting E. Generally Accepted Accounting Principles (GAAP)	04	5%
02	<b>PRIMARY BOOKS (JOURNAL)</b>  A. Meaning and Definition B. Format of Journal C. Rules of Debit and Credit D. Opening entry, Simple and Compound entries E. Practicals	10	15%
03	<b>SECONDARY BOOK (LEDGER)</b>  A. Meaning and Uses B. Formats C. Posting D. Practicals	06	10%
04	<b>SUBSIDIARY BOOKS</b>  A. Need and Use B. Classification <ul style="list-style-type: none"> <li>• Purchase Book</li> <li>• Sales Book</li> <li>• Purchase Returns</li> <li>• Sales Returns</li> <li>• Journal Proper</li> <li>• Practicals</li> </ul>	06	10%
05	<b>CASH BOOK</b>  A. Meaning B. Advantages C. Simple, Double and Three Column D. Petty Cash Book with Imprest System (simple and tabular forms) E. Practicals	10	15%
06	<b>BANK RECONCILIATION STATEMENT</b>  A. Meaning B. Reasons for difference in Pass Book and Cash Book Balances C. Preparation of Bank Reconciliation Statement D. No Practicals	04	5%
07	<b>TRIAL BALANCE</b>  A. Meaning	06	10%



	B. Methods C. Advantages D. Limitations E. Practicals		
08	<b>FINAL ACCOUNTS</b>  A. Meaning B. Procedure for preparation of Final Accounts C. Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet D. Adjustments (Only four) <ul style="list-style-type: none"> <li>• Closing Stock</li> <li>• Pre-paid Expenses</li> <li>• Outstanding Expenses</li> <li>• Depreciation</li> </ul>	12	25%
09	<b>CAPITAL AND REVENUE EXPENDITURE</b>  A. Meaning B. Definition of Capital and Revenue Expenditure	02	5%
<b>TOTAL</b>		60	100%

**NOTE: USE OF CALCULATORS IS PERMITTED**



**BHM109 - COMMUNICATION**  
**HOURS ALLOTTED: 30      MAXIMUM MARKS: 50**

S.No.	Topic	Hours	Weight age
01	<b>BUSINESS COMMUNICATION</b> A. Need B. Purpose C. Nature D. Models E. Barriers to communication F. Overcoming the barriers	7	20%
02	<b>LISTENING ON THE JOB</b>  A. Definition B. Levels and types of listening C. Listening barriers D. Guidelines for effective listening E. Listening computerization and note taking	6	20%
03	<b>EFFECTIVE SPEAKING</b> A. Restaurant and hotel English B. Polite and effective enquiries and responses C. Addressing a group D. Essential qualities of a good speaker E. Audience analysis F. Defining the purpose of a speech, organizing the ideas and delivering the speech	7	20%
04	<b>NON VERBAL COMMUNICATION</b> A. Definition, its importance and its inevitability B. Kinesics: Body movements, facial expressions, posture, eye contact etc. C. Protemies: The communication use of space D. Paralanguage: Vocal behaviour and its impact on verbal communication E. Communicative use of artifacts – furniture, plants, colours, architects etc.	4	15%
05	<b>SPEECH IMPROVEMENT</b> A. Pronunciation, stress, accent B. Important of speech in hotels C. Common phonetic difficulties D. Connective drills exercises E. Introduction to frequently used foreign sounds	4	15%
06	<b>USING THE TELEPHONE</b> A. The nature of telephone activity in the hotel industry B. The need for developing telephone skills C. Developing telephone skills	2	10%
<b>TOTAL</b>		30	100%



## FOUNDATION COURSE IN TOURISM (BHM110)

Tourism has been acknowledged as one of the most rapidly growing industries in recent years. Yet it has not received adequate attention as an academic discipline which it rightly deserves. This course has been designed with the objective of making up for this lacuna by introducing to you some foundational concepts of tourism studies. The emphasis here has been on the situation obtaining in India, though we have not been unduly different about borrowing concepts and terms from similar studies undertaken in other parts of the world. You will thus find details on the historical evolution of tourism along with core definitions of tourism industry in this course. Tourism services and operations, planning and policy, and marketing and communications form other Blocks of the course. Finally we have also dealt with the geography and tourism and the relationship between cultural heritage and tourism development in this course.

### Syllabus

#### **Block-1      Tourism Phenomenon**

- Unit 1      Understanding Tourism – I
- Unit 2      Understanding Tourism – II
- Unit 3      Historical Evolution and Development

#### **Block-2      Tourism Industry**

- Unit 4      Tourism System
- Unit 5      Constituents of Tourism Industry and Tourism Organisations
- Unit 6      Tourism Regulations
- Unit 7      Statistics and Measurements

#### **Block-3      Tourism Services and Operations – 1**

- Unit 8      Modes of Transport
- Unit 9      Tourist Accommodation
- Unit 10      Informal Services in Tourism
- Unit 11      Subsidiary Services: Categories and Roles
- Unit 12      Shops, Emporiums and Melas (Fairs)

#### **Block-4      Tourism Services and Operations – 2**

- Unit 13      Travel Agency
- Unit 14      Tour Operators
- Unit 15      Guides and Escorts
- Unit 16      Tourism Information



**Block-5**      **Geography and Tourism**

- Unit 17      India's Biodiversity: Landscape, Environment and Ecology
- Unit 18      Seasonality and Destinations
- Unit 19      Map and Chart Work

**Block-6**      **Tourism Marketing and Communications**

- Unit 20      Tourism Marketing – 1: Relevance, Product Design, Market Research
- Unit 21      Tourism Marketing – 2: Promotional Events, Advertising Publicity, Selling
- Unit 22      Role of Media
- Unit 23      Writing for Tourism
- Unit 24      Personality Development and Communicating Skills

**Block-7**      **Tourism: The Cultural Heritage**

- Unit 25      Use of History
- Unit 26      Monuments and Museums
- Unit 27      Living Culture and Performing Arts
- Unit 28      Religions of India

**Block-8**      **Tourism: Planning and Policy**

- Unit 29      Tourism Policy and Planning
- Unit 30      Infrastructural Development
- Unit 31      Local Bodies, Officials and Tourism
- Unit 32      Development, Dependency and Manila Declaration

**Block-9**      **Tourism Impact**

- Unit 33      Economic Impact
- Unit 34      Social, Environmental and Political Impacts
- Unit 35      Threats and Obstacles to Tourism

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