

# University of Engineering & Management, Kolkata

University Area, Plot No. III-B/5, New Town, Action Area – III, Kolkata - 700160

## Bachelor of Hotel & Hospitality Management (BHM) Syllabus

### FIRST SEMESTER

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	BHM101	Basics of Food Production-I	3	0	0	3	2
2.	BHM102	Basics of Food & Beverage Service -I	2	0	0	2	2
3.	BHM103	Basic of Front Office Operation -I	2	0	0	2	2
4.	BHM104	Basic of Accommodation Operations -I	2	0	0	2	2
5.	BHM105	Computer Application in Hospitality Industry	2	0	0	2	2
6.	BHM106	Nutrition	2	0	0	2	2
7.	BHM107	Hotel French	2	0	0	2	0
8.	BHM(GS)101	ESP-I	2	0	0	2	2
Total of Theory						17	14

#### B. PRACTICAL

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM191	Basic of Food Production Lab -I	0	0	3	3	2
2.	BHM192	Basic of Food & Beverage Service Lab -I	0	0	3	3	2
3.	BHM193	Basic of Front Office Operation Lab -I	0	0	2	2	2
4.	BHM194	Basic of Accommodation Operations Lab -I	0	0	2	2	2
5.	BHM195	Computer Application in Hospitality Industry Lab	0	0	1	1	1
Total of Practical						11	9

#### C. SESSIONAL

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	BHM196	English Communication Lab	0	0	2	2	1
2.	BHM197	Casual Training	0	0	0	0	1
3.	BHM(GS)181	SDP-I	1	0	0	1	1
4.	MC 181	MAR	0	0	0	0	1
Total of Sessional						3	4
Total of 1 <sup>ST</sup> Semester						31	28

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### SECOND SEMESTER

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit points
			L	T	P	Total	
1.	BHM201	Basics of Food Production -II	3	0	0	3	2
2.	BHM202	Basics of Food & Beverage Service -II	2	0	0	2	2
3.	BHM203	Basic of Front Office Operations -II	2	0	0	2	2
4.	BHM204	Basic of Accommodation Operations -II	2	0	0	2	2
5.	BHM205	Hotel Engineering	2	0	0	2	1
6.	BHM206	Food Safety & Quality	2	0	0	2	2
7.	BHM207	Hotel Accountancy	2	0	0	2	2
8.	BHM(GS)201	ESP- II	2	0	0	2	2
Total of Theory						17	15

B. PRACTICAL							
	Code	Subjects	Cont acts				Credit points
			L	T	P	Total	
1.	BHM291	Basics of Food Production Lab -II	0	0	3	3	2
2.	BHM292	Basics of Food & Beverage Service Lab -II	0	0	3	3	2
3.	BHM293	Basics of Front Office Operation Lab –II	0	0	2	2	2
4.	BHM294	Basics of Accommodation Operations Lab -II	0	0	2	2	2
Total of Practical						10	8

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM296	English Communication Lab	0	0	2	2	1
2.	BHM297	Vocational Training –I ( Min. 1month)	0	0	0	0	2
3.	BHM(GS)281	SDP-II	1	0	0	1	1
4.	MC 281	MAR	0	0	0	0	1
Total of Sessional						3	5
Total of 2 <sup>nd</sup> Semester						30	28

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## Bachelor of Hotel & Hospitality Management (BHM) Syllabus

### THIRD SEMESTER

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM301	Food Production Operations	3	0	0	3	2
2.	BHM302	Food & Beverage Service	3	0	0	3	2
3.	BHM303	Front Office Operations	2	0	0	2	2
4.	BHM304	Accommodation Operations	2	0	0	2	2
5.	BHM305	Food & Beverage Controls	2	0	0	2	2
6.	BHM306A	Hotel & Business Law (E)	2	0	0	2	2
	BHM306B	Digitalization of Hotel Industry (E)					
	BHM306C	World Tourism (E)					
7.	BHM(GS)301	ESP-III	2	0	0	2	2
Total of Theory						16	14

#### B. PRACTICAL

	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM391	Food Production Operations Lab-Quantity Kitchen	0	0	3	3	2
2.	BHM392	Food & Beverage Service Lab	0	0	3	3	2
3.	BHM393	Front Office Lab	0	0	2	2	2
4.	BHM394	Accommodation Operations Lab	0	0	2	2	2
Total of Practical						10	8

#### C. SESSIONAL

	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM395	English Communication Lab	0	0	2	2	1
2.	BHM(GS)381	SDP-III	2	0	0	2	1
3.	MC381	MAR	0	0	0	0	1
Total of Sessional						4	3
Total of 3 <sup>rd</sup> Semester						30	25

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## FOURTH SEMESTER

### INDUSTRIAL TRAINING (Six Months)

#### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
Total of Theory						0	0

#### B. PRACTICAL:

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
Total of Practical						0	0

#### C. SESSIONAL

	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM481	Industrial Training					20
Total of Sessional							20
Total of 4 <sup>th</sup> Semester							20

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## FIFTH SEMESTER

### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM501	Advanced Food Production Operations -I	3	0	0	3	2
2.	BHM502	Advanced Food & Beverage operations -I	2	0	0	2	2
3.	BHM503	Front Office Management -I	2	0	0	2	2
4.	BHM504	Accommodation Management -I	2	0	0	2	2
5.	BHM505	Food & Beverage Management	2	0	0	2	2
6.	BHM506	Facility Planning & Management	2	0	0	2	2
7.	BHM507	Financial Management	2	0	0	2	2
8.	BHM(GS)501	ESP-V	2	0	0	2	2
Total of Theory						17	16

### B. PRACTICAL:

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM591	Advanced Food Production Lab-I	0	0	3	3	2
2.	BHM592	Advanced Food & Beverage Operations Lab - I	0	0	3	3	2
3.	BHM593	Front Office Management Lab -I	0	0	2	2	2
4.	BHM594	Accommodation Management Lab- I	0	0	2	2	2
Total of Practical						10	8

### C. SESSIONAL:

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM595	English Communication Lab	0	0	2	2	1
2.	BHM(GS)581	SDP-V	1	0	0	1	1
Total of Sessional						3	2
Total of 5 <sup>th</sup> Semester						30	26

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## SIXTH SEMESTER

### A. THEORY:

A. THEORY							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM601	Advanced Food Production Operations-II	2	0	0	2	2
2.	BHM602	Advanced Food & Beverage Operations-II	2	0	0	2	2
3.	BHM603	Front Office Management -II	2	0	0	2	2
4.	BHM604	Accommodation Management -II	2	0	0	2	2
5.	BHM605A	Human Resource Management (E)	2	0	0	2	2
	BHM605B	Hotel Sales & Marketing (E)					
	BHM605C	Managing Entrepreneurship (E)					
6.	BHM606	Strategic Management	2	0	0	2	2
7.	BHM(GS)601	ESP-VI	2	0	0	2	2
8.	BHM610	Interview Practice & Communication Skills	1	0	0	1	0
Total of Theory						15	14

### B. PRACTICAL:

B. PRACTICAL							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM691	Advanced Food Production Lab-II	0	0	3	3	2
2.	BHM692	Advanced Food & Beverage Operations Lab-II	0	0	3	3	2
3.	BHM693	Accommodation Management Lab – II	0	0	2	2	2
4.	BHM694	Front Office Management Lab- II	0	0	2	2	2
Total of Practical						10	8

### C. SESSIONAL:

C. SESSIONAL							
	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM696	English Communication	0	0	2	2	1
2.	BHM697	Research Project	2	0	0	2	2
3.	BHM(GS)681	SDP-VI	1	0	0	1	1
Total of Sessional						5	4
Total of 6 <sup>th</sup> Semester						30	26

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## Program Outcome (PO's)

**A graduate of Hospitality and Hotel Management Program will demonstrate:**

PO1	<b>Hotel and Hospitality Knowledge:</b> Apply the knowledge of hotel, hospitality and tourism, and an core area specialization to the solution of complex hotel management problems.
PO2	<b>Problem analysis:</b> Identify, formulate, research literature, and analyse complex hospitality problems reaching substantiated conclusions using principles of management
PO3	<b>Design/development of solutions:</b> Design solutions for complex hospitality related problems and design system components or processes that meet the specified needs with appropriate consideration for the public health and safety, and the cultural, societal, and environmental considerations
PO4	<b>Conduct investigations of complex problems:</b> Use research-based knowledge and research methods including design of experiments, analysis and interpretation of data, and synthesis of the information to provide valid conclusions.
PO5	<b>Modern Tool Usage:</b> Create, select, and apply appropriate techniques, resources, and modern management and IT tools with an understanding of the limitations.
PO6	<b>Hospitality and Society:</b> Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional engineering practice.
PO7	<b>Environment and Sustainability:</b> Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.
PO8	<b>Ethics:</b> Apply ethical principles and commit to professional ethics and responsibilities and norms of the engineering practice.
PO9	<b>Individual and Team Work:</b> Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.
PO10	<b>Communication:</b> Communicate effectively on hospitality activities with the professional community and with society at large. Some of them are, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.
PO11	<b>Project Management and Finance:</b> Demonstrate knowledge and understanding of the hospitality and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.
PO12	<b>Lifelong learning:</b> Recognize the need for, and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

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## FIRST SEMESTER

### BHM-101

### BASICS OF FOOD PRODUCTION-I

CO1	Contrasting the basic operations of a professional kitchen with regard to safety procedures and hygiene and claim an insight into the basic hierarchy in the kitchen and their placement in the brigade with regard to their skills and experiences.
CO2	Identify different types of equipment and their safety operating procedures and also to know the various kinds of modern cooking equipment's and their uses in the kitchen.
CO3	Familiarize with various cooking methods with regard to taste and texture and to know the utensils and equipment used in various cooking methods & Comprehend various types of stocks, and sauces; to know their preparation, storage criteria and their uses in the kitchen.
CO4	Identify types of vegetables, their selection, storage criteria, pigments and their effects on heat and also to list the cuts of vegetables and their uses in cookery.

Unit	Topic	Weightage
1	<b>INTRODUCTION TO COOKERY</b> A. Levels of skills and experiences B. Attitudes and behavior in the kitchen C. Personal hygiene D. Uniforms & protective clothing E. Safety procedure in handling equipment <b>CULINARY HISTORY</b> - Origin of modern cookery	5 %
2	<b>HIERARCHY AREA OF DEPARTMENT AND KITCHEN</b> A. Classical Brigade B. Modern staffing in various category hotels C. Roles of executive chef D. Duties and responsibilities of various chefs E. Co-operation with other departments	10 %
3	<b>CULINARY TERMS</b> A. List of culinary (common and basic) terms B. Explanation with examples <b>AIMS &amp; OBJECTS OF COOKING FOOD</b> A. Aims and objectives of cooking food B. Various textures C. Various consistencies D. Techniques used in pre-preparation E. Techniques used in preparation	15 %
4	<b>METHODS OF COOKING</b> A. Roasting B. Grilling C. Frying D. Baking E. Broiling F. Poaching G. Boiling • Principles of each of the above • Care and precautions to be taken • Selection of food for each type of cooking	15%



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5	<b>STOCK &amp; SOUP</b> A. Definition of stock B. Types of stock C. Preparation of stock D. Recipes E. Storage of stocks F. Uses of stocks G. Care and precautions  A. Classification with examples B. Basic recipes of Consommé with 10 Garnishes	20 %
6	<b>SAUCES</b> A. Classification of sauces B. Recipes for mother sauces C. Storage & precautions	10 %
7	<b>VEGETABLE AND FRUIT COOKERY</b> A. Introduction – classification of vegetables B. Pigments and color changes C. Effects of heat on vegetables D. Cuts of vegetables E. Classification of fruits F. Uses of fruit in cookery G. Salads and salad dressings	15 %
8	<b>COMMODITIES:</b> <b>i) Shortenings (Fats &amp; Oils)</b> A. Role of Shortenings B. Varieties of Shortenings C. Advantages and Disadvantages of using various Shortenings D. Fats & Oil – Types, varieties  <b>ii)Raising Agents</b> A. Classification of Raising Agents B. Role of Raising Agents C. Actions and Reactions  <b>iii) Thickening Agents</b> A. Classification of thickening agents B. Role of Thickening agents  <b>iv) Sugar</b> A. Importance of Sugar B. Types of Sugar C. Cooking of Sugar – various	10 %

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## BHM-191

### BASICS OF FOOD PRODUCTION LAB-I

S.No	Topic	Method
1	i) Equipment's - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen	Demonstrations & simple applications
2	i) Vegetables - classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonnete, dices, cubes, shred, mirepoix iii) Preparation of salad dressings	Demonstrations & simple applications by students
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.	Market survey/tour
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)	Demonstrations & simple applications by students
5	i) Stocks - Types of stocks (White and Brown stock) ii) Fish stock iii) Emergency stock iv) Fungi stock	Demonstrations & simple applications by students
6	Sauces - Basic mother sauces <ul style="list-style-type: none"><li>• Béchamel</li><li>• Espagnole</li><li>• Veloute</li><li>• Hollandaise</li><li>• Mayonnaise</li><li>• Tomato</li></ul>	Demonstrations & simple applications
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"><li>• Boiled ( Soft &amp; Hard)</li><li>• Fried ( Sunny side up, Single fried, Bull's Eye, Double fried)</li><li>• Poaches</li><li>• Scrambled</li><li>• Omelette (Plain, Stuffed, Spanish)</li><li>• En cocotte (eggs Benedict)</li></ul>	Demonstrations & simple applications by students
8	Demonstration & Preparation of simple menu	Demonstrations & simple applications by students

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9	<p>Simple Salads &amp; Soups:</p> <ul style="list-style-type: none"> <li>• Cole slaw,</li> <li>• Potato salad,</li> <li>• Beet root salad,</li> <li>• Green salad,</li> <li>• Fruit salad,</li> </ul>	Demonstration by instructor and applications by students
	<ul style="list-style-type: none"> <li>• Consommé</li> </ul> <p>Simple Egg preparations:</p> <ul style="list-style-type: none"> <li>• Scotch egg,</li> <li>• Assorted omelets,</li> <li>• Oeuf Florentine</li> <li>• Oeuf Benedict</li> <li>• Oeuf Farci</li> <li>• Oeuf Portugese</li> <li>• Oeuf Deur Mayonnaise</li> </ul> <p>Simple potato preparations</p> <ul style="list-style-type: none"> <li>• Baked potatoes</li> <li>• Mashed potatoes</li> <li>• French fries</li> <li>• Roasted potatoes</li> <li>• Boiled potatoes</li> <li>• Lyonnaise potatoes</li> <li>• Allumettes</li> </ul> <p>Vegetable preparations</p> <ul style="list-style-type: none"> <li>• Boiled vegetables</li> <li>• Glazed vegetables</li> <li>• Fried vegetables</li> <li>• Stewed vegetables.</li> </ul>	
S.No	Topic	Method
1	<p>Equipment's</p> <ul style="list-style-type: none"> <li>• Identification</li> <li>• Uses and handling</li> </ul> <p>Ingredients - Qualitative and quantitative measures</p>	Demonstration by instructor and applications by students

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2	<b>BREAD MAKING</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched bread recipes</li> <li>• Bread Loaf (White and Brown)</li> <li>• Bread Rolls (Various shapes)</li> <li>• French Bread</li> <li>• Brioche</li> </ul>	Demonstration by instructor and applications by students
3	<b>SIMPLE CAKES</b> <ul style="list-style-type: none"> <li>• Demonstration &amp; Preparation of Simple and enriched Cakes, recipes</li> <li>• Sponge, Genoise, Fatless, Swiss roll</li> <li>• Fruit Cake</li> <li>• Rich Cakes</li> <li>• Dundee</li> <li>• Madeira</li> </ul>	
4	<b>SIMPLE COOKIES</b> <ul style="list-style-type: none"> <li>• Demonstration and Preparation of simple cookies like</li> <li>• Nan Khatai</li> <li>• Golden Goodies</li> <li>• Melting moments</li> <li>• Swiss tart</li> <li>• Tri colour biscuits</li> <li>• Chocolate chip</li> <li>• Cookies</li> <li>• Chocolate Cream Fingers</li> <li>• Bachelor Buttons.</li> </ul>	Demonstration by instructor and applications by students
5	<b>HOT / COLD DESSERTS</b> <ul style="list-style-type: none"> <li>• Caramel Custard,</li> <li>• Bread and Butter Pudding</li> <li>• Queen of Pudding</li> <li>• Soufflé – Lemon / Pineapple</li> <li>• Mousse (Chocolate Coffee)</li> <li>• Bavaroise</li> <li>• Diplomat Pudding</li> <li>• Apricot Pudding</li> </ul>	Demonstration by instructor and applications by students

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## BHM-102

### BASICS OF FOOD & BEVERAGE SERVICE - I

Objectives: To develop a comprehensive knowledge of Restaurant service in the Hotel and catering Industry- to induce in the student professional competence at basic level and ensure a thorough grounding in the principles of Food Service and all its related activities.

CO1	<b>This course describes an overview of food &amp; beverage industry in India and abroad with reference to its history and importance in current economy</b>
CO2	<b>To discuss about organisation of F &amp; B Service. It also discuss various catering institutions and the equipment's and tool frequently used</b>
CO3	<b>On the other hand students will complete French classical menu and other operational menu</b>
CO4	<b>Various style of service &amp; techniques in trends. Be able to identify various tools and equipments used in food and beverage department there use and care</b>

UNIT	TOPIC	WEIGHTAGE
1	<b>Introduction to the Hotel Industry:</b> The growth of the catering industry in India. Career opportunities in the Hotel and catering Industry. Different types of Catering establishments- Commercial & welfare catering with details <b>Food Service Areas (F &amp; B Outlets)</b> A. Specialty Restaurants B. Coffee Shop C. Cafeteria D. Fast Food (Quick Service Restaurants) E. Grill Room F. Banquets G. Bar H. Vending Machines I. Discotheque etc	20 %
2	<b>Departmental Organization:</b> Various hotel departments and their personnel. Relationship between the Food and Beverage Department and other departments. Principal staff of various types of restaurants, Duties and responsibilities. Inter & Intra departmental relationship  <b>Attributes of a Waiter-</b> personal hygiene and appearance attitudes. Job satisfaction. Salesmanship.	15 %
3	<b>Restaurant Organization:</b> Food Service areas and ancillary departments- Room Services; Still Room, Stores; Linen Room; Kitchen Stewarding,	15 %

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	Hot Sections.	
<b>4</b>	<b>Restaurant Equipment:</b> Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware - Hollowware - All other equipment used in F&B Service -French terms related to the above	<b>15 %</b>
<b>5</b>	<b>Restaurant Service:</b> Mise-en-place; Laying Tables; Forms and Methods of Service – English service, American service, Russian service etc Receiving the Guest; Service at Table; Social Skills. Etiquettes of waiter	<b>15 %</b>
<b>6</b>	<b>Variety of Menus:</b> Types of Meals and Menu, Fixed menu and a la carte, Carte du jour & plat du jour French classical menu 17 course, 12 courses Accompaniment & cover for continental & Indian food Planning a simple menu; 3 or 4 course Breakfast menus with examples	<b>20 %</b>

## **BHM-192**

### **BASICS OF FOOD & BEVERAGE SERVICE LAB-I**

Objectives: To develop and perfect skills and techniques in the basic operational activities of food and beverage service of Breakfast, Lunch and Dinner.

Familiarization of Restaurant Equipment

Method of cleaning and upkeep of silver

Arrangement of Sideboards

Laying of Table Linen

Lay-out for various meals

Folding serviettes in various designs

Receiving guests and taking orders

Service of Food

Service of Breakfast

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**BHM–103**

## **BASICS OF FRONT OFFICE OPERATIONS-I (THEORY)**

<b>CO1</b>	<b>Expressing and communicate growth and development of hospitality sector in India</b>
<b>CO2</b>	<b>Classifying and identifying various hotel chains of the world</b>
<b>CO3</b>	<b>Recognize the different function areas of the hotel.</b>
<b>CO4</b>	<b>Identify various guest services &amp; Describe various duties and responsibilities of front office personal.</b>

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SL.NO	TOPIC	WEIGHT (100%)
01.	<b>INTRODUCTION TO TOURISM, HOSPITALITY &amp; HOTEL INDUSTRY</b>  A. Tourism and its importance B. Hospitality and its origin C. Hotels, their evolution and growth D. Brief introduction to hotel core areas with special reference to Front Office	10%
02.	<b>CLASSIFICATION OF HOTELS</b>  A. Size B. Star C. Location & clientele D. Ownership basis E. Independent hotels F. Management contracted hotel G. Chains H. Franchise/Affiliated I. Supplementary accommodation J. Time shares and condominium	20%
03.	<b>TYPES OF ROOMS</b>  A. Single B. Double C. Twin D. Suits	10%
04.	<b>TIME SHARE &amp; VACATION OWNERSHIP</b>  A. What is time share? Referral chains & condominiums B. How is it different from hotel business? C. Classification of timeshares D. Types of accommodation and their size	10%
05.	<b>FRONT OFFICE ORGANIZATION</b>  A. Function areas B. Front office hierarchy C. Duties and responsibilities D. Personality traits	20%
06.	<b>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE</b>  A. Layout B. Front office equipment (non automated, semi automated and automated)	10%



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<b>07.</b>	<b>BELL DESK</b>  A. Functions B. Procedures and records	<b>20%</b>
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## BHM 193 FRONT OFFICE OPERATIONS LAB- I PRACTICAL

SL. NO	TOPIC
<b>01.</b>	<b>Appraisal of front office equipment and furniture</b>
<b>02.</b>	<b>Rack, Front desk counter &amp; bell desk</b>
<b>03.</b>	<b>Filling up of various proforma</b>
<b>04.</b>	<b>Welcoming of guest</b>
<b>05.</b>	<b>Telephone handling</b>
<b>06.</b>	<b>Role play: Reservation</b> <ul style="list-style-type: none"> <li>• Arrivals</li> <li>• Luggage handling</li> <li>• Message and mail handling</li> <li>• Paging</li> </ul>

## BHM-104

### BASICS OF ACCOMMODATION OPERATIONS-I

<b>CO1</b>	<b>Expressing and communicate growth and development of accommodation sector in India.</b>
<b>CO2</b>	<b>Classifying and identifying various hotel chains of the world</b>
<b>CO3</b>	<b>Identify various guest accommodation and services. &amp; Recognize the different function areas of the hotel</b>
<b>CO4</b>	<b>Describe various duties and responsibilities of Housekeeping personal.</b>

SL.NO	TOPIC	WEIGHT (100%)
<b>01.</b>	<b>THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATION</b>  Role of Housekeeping in Guest Satisfaction and Repeat Business	<b>5%</b>
<b>02.</b>	<b>ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</b>  A. Hierarchy in small, medium, large and chain hotels B. Identifying Housekeeping Responsibilities C. Personality Traits of housekeeping Management Personnel. D. Duties and Responsibilities of Housekeeping staff E. Layout of the Housekeeping Department	<b>25%</b>
<b>03.</b>	<b>CLEANING ORGANISATION</b>  A. Principles of cleaning, hygiene and safety factors in cleaning	<b>15%</b>

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	B. Methods of organizing cleaning C. Frequency of cleaning daily, periodic, special D. Design features that simplify cleaning E. Use and care of Equipment	
<b>04.</b>	<b>CLEANING AGENTS</b>  A. General Criteria for selection B. Classification C. Polishes D. Floor seats E. Use, care and Storage F. Distribution and Controls G. Use of Eco-friendly products in Housekeeping	<b>20%</b>
<b>05.</b>	<b>COMPOSTION, CARE AND CLEANING OF DIFFERENT SURFACES</b>  A. Metals B. Glass C. Leather, Leatherettes, Rexines D. Plastic E. Ceramics F. Wood G. Wall finishes H. Floor finishes	<b>15%</b>
<b>06.</b>	<b>INTER DEPARTMENTAL RELATIONSHIP</b>  A. With Front Office B. With Maintenance C. With Security D. With Stores E. With Accounts F. With Personnel G. Use of Computers in House Keeping department	<b>10%</b>
<b>07.</b>	<b>USE OF COMPUTERS IN HOUSE KEEPING DEPARTMENT</b>	<b>10%</b>

**BHM 194**

## **BASICS OF ACCOMMODATION OPERATIONS LAB – I (PRACTICAL)**

<b>SL. NO.</b>	<b>TOPIC</b>
<b>01</b>	<b>Sample Layout of Guest Rooms</b> <ul style="list-style-type: none"> <li>• Single room</li> <li>• Double room</li> <li>• Twin room</li> <li>• Suite</li> </ul>
<b>02.</b>	<b>Guest Room Supplies and Position</b> <ul style="list-style-type: none"> <li>• Standard room</li> <li>• Suite</li> </ul>

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	<ul style="list-style-type: none"> <li>• VIP room special amenities</li> </ul>
<b>03.</b>	<b>Cleaning Equipment-(manual and mechanical)</b> <ul style="list-style-type: none"> <li>• Familiarization</li> <li>• Different parts</li> <li>• Function</li> <li>• Care and maintenance</li> </ul>
<b>04.</b>	<b>Cleaning Agent Familiarization according to classification</b> <ul style="list-style-type: none"> <li>• Function</li> </ul>
<b>05.</b>	<b>Public Area Cleaning (Cleaning Different Surface)</b> <p>A. WOOD</p> <ul style="list-style-type: none"> <li>• Polished</li> <li>• Painted</li> <li>• Laminated</li> </ul> <p>B. SILVER/ EPNS Plate powder method</p> <ul style="list-style-type: none"> <li>• Polivit method</li> <li>• Proprietary solution (Silvo)</li> </ul> <p>C. BRASS Traditional/ domestic 1 Method</p> <ul style="list-style-type: none"> <li>• Proprietary solution 1 (brasso)</li> </ul> <p>D. GLASS Glass cleanser</p> <ul style="list-style-type: none"> <li>• Economical method(newspaper)</li> </ul> <p>E. FLOOR - Cleaning and polishing of different types</p> <ul style="list-style-type: none"> <li>• Wooden</li> <li>• Marble</li> <li>• Terrazzo/ mosaic etc.</li> </ul> <p>F. WALL - care and maintenance of different types and parts</p> <ul style="list-style-type: none"> <li>• Skirting</li> <li>• Dado</li> <li>• Different types of paints(distemper Emulsion, oil paint etc)</li> </ul>
<b>06.</b>	<b>Maid's trolley</b> <ul style="list-style-type: none"> <li>• Contents</li> <li>• Trolley setup</li> </ul>
<b>07.</b>	<b>Familiarizing with different types of Rooms, facilities and surfaces</b> <ul style="list-style-type: none"> <li>• Twin/ double</li> <li>• Suite</li> <li>• Conference etc</li> </ul>

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## **BHM-105 & BHM-195**

### **COMPUTER APPLICATION IN HOSPITALITY INDUSTRY (Theory & Practical)**

CO1	<b>To create a bridge of fundamental concepts of computer with the present level of knowledge of the students.</b>
CO2	<b>To categorizing the concepts of Hardware, Software, Generations, Topology, Networks, etc.</b>
CO3	<b>The uses of Computers in the Hospitality Industry, Input-Output devices and Memory, etc.</b>
CO4	<b>To have the knowledge of Microprocessor, Operating Systems, Compilers-Interpreters, etc.</b>

#### 1.0 Automation in the hospitality industry

- 1 Data processing
- 2 Electronic data processing  
Advantages of electronic data processing, Types of data, Binary coding
- 3 Types of computers  
Mainframe computers, Mini computers, Microcomputers, Portable computers
- 4 Computer & its application in the hospitality industry
- 5 The internet & the hospitality industry  
Internet application, Worldwide web
- 6 Networks & networked computers
- 7 Internet hardware components

#### 2.0 Essential of computer systems

- 2.1 Input/output units  
Keyboards, Touch screen terminals, Other input devices, Monitors, Printers,  
Common I/o units in the hospitality industry
- 2.2 The central processing unit  
Read only memory (ROM), Random access memory (RAM)
- 2.3 External storage devices  
Magnetic tapes, Floppy disks, Hard drives, CD technology
- 2.4 Anatomy of a micro-computer  
Microprocessor characteristics, CPU speed, Bus system,  
System architecture, Computer add-ons

#### 3.0 Software its classifications

- 3.1 Generic application software part-1  
Word processing software  
Working with soft copy, On-screen editing techniques,  
Formatting documents, Special features, Desktop publishing

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- 3.2 The operating system  
Electronic spreadsheet software  
Spread sheet design, creating a spreadsheet, Updating data  
& recalculations, Common spreadsheet commands, Graphics  
capability Special features

## **BHM-106** **NUTRITION**

CO1	<b>Identify the risks and hazards in food preparation</b>
CO2	<b>Define food poisoning; understand how it occurs and the main causes of food contamination</b>
CO3	<b>Explain the importance of correct storage, preparation, handling and cooking of food</b>
CO4	<b>Explain the purpose of HACCP</b>

### NUTRITION- I

- I. Definition of calories: Calories used in Nutrition as against those in physics, standard measures, daily requirements, factors that affect requirements.
- II. Carbohydrates: composition, classification, sources, Functions, daily requirements, excess & deficiency.
- III. Proteins: composition, classification, importance, sources, daily requirements based on age groups, excess & deficiency, protein quality and supplementation of amino acids.
- IV. Fats: classification according to sources, fatty acids, difference between animal and vegetable fat, functions, daily requirements, excess and deficiency.
- V. Water: Minerals:
  - a. major-calcium, phosphorus, iron, iodine, sodium chloride(deficiency) and daily potassium magnesium Sulphur requirements.
  - b. Minor– manganese, cobalt, zinc, fluorine & copper.
- VI. Vitamins in diet-fat soluble A, B, E & K water soluble, B complex & C, sources, functions, daily requirements excess and deficiency

### Nutrition - II

- I. Effect of cooking on vitamins.
- II. Vitamin losses due to storage/processing etc.
- III. Percentage composition of the more commonly used foodstuffs.
- IV. Balanced Diet: Quality and Quantity depending on age, sex, occupation and climate, importance of a balanced diet, daily requirements.
- V. Menu Planning: Factors affecting meal planning, balanced diet, acceptability and providing of diet for various  
Ethnic and cultural groups, calculation of calorie value.
- VI. Malnutrition and sub nutrition Effects-Negative effects of dietary insufficiency.

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## **BHM-107**

### **HOTEL FRENCH**

CO1	<b>To associating the importance of business communication &amp; To analyze the process and barriers of communication.</b>
CO2	<b>To explain the various types of communication and discuss the media and tools related to it</b>
CO3	<b>To Identify and categorize verbal and non-verbal communication</b>
CO4	<b>To Plan and understand the art of facing interviews, meeting, seminar and conferences .</b>

To enable the students to understand hotel and catering terminology, through simple speaking and writing exercises, developing correct pronunciation and simple grammar principles

- La politesse et presentations; expressions et conversations usuelles
- Le client et l'hotel; les services et le personel de l 'hotel; le menu
- La pronounciation Francaise
- Temps; genres; modes; attributes; elements et construction de la phrase
- Themes et versions simples

## **BHM-196**

### **ENGLISH COMMUNICATION**

<b>CO1</b>	<b>Develop general knowledge on fundamentals of official Documentation in English</b>
<b>CO2</b>	<b>Develop an understanding of framing and error free communication in English</b>
<b>CO3</b>	<b>Develop a knowledge of different kinds of documentations in a business and know the usages and the ability of framing them independently</b>
<b>CO4</b>	<b>To develop in the students the power to communicate formally for the purposes of business</b>

### **BUSINESS COMMUNICATION**

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers

### **Practical Exercises**

- Basics of communication
- Uses of vocabulary
- Drafting of Letter, e-mail,
- CV writing, Comprehension
- Self-Introduction

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- Word & Mind Mapping
- Newspaper or English Reading Skill.

## SECOND SEMESTER

### BHM-201

#### BASICS OF FOOD PRODUCTION OPERATIONS -II

CO1	The various commodities required for food production, their market forms, selection, storage and use.
CO2	The fundamentals of menu planning & standard recipes
CO3	The bread & cake making process and various pastes
CO4	Basic knowledge of dairy product

Unit	Topic	Weightage
1	Cereals Introduction to pulses, types of pulses, Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, their vernacular and English names & uses.	5 %
2	Pulses Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, their vernacular and English names & uses.	5 %
3	Elementary Pastas Introduction to pastas, types of pasta, origin of pasta, method of manufacturing, Range available in the market etc.	20 %
4	Milk Forms in which available & processing.	10 %
5	Cheese Range of cheese – names, regions, uses, making of cheese, matching of cheese with wine.	20 %
7	Rice and flour Introduction to rice and flour, types found, cooking of rice and flour & cultivation etc.	10 %
8	Butter Types and form in which available, Raising Agents Types, constituents, market brand names Fats & Oils Sources & Processing Vanaspati, Margarine, Refined, Double Refined, unrefined & uses.	10 %

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9	Herbs condiments and masalas Classification, identification, vernacular & English names.	10 %
10	Basic Principles of Bakery Organization duties & responsibilities Identifying and handling raw materials.	10 %

## BHM-291

### BASICS OF FOOD PRODUCTION OPERATIONS LAB-II

- 1 ☐ **Meat** – Identification of various cuts, Carcass demonstration
  - ☐ **Preparation of basic Cuts**-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope
  - ☐ **Fish**-Identification & Classification
  - ☐ **Cuts and Folds of fish** Demonstrations & simple applications
- 2 ☐ Identification, Selection and processing of Meat, Fish and poultry.
  - ☐ Slaughtering and dressing Demonstrations at the site in local Area/Slaughtering house/Market

#### 3 Preparation of menu

**Salads & soups**- waldrof salad, Fruit salad, Russian salad, salade nicoise, Cream (Spinach, Vegetable, Tomato), Puree (Lentil, Peas Carrot) International soups

**Chicken, Mutton and Fish Preparations**- Fish orly, a la anglaise, colbert, meuniere, poached, baked 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

**Indian cookery**- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations

#### 1 PASTRY:

Demonstration and Preparation of dishes using varieties of Pastry

- ☐ Short Crust – Jam tarts, Turnovers
- ☐ Laminated – Palmiers, Khara Biscuits, Danish Pastry, Cream Horns
- ☐ Choux Paste – Eclairs, Profiteroles

#### 2 COLD SWEET

- ☐ Honeycomb mould
- ☐ Butterscotch sponge
- ☐ Coffee mousse
- ☐ Lemon sponge
- ☐ Trifle
- ☐ Blancmange
- ☐ Chocolate mousse
- ☐ Lemon soufflé

#### 3 HOT SWEET

- ☐ Bread & butter pudding
- Caramel Custard  
Albert Pudding  
Christmas Pudding



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## BASICS OF FOOD & BEVERAGE SERVICE-II

### BHM-202

Objectives: To give the student an extensive understanding of the various alcoholic beverages available in India, and its common use throughout the Hotel Industry- the history, manufacture, classification, storage and service.

CO1	<b>Develop an understanding of the concepts of Alcoholic Beverages.</b>
CO2	<b>Develop an understanding on the role of Alcoholic Beverages in hospitality industry specifically the concepts of wine and its value.</b>
CO3	<b>To understand the fundamentals of buffet service and its application in hospitality industry.</b>
CO4	<b>To explore the concept of tobacco and its business inside the hospitality industry.</b>

UNIT	TOPIC	WEIGHTAGE
1	<b>BUFFETS</b> Introduction Space Requirements Aspect affecting a successful  <b>BUFFET</b> -number of guests aspiration of host depth of hosts pocket planning and organizing sequence of food principles of Merchandising.  <b>TYPES OF BUFFETS</b> Display Breakfast Full / Sit down Fork Buffet Finger Buffet Cold Buffet. Essential Equipment's for Buffet  Buffet Menu Planning  Buffet Check list.	25 %
2	Alcoholic Beverage Introduction to Alcoholic beverage Production of alcoholic beverage (fermentation, brewed & fermented, distilled) Classification with examples	5 %
3	<b>Wine</b> Definition & History Classification with examples <input type="checkbox"/> Table/Still/Natural <input type="checkbox"/> Sparkling <input type="checkbox"/> Fortified <input type="checkbox"/> Aromatized	35 %

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	Production of each classification Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) <input type="checkbox"/> France <input type="checkbox"/> Germany <input type="checkbox"/> Italy <input type="checkbox"/> Spain <input type="checkbox"/> Portugal New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) <input type="checkbox"/> USA <input type="checkbox"/> Australia <input type="checkbox"/> India <input type="checkbox"/> Chile <input type="checkbox"/> South Africa <input type="checkbox"/> Algeria <input type="checkbox"/> New Zealand Food & Wine Harmony Storage of wines Wine terminology (English & French)	
4	Aperitifs Introduction & definition Types of aperitifs - Vermouth (definition, types & brand names) - Bitters (definition, types & brand names)	10 %
5	Dispense Bar Introduction & Definition Bar layout – physical layout of bar Bar stock – Alcohol & non-alcoholic beverages Bar equipment	10 %
6	Tobacco History & processing Types, size, shapes & colour Brands Storage	15 %

## BHM-292

### BASICS OF FOOD & BEVERAGE SERVICE LAB -II

To develop skills and techniques in the operational activities of Food and Beverage service particularly in reference to buffet service, service of continental and regional dishes and Bar supervision.

Menu planning with wine pairing.

Table layout

Service of different types of wine.

Buffet Service, Service of Regional Dishes. Silver Service.

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**BHM–203**

## **BASICS OF FRONT OFFICE OPERATIONS –II (THEORY)**

<b>CO1</b>	<b>Registration, its types, importance and other aspects.</b>
<b>CO2</b>	<b>Check in procedure for various categories of guest.</b>
<b>CO3</b>	<b>Meaning and Procedure of Night Auditing.</b>
<b>CO4</b>	<b>Room Tariff Fixation</b>

<b>SL. NO.</b>	<b>TOPIC</b>	<b>WEIGHT</b>
<b>01.</b>	<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 • Rack Rate • Discounted Rates for Corporates, Airlines, Groups & Travel Agents	<b>10%</b>
<b>02.</b>	<b>FRONT OFFICE AND GUEST HANDLING</b>  • Introduction to guest cycle • Pre arrival • Arrival • During guest stay • Departure • After departure	<b>10%</b>
<b>03.</b>	<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	<b>25%</b>
<b>04.</b>	<b>ROOM SELLING TECHNIQUES</b>  A. Up selling B. Discounts	<b>05%</b>
<b>05.</b>	<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	<b>20%</b>

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<b>06.</b>	<b>DURING THE STAY ACTIVITIES</b>  A. Information services B. Message and Mail Handling C. Key Handling D. Room selling technique E. Hospitality desk F. Complaints handling G. Guest handling H. Guest history	<b>20%</b>
<b>07.</b>	<b>FRONT OFFICE CO-ORDINATION</b>  With other departments of hotel	<b>10%</b>

**BHM 293**

## **BASICS OF FRONT OFFICE OPERATIONS LAB – II**

<b>SL. NO.</b>	<b>Suggested tasks on IDS</b>
<b>01</b>	Hot function keys
<b>02</b>	Create and update guest profiles
<b>03</b>	Make FIT reservation
<b>04</b>	Send confirmation letters
<b>05</b>	Printing registration cards
<b>06</b>	Make an Add-on reservation
<b>07</b>	Amend a reservation
<b>08</b>	Cancel a reservation-with deposit and without deposit
<b>09</b>	Log onto cashier code
<b>10</b>	Process a reservation deposit
<b>11</b>	Pre-register a guest
<b>12</b>	Put message and locator for a guest
<b>13</b>	Put trace for guest
<b>14</b>	Check in a reserved guest
<b>15</b>	Check in day use
<b>16</b>	Check –in a walk-in guest
<b>17</b>	Maintain guest history
<b>18</b>	Issue a new key
<b>19</b>	Verify a key
<b>20</b>	Cancel a key
<b>21</b>	Issue a duplicate key
<b>22</b>	Extend a key
<b>23</b>	Program keys continuously
<b>24</b>	Re-program keys
<b>25</b>	Program one key for two rooms

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**BHM–204**

## **BASICS OF ACCOMMODATION OPERATIONS – II**

CO1	<b>The public area cleaning task &amp; methods of cleaning</b>
CO2	<b>Learn about different types of keys</b>
CO3	<b>Learn about different routine system &amp; records of guest room.</b>
CO4	<b>To learn controlling the pest for maintain the hygiene in the hotel premises.</b>

SL.NO	TOPIC	WEIGHT
<b>01.</b>	<b>ROOM LAYOUT AND GUEST SUPPLIES</b>  A. Standard rooms, VIP ROOMS B. Guest's special requests	<b>15%</b>
<b>02.</b>	<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.	<b>20%</b>
<b>03.</b>	<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	<b>35%</b>
<b>04.</b>	<b>TYPES OF BEDS AND MATTRESSES</b>	<b>5%</b>
<b>05.</b>	<b>PEST CONTROL</b>  A. Areas of infestation B. Preventive measures and Control measure	<b>20%</b>
<b>06.</b>	<b>KEYS</b>  A. Types of keys B. Computerized key cards C. Key control	<b>5%</b>

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**BHM 294**

## **BASICS OF ACCOMMODATION OPERATIONS LAB – II (PRACTICAL)**

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

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	<ul style="list-style-type: none"><li>• Lost and found</li><li>• Maid's report</li><li>• Housekeeper's report</li><li>• Log book</li><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>	
<b>05</b>	Guest room inspection	
<b>06</b>	<b>Minibar management</b> <ul style="list-style-type: none"><li>• Issue</li><li>• stock taking</li><li>• checking expiry date</li></ul>	
<b>07</b>	<b>Handling room linen/ guest supplies</b> <ul style="list-style-type: none"><li>• maintaining register/ record</li><li>• replenishing floor pantry</li><li>• stock taking</li></ul>	
<b>08</b>	<b>Guest handling</b> <ul style="list-style-type: none"><li>• Guest request</li><li>• Guest complaints</li></ul>	

## **BHM-205** **HOTEL ENGINEERING**

CO1	<b>Demonstration of the applicability of the concept of Accounting in the Hospitality Industry</b>
CO2	<b>Developing the capability of preparing financial statements</b>
CO3	<b>Developing the capability of reading and analyzing the financial statements</b>
CO4	<b>Understanding the areas where financial information can help in decision making</b>

## **FUELS: GAS & ELECTRICITY – GAS LEAKAGE & DETECTION**

- I. Voltage, Current, Resistance, Ohms law power energy units and simple conversation.
- II. Conductors, Insulators Properties and application.
- III. Wiring system – Battle wiring, conduct wiring, wiring fittings and accessories – Cable switches fuses and lamp holders.
- IV. Types of supply – Single phase, three phase, light and fan circuits, single phase power circuits.
- V. Importance of Earthing – Safety precautions, use of Meggar, Maintenance of electrical equipment.
- VI. Study of different lamps – Incandescent, fluorescent, mercury – utility and specifications.
- VII. Use of thermostat in electrical equipment.
- VIII. Calculation of power requirements, bill calculations and Meter reading.

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## REFRIGERATION AND AIRCONDITIONER

- I. Care and maintenance of refrigerators.
- II. Care and maintenance of water coolers and air conditioners

## WATER & SANITATION

- I. Hard and Soft water – Use of water softeners.
- II. Construction and working of various types of flushing cisterns.
- III. Study of traps and water control taps, Bibcock and stop Cock.
- IV. Function of Waste Pipe and anticyphon pipe.
- V. Inspection chambers, sewer blockings, Leakages and their remedies.

## BUILDING

- I. Paints and their uses.
- II. Repairs and redecoration programmes.
- III. Dampness – Causes and water proofing.

## FIRE

- I. Classification of fires – Uses of fire extinguishers.

## COMMUNICATION SYSTEM (Basic Principles)

- I. working of a public-address system.
- II. Intercom system.
- III. Music system.
- IV. Television system.
- V. Time clock and Date control system.

## **BHM-206**

## **FOOD SAFETY & QUALITY**

CO1	<b>The significance of food in his daily life</b>
CO2	<b>The terms like food, health, nutrition, malnutrition, and nutritional status.</b>
CO3	<b>Calculation of recommended dietary allowances, adulteration.</b>
CO4	<b>Understand the relationship of macro &amp; micro nutrients to health.</b>

## **FOOD SAFETY - I**

- I. Carbohydrates in foods– Changes in Carbohydrates during cooking, factors affecting stiffness of starch gelsin food preparation.
- II. Fats–type of fats and oils and their use. Factors causing deterioration and methods to prevent it.
- III. Proteins– their role in food preparation, use of proteins in gel formation, foam formation, effects of heat treatment of proteins.



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- IV. Vegetable Pigments: Types, effects of cooking and processing on pigments.
- V. Garbage Disposal
- VI. Safe Food Handling
- VII. Cleaning of crockery, cutlery and utensils

## FOOD SAFETY - II

- I. Introduction to Food Microbiology– its importance in relation to food handling, preparation and service.
- II. Bacteria, Yeast, Mold – characteristics, factors for growth. The harmful and beneficial effects of these as.  
Related to food preparation, storage and consumption.
- III. Use of disinfectants–sterilization & pasteurization of food and food handling equipment as related to the Catering Industry.
- IV. Preservation of fresh food products, canned and frozen foods, by application of high temperatures, low temperatures, irradiation and chemical preservatives.
- V. Food Adulteration as a public health hazard, prevailing food standards in India, prevention of adulteration, simple tests to detect common food adulterates in milk, cereals, beverages, pulses, masala powders, etc.
- VI. Personal hygiene.
- VII. Hygiene and sanitation of premises, kitchen area, Garbage area, etc.

## **BHM-207**

### **HOTEL ACCOUNTANCY**

CO1	<b>Demonstration of the applicability of the concept of Accounting in the Hospitality Industry</b>
CO2	<b>Developing the capability of preparing financial statements</b>
CO3	Developing the capability of reading and analyzing the financial statements
CO4	<b>Understanding the areas where financial information can help in decision making</b>

- Introduction
- Double entry system –meanings & advantages
- Concepts & illustration
- Journal- Concepts & Illustration

Primary books (journal)

- a. Meaning and definition
- b. Format of journal
- c. Rules of debit and credit
- d. Opening entry, simple and compound entries
- e. Practical's
  - Ledger-Explanation & Illustration
  - Trial Balance-Explanation & Illustration
  - Subsidiary Books-Explanation & Illustration
  - Cash books -Explanation & Illustration
  - Petty cash Book-Explanation & Illustration

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**BHM-296**

**ENGLISH COMMUNICATION LAB**

<b>CO1</b>	<b>Develop general knowledge on fundamentals of official Documentation in English</b>
<b>CO2</b>	<b>Develop an understanding of framing and error free communication in English</b>
<b>CO3</b>	<b>Develop a knowledge of different kinds of documentations in a business and know the usages and the ability of framing them independently</b>
<b>CO4</b>	<b>To develop in the students the power to communicate formally for the purposes of business</b>

## **LISTENING ON THE JOB**

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening computerization and note taking

## **Practical Exercises**

- Official & Non Official Letter Writing
- Official e-mail Writing & different Proposal
- Complete CV for Training & Placement
- Notice Writing
- Speaking Exercise.
- Newspaper or English Reading Skill.

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## THIRD SEMESTER

### FOOD PRODUCTION OPERATIONS: BHM-301

CO1	<b>Menu planning and standard recipe will help to induce professional competence in quantity food, preparation at medium level from planning to operating and costing</b>
CO2	<b>Introduce History of Indian cookery, origin of different gravies, breads and desserts also the different factors that affects the food habits of numerous taste in India.</b>
CO3	<b>Introduction to Industrial and Institutional Catering, Hierarchy of Kitchen, Banquet kitchen Lay-Out, preparation, Cooking, Processing, holding and storage problems and adjustments.</b>
CO4	<b>Understand the meaning of volume catering. Various types of Bulk Food outlet: On premises catering, off premises catering, Mobile catering, Hospital catering, quantity purchase and storage.</b>

Unit	Topic	Weightage
1	Menu planning for bulk production. To induce in the student professional competence in quantity food, preparation at medium level from planning to operating and costing.	15 %
2	Classical Indian regional Cookery – introduction to Indian cookery, origin of different gravies, breads and desserts. also the different factors that affects the food habits of numerous taste in India.	20 %
3	Quantity Food Production – Introduction to Industrial and Institutional Catering, Staff Organization Kitchen Lay-Out, preparation, Cooking, Processing, holding and storage problems and adjustments.	15 %
4	Basic menu planning - basic points to remember menu planning for different institutional catering and volume feeding.	15 %
5	Volume feeding- on premises catering, off premises catering, mobile catering hospital catering, quantity purchase and storage.	25 %
6	Discussion on Indian breads Indian snacks and sweets.	10 %

### FOOD PRODUCTION LAB PRACTICAL (BHM391)

The objective is to train the student in producing food in large quantities in a set time and adapting recipes to Quantity food production.

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## **SUGGESTED MENUS**

### **MAHARASTRIAN**

MENU 01 Masala Bhat Kolhapuri Mutton Batata Bhajee Masala Poori Koshimbir Coconut Poli

MENU 02 Moong Dal Khichdee Patrani Macchi Tomato Saar Tilgul Chapatti Amti Basundi

### **AWADH**

MENU 01 Yakhni Pulao Mughlai Paratha Gosht Do Piazza Badin Jaan Kulfi with Falooda

MENU 02 Galouti Kebab Bakarkhani Gosht Korma Paneer Pasanda Muzzafar

### **BENGALI**

MENU 01 Ghee Bhat Macher Jhol Aloo Posto Misti Doi

MENU 02 Doi Mach Tikoni Pratha Baigun Bhaja Payesh

MENU 03 Mach Bhape Luchi Sukto Kala Jamun

MENU 04 Prawan Pulao Mutton Vidalloo Beans Foogath Dodo

### **GOAN**

MENU 01 Arroz Galina Xacutti Toor Dal Sorak Alle Belle

MENU 02 Coconut Pulao Fish Caldeen Cabbage Foogath Bibinca

### **PUNJABI**

MENU 01 Rada Meat Matar Pulao Kadhi Punjabi Gobhi Kheer

MENU 02 Amritsari Macchi Rajmah Masala Pindi Chana Bhaturs Row Di Kheer

MENU 03 Sarson Da Saag Makki Di Roti Peshawari Chole Motia Pulao Sooji Da Halwa

MENU 04 Tandoori Roti Tandoori Murg Dal Makhani Pudinia Chutny Baingan Bhartha Savian

### **SOUTH INDIAN**

MENU 01 Meen Poriyal Curd Rice Thoran Rasam Pal Payasam

MENU 02 Line Rice Meen Moilee Olan Malabari Pratha Parappu Payasam

MENU 03 Tamarind Rice Kori Gashi Kalan Sambhar Savian Payasam

MENU 04 Coconut Rice Chicken Chettinad Avial Huli Mysore Pak

### **RAJASTHANI**

MENU 01 Gatte Ka Pulao Lal Maas Makki Ka Soweta Chutny (Garlic) Dal Halwa

MENU 02 Dal Batti Churma Besan Ke Gatte Ratalu Ki Subzi Safed Mass

### **GUJRATI**

MENU 01 Sarki Brown Rice Salli Murg Gujarati Dal Methi Thepla Shrikhand

MENU 02 Gujarati Khichadi Oondhiyu Batata Nu Tomato Osaman Jeera Poori Mohanthali

### **HYDERABADI**

MENU 01 Sofyani Biryani Methi Murg Tomato Kut Hare Piaz ka Raita Double Ka Meetha

MENU 02 Kachi Biryani Dalcha Mirchi Ka Salan Mix Veg. Raita Khumani Ka Meetha

### **KASHMIRI**

Two menus may be formed out of the Dishes given as under:

**Rice and Bread Preparations:** Mutaegen, Pulao (Kashmiri), Plain Rice, Girdeh, Lawas

**Meat Preparations:** Gushtaba, Rista, Marchevangan korma, Macch Kofta, Yakhean Kaliya, Tabak Maaz, Rogon Josh

**Vegetables and Potato:** Ruwangan chaman, Choek wangan, Chaman Qaliyan Alleh Yakhean, Dum Aloo Kashmiri

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,Nader Palak, Razma Gogji

**Sweet Dishes:** Kongeh Phirin (Sooji phirni with Saffron), Aae't phirin (Wheat Flour Phirni), Halwa

**Chutneys:** Mujeh cheten, Ganda Cheten, Duen cheten, Aleh cheten (pumpkin chutney)

## **BHM-302**

### **FOOD & BEVERAGE SERVICE**

Objective—to develop a thorough knowledge on specialized services offered in Food & Beverage outlets in five stars establishments and at supervisory levels. Impart knowledge on how to operate and supervise bar operations. To impart knowledge on wine production and their service methods.

CO1	<b>Explore different categories of beverages highlighting the parts of Non Alcoholic Beverages &amp; their importance.</b>
CO2	<b>Develop an understanding of the concepts of Alcoholic Beverages.</b>
CO3	<b>Develop an understanding of role of Alcoholic Beverages in hospitality industry including production &amp; styles.</b>
CO4	<b>Illustrate the concepts of mixed drinks &amp; cocktails for bar industry and application of the skill of mixology for hotel Industry effectiveness.</b>

UNIT	TOPIC	WEIGHTAGE
1	Non-alcoholic Beverages;  Classification of non-alcoholic beverage (Nourishing, refreshing & stimulating beverage) Tea Origin, Manufacturing process, types & popular brands  Coffee Origin & Manufacturing of coffee Types & brands, Making of different styles of coffee  Milk based drinks  Juices  soft drinks  Cocoa & malted Beverages	20 %

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<b>2</b>	<b>Beer:-</b> History, Manufacture, Types, Storage, Service, Brand Names	<b>15 %</b>
<b>3</b>	Spirits Introduction & definition Methods of producing spirits (pot still & patent still) Production of – <ol style="list-style-type: none"><li>1. Whisky</li><li>2. Rum</li><li>3. Vodka</li><li>4. Gin</li><li>5. Tequila</li><li>6. Brandy</li></ol> Alcoholic proof system & strength	<b>35 %</b>
<b>4</b>	Liqueurs History, Classification, Methods of production Uses.	<b>10 %</b>
<b>5</b>	Cocktails and Mixed Drinks: History Definition Methods of mixing drinks Developing a drink recipe Bar measures  Mixed Drinks Names of Classic Cocktails.	<b>20 %</b>

## **BHM-392** **FOOD & BEVERAGE SERVICE LAB**

Objectives: To develop skills and techniques in the operational activities of food and beverage service, particularly in relation to beers and spirits, and other alcoholic and non-alcoholic beverages and the

Service of continental and Indian regional dishes.

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Table Laying

Food Service

Taking order for alcoholic beverages

Service of spirits, liqueurs and beers Preparation and service of cocktails and mixed drinks

Service of Regional dishes

Room Service tray setup

## BHM-303

### FRONT OFFICE OPERATIONS THEORY

<b>CO1</b>	<b>Identify front office responsibilities, accounting procedures, revenue management, checkout and settlement procedures, and night audit functions and verification</b>
<b>CO2</b>	<b>Demonstrate problem solving and critical thinking by applying skills and knowledge to different contexts in the hospitality and travel industry</b>
<b>CO3</b>	<b>Perform hotel accounting procedures ranging from posting accounts to conducting cash and credit transactions at the desk</b>
<b>CO4</b>	<b>Dealing with unusual events and emergency situations like bomb threats, robbery, theft, and drunken guests.</b>

SL. NO	TOPIC	HOURS	WEIGHT
<b>01.</b>	<b>COMPUTER APPLICATION IN FRONT OFFICE OPERATION</b>  A. Role of information technology in the hospitality industry B. Factors for need of a PMS in the hotel C. Factors for purchase of PMS by the hotel D. Introduction to Fidelio & Amadeus		<b>5%</b>
<b>02.</b>	<b>FRONT OFFICE (ACCOUNTING)</b>  A. Accounting Fundamentals B. Guest and non-guest accounts C. Accounting system <ul style="list-style-type: none"> <li>Non automated – Guest weekly bill, Visitors tabular ledger</li> <li>Semi-automated</li> <li>Fully automated</li> </ul>		<b>20%</b>
<b>03.</b>	<b>CHECK OUT PROCEDURES</b> <ul style="list-style-type: none"> <li>Guest accounts settlement <ul style="list-style-type: none"> <li>Cash and credit</li> <li>Indian currency and foreign currency</li> <li>Transfer of guest accounts</li> <li>Express check out</li> </ul> </li> </ul>		<b>20%</b>
<b>04.</b>	<b>CONTROL OF CASH AND CREDIT</b>		<b>15%</b>
<b>05.</b>	<b>NIGHT AUDITING</b>  A. Functions		<b>20%</b>

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	B. Audit procedures (Non automated, semi-automated and fully automated)		
<b>06.</b>	<b>FRONT OFFICE &amp; GUEST SAFETY AND SECURITY</b>  A. Importance of security systems B. Safe deposit C. Key control D. Emergency situations (Accident, illness, theft, fire, bomb)		<b>20%</b>

## FRONT OFFICE OPERATIONS LAB

### BHM-393

A. Hands on practice of computer applications related to Front Office procedures such as

- Reservation,
- Registration,
- Guest History,
- Telephones,
- Housekeeping,
- Daily transactions

B. Front office accounting procedures

- Manual accounting
- Machine accounting
- Payable, Accounts Receivable, Guest History, Yield Management

C. Role Play

D. Situation Handling

SL. NO.	Suggested tasks on IDS
<b>01</b>	Hot function keys
<b>02</b>	Create and update guest profiles
<b>03</b>	Make FIT reservation
<b>04</b>	Send confirmation letters
<b>05</b>	Printing registration cards
<b>06</b>	Make an Add-on reservation
<b>07</b>	Amend a reservation
<b>08</b>	Pre-register a guest
<b>09</b>	Put message and locator for a guest
<b>10</b>	Put trace for guest
<b>11</b>	Check in a reserved guest
<b>12</b>	Check in a reserved guest
<b>13</b>	Check in day use
<b>14</b>	Check –in a walk-in guest



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15	Maintain guest history
16	Make sharer reservation
17	Add a share to a reservation
18	Make A/R account
19	Take reservation through Travel Agent/Company/ Individual or Source
20	Make room change
21	Make check and update guest folios
22	Process charges for in-house guests and non-resident guests
23	Handle allowances and discounts and packages
24	Process advance for in-house guest
25	Put routing instructions
26	Print guest folios during stay
27	Processing foreign currency exchange/ cheque exchange
28	Process guest check out by cash and credit card
29	Check out without closing folio-Skipper accounts
30	Handle paymaster folios
31	Check out using city ledger
32	Print guest folio during check out
33	Close bank at end of each shift
34	Check room rate and variance report
35	Tally Allowances for the day at night
36	Tally paid outs for the day at night
37	Tally forex for the day at night
38	Credit check report

## BHM304

### ACCOMODATION OPERATIONS

CO1	<b>Understand laundry operations and stain removal &amp; Know about sewing and various function of linen room operations</b>
CO2	<b>Explain procedure followed in Housekeeping Department &amp; Identifies the technical equipment and materials of laundry room.</b>
CO3	<b>Choose the best amongst the equipment and materials of laundry room.</b>
CO4	<b>Makes Floral Arrangement.</b>

SL. NO.	TOPIC	WEIGHT
01.	<b>LINEN ROOM</b>  A. Activities of the Linen Room B. Layout and equipment in the Linen Room C. Selection criteria for various Linen Items & fabrics suitable for this purpose D. Purchase of Linen E. Calculation of Linen requirements F. Linen control-procedures and records G. Stocktaking-procedures and records	35%

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	H. Recycling of discarded linen I. Linen Hire	
<b>02.</b>	<b>UNIFORMS</b>  A. Advantages of providing uniforms to staff B. Issuing and exchange of uniforms; type of uniforms C. Selection and designing of uniforms D. Layout of the Uniform room	<b>10%</b>
<b>03.</b>	<b>SEWING ROOM</b>  A. Activities and areas to be provided B. Equipment provided	<b>5%</b>
<b>04.</b>	<b>LAUNDRY</b>  A. Commercial and On-site Laundry B. Flow process of Industrial Laundering-OPL C. Stages in the Wash Cycle D. Laundry Equipment and Machines E. Layout of the Laundry F. Laundry Agents G. Dry Cleaning H. Guest Laundry/Valet service I. Stain removal	<b>35%</b>
<b>05.</b>	<b>FLOWER ARRANGEMENT</b>  A. Flower arrangement in Hotels B. Equipment and material required for flower arrangement C. Conditioning of plant material D. Styles of flower arrangements E. Principles of design as applied to flower arrangement	<b>10%</b>
<b>06.</b>	<b>INDOOR PLANTS</b>  Selection and care	<b>5%</b>

## BHM 394 ACCOMODATION OPERATIONS LAB

SL.NO.	TOPIC
<b>01.</b>	Layout of Linen and Uniform Room/Laundry
<b>02.</b>	Laundry Machinery and Equipment
<b>03.</b>	Stain Removal
<b>04.</b>	Flower Arrangement
<b>05.</b>	Selection and Designing of Uniforms

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## FOOD & BEVERAGE CONTROL

### BHM-305

<b>CO1</b>	<b>Develop general knowledge on fundamentals of Food &amp; Beverage control.</b>
<b>CO2</b>	<b>Develop an understanding of controlling system in F &amp; B Business, its characteristics, phases &amp; techniques.</b>
<b>CO3</b>	<b>Develop a deep knowledge of costs, profit &amp; loss, breakeven analysis &amp; budgeting which is essential for running a business.</b>
<b>CO4</b>	<b>Describe the sales &amp; revenue control system as part of revenue management.</b>

Unit	Topic	Weightage
1	<b>COST DYNAMICS</b> <ul style="list-style-type: none"><li>• Elements of Cost</li><li>• Classification of Cost</li></ul>	5%
2	<b>SALES CONCEPTS</b> <ul style="list-style-type: none"><li>• Various Sales Concept</li><li>• Uses of Sales Concept</li></ul>	5%
3	<b>FOOD COST CONTROL</b> <ul style="list-style-type: none"><li>• Introduction to Cost Control</li><li>• Define Cost Control</li><li>• The Objectives and Advantages of Cost Control</li><li>• Basic costing</li><li>• Food costing</li></ul>	10%
4	<b>FOOD CONTROL CYCLE</b> <ul style="list-style-type: none"><li>• Purchasing Control</li><li>• Aims of Purchasing Policy</li><li>• Job Description of Purchase Manager/Personnel</li><li>• Types of Food Purchase</li><li>• Quality Purchasing</li><li>• Food Quality Factors for different commodities</li><li>• Definition of Yield &amp; Tests to arrive at standard yield</li><li>• Definition of Standard Purchase Specification</li><li>• Advantages of Standard Yield and Standard Purchase Specification K. Purchasing Procedure</li><li>• Different Methods of Food Purchasing M. Sources of Supply</li><li>• Purchasing by Contract O. Periodical Purchasing</li><li>• Open Market Purchasing, Standing Order Purchasing</li><li>• Centralized Purchasing S. Methods of Purchasing in Hotels</li><li>• Purchase Order Forms</li><li>• Ordering Cost, Carrying Cost, Economic Order Quantity</li><li>• Practical Problems</li></ul>	10%
5	<b>RECEIVING CONTROL</b> <ul style="list-style-type: none"><li>• Aims of Receiving</li><li>• Job Description of Receiving Clerk/Personnel</li><li>• Equipment required for receiving</li><li>• Documents by the Supplier (including format)</li></ul>	10%

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	<ul style="list-style-type: none"><li>• Delivery Notes, Bills/Invoices</li><li>• Credit Notes, Statements</li><li>• Records maintained in the Receiving Department</li><li>• Goods Received Book, Daily Receiving Report</li><li>• Meat Tags, Receiving Procedure</li></ul>	
6	<b>STORING &amp; ISSUING CONTROL</b> <ul style="list-style-type: none"><li>• Storing Control</li><li>• Aims of Store Control</li><li>• Job Description of Food Store Room Clerk/personnel</li><li>• Storing Control</li><li>• Conditions of facilities and equipment</li><li>• Arrangements of Food</li><li>• Location of Storage Facilities, Security &amp; Stock Control</li><li>• Two types of foods received – direct stores (Perishables /non-perishables)</li><li>• Stock Records Maintained Bin Cards (Stock Record Cards/Books)</li><li>• Issuing Control M. Requisitions</li><li>• Transfer Notes O. Perpetual Inventory Method</li><li>• Monthly Inventory/Stock Taking</li><li>• Pricing of Commodities</li><li>• Stock taking and comparison of actual physical inventory and Book value</li><li>• Stock levels</li><li>• Practical Problems, Hygiene &amp; Cleanliness of area</li></ul>	10%

## **HOTEL & BUSINESS LAW: BHM-306A (E)**

CO1	<b>To make the students aware of the legal aspects of a hotel and restaurant business</b>
CO2	<b>To make the students comprehend mercantile law</b>
CO3	<b>To make students be able to understand the laws relating to Insurance</b>
CO4	<b>Demonstrate an understanding of the nature of different licenses and permits relating to Hotel business</b>

Objective: To understand the legal responsibility of business in respect of various licenses and permits to be obtained and safeguard the interest of business by adopting appropriate procedures and policies.

Introduction: Need for Law, Sources of Indian Law, Types and Application of Law in Hotel Operations, Basic Principles of Criminal and Civil Liberties, Understanding of Indian Evidence Act.

Licenses and Permits: Procedure for procurement bye-laws of hotels and restaurants under Municipal Corporation, renewal, suspension and termination of licenses.

Mercantile Law: Importance of industrial Law, Shops and Establishments Act, Factories Act, Effective procedure for employment, discharge and dismissal of an employee, employer-employee relation role of the State.

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## **FOODLEGISLATION:**

Introduction. The Central Committee for Food Standards. Central Food Laboratory. Food Inspectors, their powers and duties. Procedures to be followed by Food Inspectors.

Report of public analyst. Notification of Food poisoning and penalties. Purchaser's Right-Guarantee and Warranty.

## **INDUSTRIAL LAW**

Workman's Compensation Act 1923-Nature and scope of the Act. Partial Disablement. Total Disablement. Employee's liability in case of partial and total disablement arising out of and in the course of the employment.

Trade Union Act 1926- Scope. Eligibility. Fund. Register. Rights on the part of the employer and employees.

Disciplinary Action-Offenses. Show cause notice. Charge sheet.

Domestic inquiry. Discharge and dismissal of employees.

## **BHM 306B**

### **DIGITALIZATION OF HOTEL INDUSTRY (E)**

<b>CO1</b>	To Gathering knowledge about the digital marketing in different platform
<b>CO2</b>	To Gathering knowledge about the big data analytics
<b>CO3</b>	To Gathering knowledge about the cloud computing & Internet of things
<b>CO4</b>	To Gathering knowledge about the basic machine learning

## **Module I**

### **Digital Marketing:**

Brief idea about Web Analytics, Email Marketing, Search Engine Optimization, Social Media Marketing (FB, YouTube, Twitter), Search Engine Marketing, Inbound Marketing, Blogging, how to sell Digital Marketing Service.

## **Module II**

### **Introduction to Big Data Analytics:**

Understand the basic concepts of Big Data and Hadoop as processing platforms for Big Data, Managing Big Data - Learn and Use Hadoop Ecosystem tools for data ingestion, extraction and management. Introduction to Hive.

## **Module III**

### **Cloud Computing:**

Introduction to Cloud Computing, types, services, applications, Security & research scope.

### **Internet of Things:**

Introduction to IOT and WSN, Introduction to Arduino & Raspberry Pi,

## **Module IV**

### **Basic concepts of Machine Learning:**

Introduction to ML, Supervised Learning, Unsupervised Learning, Semi-Supervised Learning, Classification, Regression, Clustering, Time series.

Case Study & Real Life Applications in Modern Life using Mat lab, Rapid Miner.

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## BHM-306C

### WORLD TOURISM

CO1	To Gathering knowledge about the basics of tourism & history of tourism.
CO2	To Gathering knowledge about the different types of tourism, inbound , outbound etc.
CO3	To Gathering knowledge about the tourism products.
CO4	To Gathering knowledge about eco-tourism.

1. **BASICS OF TOURISM-** 20%  
An ancient phenomenon  
Accounts of famous travelers  
Pleasure travel  
Religion as a motivator  
The grand tour  
The origin of the concept of the annual holiday  
Industrial revolution & the development of travel  
Effects of the great war on the transport system  
Advent of the jet  
Advent of high speed trains
2. **TYPES OF TOURISM- DOMESTIC, INTERNATIONAL, INBOUND, OUTBOUND** 50%
3. **TOURISM PRODUCTS AND EXAMPLES** 20%  
Indian Culture & Heritage  
Study of Indian Architecture  
Performing of arts  
Handicrafts
4. **ECO TOURISM- DEFINITION, EXAMPLES, ETC** 10%
  - Introduction to Eco Tourism: Definition, Concept, Growth & Principles
  - Emerging Concepts: Eco / rural / agro/ farm/ green/ wilderness/ country side/ special interest tourism.
  - Tourism: Environmental Relevance
  - Eco – tourism in 3rd World Countries – Problems, prospects for sustainability
  - Concept of carrying capacity
  - Eco – tourism as a worldwide phenomenon
  - Concept and planning of eco – tourism destinations.
  - Developing and implanting Eco tourism guidelines for wild lands and neighboring communities.
  - Eco – tourism and community development

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## ENGLISH COMMUNICATION LAB: BHM–395

<b>CO1</b>	<b>Develop general knowledge on fundamentals of official Documentation in English</b>
<b>CO2</b>	<b>Develop an understanding of framing and error free communication in English</b>
<b>CO3</b>	<b>Develop a knowledge of different kinds of documentations in a business and know the usages and the ability of framing them independently</b>
<b>CO4</b>	<b>To develop in the students the power to communicate formally for the purposes of business</b>

### 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

### NON VERBAL COMMUNICATION

- Definition, its importance and its inevitability
- Kinesics: Body movements, facial expressions, posture, eye contact etc.
- Proxemics: The communication use of space
- Paralanguage: Vocal behavior and its impact on verbal communication
- Communicative use of artefacts – furniture, plants, colours, architects etc.

### Practical Exercises

- Interview Skill
- Presentation skill
- Telephone Etiquette
- Interpersonal Skill
- Group Discussion.
- Case Study

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## <sup>th</sup> **INDUSTRIAL TRAINING–4 SEMESTER**

	Code	Subjects	Contacts (Periods/week)				Credit Points
			L	T	P	Total	
1.	BHM-481	INDUSTRIAL TRAINING					28
Total of Sessional							28
Total of 4 <sup>th</sup> Semester							28

UNIT	TOPIC	WEIGHTAGE
1	Industrial training project report	25%
2	Log book	20%
3	Performance appraisal	25%
4	Industrial training presentation	30%
	Total	100%



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## FIFTH SEMESTER

### BHM-501

### ADVANCED FOOD PRODUCTION OPERATIONS -I

<b>CO1</b>	To enable students about the basics of kitchen & To teach students about quality and Portion control.
<b>CO2</b>	To Gathering knowledge about the course is designed keeping in mind the European culinary techniques and to understand the food pattern of a European meal. & To Gathering knowledge about the functions of Cold Kitchen
<b>CO3</b>	To Gathering knowledge about to train the students in terms of menu planning and duty rosters & Understand to Evaluate the modern Kitchen layout
<b>CO4</b>	To Gathering knowledge about the usage of wines and herbs in cooking & To Gathering knowledge about the preparation of bread and cakes

<b>Unit</b>	<b>Topic</b>	<b>Weightage</b>
1	LARDER KITCHEN –Introduction to larder work ,definition, layout & equipments used in larder kitchen .	5 %
2	Larder Work- sausages, aspic, brines , marinades, forcemeats etc. ( there types , uses, verities ,methods additives, preservatives ) (Terrines, galantines, pate, etc.).	15 %
3	terms & larder control - common terms used in larder kitchen , essentials of larder kitchen, devising of larder control , leasing with other departments duties and responsibility of a larder chef.	10 %
4	ham, galantine, bacon, gammon, pates- cuts, processing, differences of ham bacon etc, making of galantines , ballotines, types of pate , making of pate etc.	40 %
5	SANDWICHES, APPETIZERS AND GARNISHES - types of breads, parts of sandwiches, types of fillings classification of appetizers, example of appetizers, explanation of different garnishes etc.	10 %
6	USE OF WINE AND HERBS IN COOKING – ideal use of herbs and wines in cooking, classification of herbs	10 %
7	NON EDIBLE AND EDIBLE DISPLAYS - ice carvings, salt dough, jelly logo thermocol work.	10 %

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## ADVANCED FOOD PRODUCTION OPERATIONS LAB-I (BHM591)

DIFFERENT CONTINENTAL SPECILISED DELICACIES STARTING FROM SOUP TILL DESSERT (4 COURSE MENU)

MENU 01 • Consommé Carmen • Poulet Sauté Chasseur • Pommes Loretta • Haricots Verts

MENU 02 • Bisque D'écrevisse • Escalope De Veau viennoise • Pommes Batailles • Epinards au Gratin

MENU 03 • Crème Du Barry • Darne De Saumon Grille • Sauce paloise • Pommes Fondant • Petits Pois A La Flamande

MENU 04 • Veloute Dame Blanche • Cote De Porc Charcuterie • Pommes De Terre A La Crème • Carottes Glace Au Gingembre

MENU 05 • Cabbage Chowder • Poulet A La Rex • Pommes Marguises • Ratatouille

MENU 06 • Barquettes Assortis • Stroganoff De Boeuf • Pommes Persilles • Riz Pilaf

MENU 07 • Duchesse Nantua • Poulet Maryland • Croquette Potatoes • Banana fritters • Corn gallets

MENU 08 • Kromeskies • Filet De Sols Walweska • Pommes Lyonnaise • Funghi Marirati

MENU 09 • Vol -Au -Vent De Volaille Et Jambon • Poulet a la kiev • Creamy Mashed Potatoes • Butter tossed green peas

MENU 10 • Quiche Lorraine • Roast Lamb • Mint sauce • Pommes Parisienne

Plus 5 Buffets • Cold Buffet • Hot Continental • Hot Indian • Buffet Desserts • Bread Displays

## ADVANCED FOOD & BEVERAGE OPERATIONS -I BHM- 502

1	The students will be able to run banquet operations with all the managerial aspects of it.
2	The students will gain a comprehensive knowledge and develop technical skills in aspects of Specialized Food and Beverage services.
3	To develop management skills in the area of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Management.
4	Students will acquire deep knowledge of new technology and customer satisfaction & customer retention through CRM enabled system which helps them to apply this in near future.

Objectives—To Develop a thorough Knowledge of all Food and beverage service and particularly of all Specialized services offered in a five-star establishment.

UNIT	TOPIC	WEIGHTAGE
1	<b>Function catering</b>  <b>BANQUETS</b> History Types Organisation of Banquet department Duties & responsibilities Sales Booking procedure Banquet menus  <b>BANQUET PROTOCOL</b>	<b>30 %</b>

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	<input type="checkbox"/> Space Area requirement <input type="checkbox"/> Table plans/arrangement <input type="checkbox"/> Misc-en-place <input type="checkbox"/> Service <input type="checkbox"/> Toast & Toast procedures  <b>INFORMAL BANQUET</b> <input type="checkbox"/> Réception <input type="checkbox"/> Cocktail parties <input type="checkbox"/> Convention <input type="checkbox"/> Seminar <input type="checkbox"/> Exhibition <input type="checkbox"/> Fashion shows <input type="checkbox"/> Trade Fair <input type="checkbox"/> Wedding <input type="checkbox"/> Outdoor catering	
<b>2</b>	Restaurant planning Physical layout of different areas Objectives of a good layout Planning steps & factors affecting Space calculation Staff Requirement, Duty Roaster Menu planning & constrains of menu planning Equipment selection & quantity required Cost involves	<b>25 %</b>
<b>3</b>	Gueridon service History, Definition, Various types, Advantages and Disadvantages of Gueridon Service, General points to be remembered during Gueridon service, Gueridon Equipments, Gueridon Ingredients, and Staffing.	<b>20 %</b>
<b>4</b>	Technology and F & B business Evolution of equipment & tech Recent trends Digital marketing of restaurant Case studies	<b>15 %</b>
<b>5</b>	Kitchen stewarding Importance & need Opportunities Record books Machines used in KST Inventory Management	<b>10 %</b>

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## **BHM–592**

### **ADVANCED FOOD & BEVERAGE OPERATION LAB-I**

Objectives- To develop perfect skill and techniques in Gueridon and Flambé services and in duce supervisory responsibilities in the students.

Preparing of Flambe dishes.

Silver service

Supervision of meal service.

Inventory management.

## **BHM–503 FRONT OFFICE MANAGEMENT -I THEORY**

CO1	<b>To explore the tools and technique of management accounting for analysis to understand different business strategies.</b>
CO2	<b>Developing an appreciation and understanding of Property Management Systems (PMS) and the purpose they serve within the hotel industry</b>
CO3	<b>Develop an understanding of the importance of forecasting, revenue management and budgeting and reservation technologies and the impact it has on a hotel</b>
CO4	<b>To be able to analyze the affairs of the business through ratios.</b>

<b>SL.NO.</b>	<b>TOPIC</b>	<b>WEIGHT</b>
<b>01.</b>	<b>PLANNING &amp; EVALUATING FRONT OFFICE OPERATIONS</b>  A. Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data <ul style="list-style-type: none"><li>• % of walking</li><li>• % of overstaying</li><li>• % of under stay</li></ul> E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations	<b>40%</b>
<b>02.</b>	<b>BUDGETING</b>  A. Types of budget & budget cycle B. Making front office budget	<b>40%</b>

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	C. Factors affecting budget planning D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of budgeting	
<b>03.</b>	<b>PROPERTY MANAGEMENT SYSTEM</b>  A. Fidelio / IDS / Shawman B. Amadeus	<b>20%</b>

## BHM593 - FRONT OFFICE MANAGEMENT LAB – I (PRACTICAL)

Hands on practice of computer applications on PMS front office procedures such as:

- Night audit,
- Income audit,
- Accounts
- Situation handling – handling guests & internal situations requiring management tactics/strategies.

## SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

SL.NO.	TOPIC
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
13	How to programme keys continuously
14	How to programme one key for two rooms
15	How to re-programme a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to feed remarks in guest historY

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23	How to feed remarks in guest history
24	How to add a sharer
25	How to make add on reservation
26	How to amend a reservation
27	How to cancel a reservation
28	How to make a group reservation
29	How to make a room change on the system
31	How to close a bank at the end of each shift
32	How to put a routing instruction
33	How to process charges
34	How to process a guest check out
35	How to check out a folio
36	How to process deposit for arriving guest
37	How to process deposit for in house guest
38	How to check room rate variance report
39	How to process part settlements
40	How to tally allowance for the day at night
41	How to tally paid outs for the day at night
42	How to pre-register a guest
43	How to handle extension of guest stay
44	Handle deposit and check ins with voucher
45	How to post payment
46	How to print checked out guest folio
47	Check out using foreign currency
48	Handle settlement of city ledger balance
49	How to handle bills on hold
50	How to handle paymaster folios
51	Handling part settlements for long staying guest
52	How to check out during system shut down
53	How to process late charges to credit card
54	How to process late charges on third party
55	How to do a credit check report
56	How to checkout standing batch totals
57	How to prepare for sudden system shutdown
58	Handle of banquet event deposits
59	Handle payment for room only to Travel Agents

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## ACCOMODATION MANAGEMENT: BHM-504

CO1	Plan their work schedule and staff job allocation & Track the purchasing and buying methods used in hotels.
CO2	Forecast and prepare departmental budget.
CO3	Concept and importance of safety awareness & First aid concept and importance
CO4	Analyze the different type of contract services & Implement the energy and water conservation procedures.

SL.NO.	TOPIC	WEIGHT
01.	<b>PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT</b>  A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping Operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmers for HK staff I. Inventory level for non-recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control	50%
02.	<b>HOUSEKEEPING IN INSTITUTIONS &amp; FACILITIES OTHER THAN HOTELS</b>	15%
03.	<b>CONTRACT SERVICES</b>  A. Types of contract services B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services	15%
04.	<b>ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS</b>	15%
05.	<b>FIRST AID</b>	5%

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## **BHM504 - ACCOMMODATION MANAGEMENT LAB – I (PRACTICAL)**

<b>SL.NO.</b>	<b>TOPIC</b>	
<b>01.</b>	<b>Team cleaning</b> <ul style="list-style-type: none"><li>• Planning</li><li>• Organizing</li><li>• Executing</li><li>• Evaluating</li></ul>	
<b>02.</b>	<b>Inspection checklist</b>	
<b>03.</b>	<b>Time and motion study</b> <ul style="list-style-type: none"><li>• Steps of bed making</li><li>• Steps in servicing a guest room etc</li></ul>	
<b>04.</b>	<b>Devising/ designing training module</b> <ul style="list-style-type: none"><li>• Refresher training(5 days)</li><li>• Induction training(2 days)</li><li>• Remedial training(5 days)</li></ul>	



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## FOOD & BEVERAGE MANAGEMENT –I

BHM – 505

<b>CO1</b>	<b>Develop general knowledge on fundamentals of Food &amp; Beverage Management.</b>
<b>CO2</b>	<b>Develop an understanding of controlling system in F &amp; B Business, its characteristics, phases &amp; techniques.</b>
<b>CO3</b>	<b>Develop a deep knowledge of costs, profit &amp; loss, breakeven analysis &amp; budgeting which is essential for running a business.</b>
<b>CO4</b>	<b>Describe the sales &amp; revenue control system as part of revenue management.</b>

1	<b>PRODUCTION CONTROL</b> A. Aims and Objectives B. Forecasting C. Fixing of Standards <ul style="list-style-type: none"> <li>• Definition of standards (Quality &amp; Quantity)</li> <li>• Standard Recipe (Definition, Objectives and various tests)</li> <li>• Standard Portion Size (Definition, Objectives and equipment used)</li> <li>• Standard Portion Cost (Objectives &amp; Cost Cards)</li> </ul> D. Computation of staff meals	5%
2	<b>INVENTORY CONTROL</b> <ul style="list-style-type: none"> <li>• Importance</li> <li>• Objective</li> <li>• Method</li> <li>• Levels and Technique</li> <li>• Perpetual Inventory</li> <li>• Monthly Inventory</li> <li>• Pricing of Commodities</li> <li>• Comparison of Physical and Perpetual Inventory</li> </ul>	10%
3	<b>SALES CONTROL</b> <ul style="list-style-type: none"> <li>• Procedure of Cash Control</li> <li>• Machine System</li> <li>• ECR, NCR, Preset Machines</li> <li>• POS, Reports &amp; Thefts</li> <li>• Cash Handling</li> <li>• Restaurant revenue management</li> </ul>	5%
4	<b>BUDGETARY CONTROL &amp; VARIANCE ANALYSIS</b> <ul style="list-style-type: none"> <li>• Define Budget</li> <li>• Define Budgetary Control</li> <li>• Objectives &amp; Frame Work</li> <li>• Types of Budget &amp; Budgetary Control</li> <li>• Standard Cost &amp; Standard Costing</li> <li>• Cost Variances &amp; Material Variances</li> <li>• Labor Variances F. Overhead Variance &amp; Fixed Overhead Variance</li> <li>• Sales Variance &amp; Profit Variance</li> </ul>	10%
5	<b>BREAKEVEN ANALYSIS</b>	5%

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6	<b>MENU MERCHANDISING &amp; MENU ENGINEERING</b> <ul style="list-style-type: none"><li>• Menu Control &amp; Menu Structure</li><li>• Planning &amp; Pricing of Menus</li><li>• Types of Menus</li><li>• Menu as Marketing Tool</li><li>• Constraints of Menu Planning</li><li>• Menu Engineering Definition, Objectives &amp; Methods.</li></ul>	10%
7	<b>MIS</b> <ul style="list-style-type: none"><li>• Reports</li><li>• Calculation of actual cost</li><li>• Daily Food Cost</li><li>• Monthly Food Cost</li><li>• Statistical Revenue Reports</li><li>• Cumulative and non –cumulative</li></ul>	5%

## **FACILITY PLANNING & MANAGEMENT: BHM–506**

CO1	<b>To Gathering knowledge about the necessity &amp; objective of Facility Planning Process, to understand the roll of Facility Manager.</b>
CO2	<b>To recognize the importance of Engineering Design Process and Quality Control in Facility Planning &amp; Design.</b>
CO3	<b>To recognize the guiding factors influencing decisions related to Facility locations, Space requirements, layout and material handling.</b>
CO4	<b>To Gathering knowledge about the classification process of Hotels based on the availability &amp; quality of facilities.</b>

### 1. Hotel Design:

#### A. Design Consideration

- o Attractive Appearance
- o Efficient plan
- o Good location
- o Suitable material
- o Good workmanship
- o Sound financing
- o Competent Management

#### B. Evaluation of accommodational needs thumb rules

C. Ensuring that the hotel must combine the integrated function of housing feeding, entertainment, rentals, maintenance and light manufacturers

### 2. Facilities Planning

- ☐ ☐ The systematic layout planning pattern (SLP);

#### Planning consideration

- ☐ ☐ Flow Process & Flow diagram
- ☐ ☐ Procedure for determining space, ways of determining space requirements space relationship

#### Architectural consideration

- ☐ ☐ Difference between carpet area and plinth area

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- ☐ ☐ Approximate cost of construction estimation
- ☐ ☐ Approximate operating areas in budget type/ 5-star type hotel. Approximate other operating areas per guest room
- ☐ ☐ Approximate water / electrical load requirement – estimation

### 3. Project Management

Network analysis

Basic rules & procedure for network analysis

C.P.M

P.E.R. T

Comparison of CPM & PERT

Network crashing determining crash cost, normal cost

Classroom exercise

### 5. ENERGY CONSERVATION

A. Necessity for energy conservation

B. Methods of conserving energy in different area of operation of a hotel

C. Developing and implementing energy conservation program for a hotel

### 6. CAR PARKING

Calculation of car park area for different types of hotels

### 7. Planning for physically challenge

### 8. STAR CLASSIFICATION OF HOTEL

Criteria for star classification of hotel (Five, four, three, two, one & heritage)

## FINANCIAL MANAGEMENT: BHM–507

CO1	<b>To Gathering knowledge about the basic concept of Financial Management, its scope and its implementation in the hospitality industry</b>
CO2	<b>To be able to understand the financial reports and get an idea of the financial health of an organization</b>
CO3	<b>To be able to draw inter-firm comparisons and assess the market position of a business</b>
CO4	<b>To be able to understand the importance of financial management and its impact in decision making</b>

1. Cost & Cost Control, Types of cost, Breakeven Analysis.

### 2. FINANCIAL MANAGEMENT MEANING & SCOPE

a. Meaning of business finance

b. Meaning of financial management

c. Objectives of financial management

### 3. FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION

a. Meaning and types of financial statements

b. Techniques of financial analysis

c. Limitation of financial analysis

d. Practical problems

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## 4. RATIO ANALYSIS

- a. Meaning of ratio
- b. Classification of ratios
- c. Turnover ratios
- d. Financial ratios
- e. Du Pont Control Chart
- f. Practical Problems

## 5. FUNDS FLOW ANALYSIS

- a. Meaning of funds flow statement
- b. Uses of funds flow statement
- c. Preparation of funds flow statement
- d. Treatment of provision for taxation and proposed dividends ( as non-current liabilities)
- e. Practical problems

## 6. CASH FLOW ANALYSIS

- a. Meaning of Financial Planning
- b. Meaning of Financial Plan
- c. Capitalisation
- d. Practical problems

## 7. FINANCIAL PLANNING MEANING & SCOPE

- a. Meaning of Financial Planning
- b. Meaning of Financial Plan
- c. Capitalisation
- d. Practical problems

## 8. CAPITAL EXPENDITURE

- a. Meaning of Capital Structure
- b. Factors determining capital structure
- c. Point of indifference
- d. Practical problems

## 9. WORKING CAPITAL MANAGEMENT

- a. capital needs
- b. Over trading and under trading
- c. Factors determining working capital needs

## 10. BASICS OF CAPITAL BUDGETING

- a. Importance of Capital Budgeting
- b. Capital Budgeting appraising methods
- c. Payback period
- d. Average rate of return
- e. Net Present Value
- f. Profitability index
- g. Internal rate of return
- h. Practical problems

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**BHM-595**

**ENGLISH COMMUNICATION LAB**

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<b>CO2</b>	<b>Develop an understanding of framing and error free communication in English</b>
<b>CO3</b>	<b>Develop a knowledge of different kinds of documentations in a business and know the usages and the ability of framing them independently</b>
<b>CO4</b>	<b>To develop in the students the power to communicate formally for the purposes of business</b>

## **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

## **Practical Exercises**

- Interview Skill
- Group Discussion
- Personal Interview
- Case Study
- Presentation skill
- Report Writing
- Extempore
- Psychometric test.

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## SIXTH SEMESTER

### ADVANCED FOOD PRODUCTION OPERATIONS-II BHM-601

<b>CO1</b>	<b>Get an insight of quite a vast description on the culture, eating habits, preparation of popular dishes from the cuisines of India.</b>
<b>CO2</b>	<b>Understand the meaning of volume catering and the nuances of it.</b>
<b>CO3</b>	<b>Design and visit to a large scale food production kitchen.</b>
<b>CO4</b>	<b>To Gathering knowledge about the chocolate &amp; different frozen dessert.</b>

Unit	Topic	Weightage
1	INTERNATIONAL CUISINE – geographic location, historical background, staple food, specialties, equipment's used in different cuisine.	<b>40 %</b>
2	CHINEESE – introduction to Chinese cuisine, historical background, regional cooking style, methods of cooking & utensils used.	<b>20 %</b>
3	ICINGS & TOPINGS – varieties of icing, using of icings, difference between icings and toppings	<b>10 %</b>
4	FROZEN DESSERTS & MERINGUES – types and classification, methods of preparation, making of meringues, factors affecting the stability, types of meringues, uses of meringues.	<b>10 %</b>
5	BREAD MAKING –role of ingredients in bread making, bread faults & improver.	<b>5 %</b>
6	CHOCOLATE – history, sources, manufacture, and processing. types of chocolate and tempering, cocoa butter, white chocolate.	<b>5 %</b>
7	PRODUCTION MANAGEMENT - kitchen organisation, allocation and job description, production planning, fore casting & budgeting	<b>10 %</b>

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## ADVANCED FOOD PRODUCTION OPERATIONS LAB– II

### BHM–691

#### CHINESE

MENU 01 • Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noddle's  
MENU 02 • Hot & Sour soup • Beans Schwan • Stir Fried Chicken & Peppers • Chinese Fried Rice  
MENU 03 • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice  
MENU 04 • Wonton Soup • Spring Rolls • Stir Fried Beef & Celery • Chow Mein  
MENU 05 • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddle's

#### SPAIN

MENU 06 • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana

#### ITALY

MENU 07 • Minestrone • Ravioli Arabeata • Fettocine Carbonara • Pollo Alla Cacciatore • Medanzane Parmigiane

#### GERMANY

MENU 08 • Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad •

#### U.K.

MENU 09 • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato

#### GREECE

MENU 10 • Soupe Avogolemeno • Moussaka A La Greque • Dolmas • Tzaziki

FIVE DEMONSTRATIONS • Charcuterie Galantines • Pate • Terrines • Mousselines • New Plating Technique

1. Grissini Tiramisu
2. Pumpernickel Apfel Strudel
- 3 Yorkshire Curd Tart Crusty Bread
- 4 Baklava Harlequin Bread
- 5 Baugette Crepe Normandy
- 6 Crossiants Black Forest Cake
- 7 Pizza base Honey Praline Parfait
- 8 Danish Pastry Cold Cheese Cake
- 9 Soup Rolls Chocolate Truffle cake
- 10 Ginger Bread Blancmange
- 11 Lavash Chocolate Parfait
- 12 Cinnamon & Raisin Rolls Souffle Chaud Vanille
- 13 Fruit Bread Plum Pudding
- 14 Demonstration of • Meringues • Icings & Topings

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## ADVANCED FOOD & BEVERAGE OPERATION-II BHM-602

CO1	<b>Prepare Banquet Equipment and Setups</b>
CO2	<b>Take Orders and Serve Drinks in banquets and bar</b>
CO3	<b>Identification of upcoming events and conferences.</b>
CO4	<b>Handle the smooth banquet operations</b>

UNIT	TOPIC	WEIGHTAGE
<b>1</b>	<b>Food &amp; beverage staff organisation</b> Categories of staff Hierarchy Job description Duty roster for different outlets	<b>25 %</b>
<b>2</b>	<b>Managing Food &amp; beverage Outlet</b> Supervisory Skills Developing Skills Standard Operating Procedure	<b>25 %</b>
<b>3</b>	<b>Marketing of F &amp; B business</b> Market research & segmentation Targeting Sales promotion & merchandising Customer relationship management	<b>25 %</b>
<b>4</b>	<b>Bar</b> Types of Bar Introduction to cellar Clientele Researching Customer's Taste defining your identity Atmosphere Décor Layout Parts of the Bar Equipment's Staffing a Bar, and supervising a bar, bar stock and Inventory. Bar records Bar Frauds	<b>25 %</b>



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## FOOD & BEVERAGE OPERATION LAB-II

BHM - 692

Objectives--- To develop supervisory responsibilities in the students & leadership skills.

Preparing duty roaster with staffing

Preparing job description & job specification for a particular designation

Supervising f & b operations during meal time.

Preparing restaurant log Design & set up bar

## BHM-603

### FRONT OFFICE MANAGEMENT –II THEORY

<b>CO1</b>	To explore the tools and technique of management accounting for analysis to understand different business strategies.
<b>CO2</b>	To be able to analyze the affairs of the business through ratios
<b>CO3</b>	To prepare cash flow statements
<b>CO4</b>	To make budgets both fixed and flexible

SL.NO.	TOPIC	HOURS	WEIGHT
<b>01.</b>	<b>YIELD MANAGEMENT</b>  A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"><li>• Capacity management</li><li>• Discount allocation</li><li>• Duration control</li></ul> C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team		<b>50%</b>
<b>02.</b>	<b>TIMESHARE &amp; VACATION OWNERSHIP</b> <ul style="list-style-type: none"><li>• Definition and types of timeshare options</li><li>• Difficulties faced in marketing timeshare business</li><li>• Advantages &amp; disadvantages of timeshare business</li><li>• Exchange companies -Resort Condominium International, Intervals International</li><li>• How to improve the timeshare / referral/condominium concept in India- Government's role/industry role</li></ul>		<b>50%</b>

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## **BHM693 - FRONT OFFICE MANAGEMENT – II (PRACTICAL)**

Hands on practice of computer application (Hotel Management System) related to front office procedures such as

- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

### **SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM**

SL.NO.	TOPIC
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to verify key
09	How to cancel a key
10	How to issue a duplicate key
11	How to extend a key
12	How to print and prepare registration cards for arrivals
12	How to print and prepare registration cards for arrivals
13	How to program keys continuously
14	How to program one key for two rooms
15	How to re-program a key
16	How to make a reservation
17	How to create and update guest profiles
18	How to update guest folio
19	How to print guest folio
20	How to make sharer reservation
21	How to feed remarks in guest history
22	How to feed remarks in guest history
23	How to feed remarks in guest history
24	How to add a sharer
25	How to make add on reservation
26	How to amend a reservation
27	How to cancel a reservation
28	How to make a group reservation
29	How to make a room change on the system How to log on cashier code
31	How to close a bank at the end of each shift
32	How to put a routing instruction

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33	How to process charges
34	How to process a guest check out
35	How to check out a folio
36	How to process deposit for arriving guest
37	How to process deposit for in house guest
38	How to check room rate variance report
39	How to process part settlements
40	How to tally allowance for the day at night
41	How to tally paid outs for the day at night
42	How to pre-register a guest
43	How to handle extension of guest stay
44	Handle deposit and check ins with voucher
45	How to post payment
46	How to print checked out guest folio
47	Check out using foreign currency
48	Handle settlement of city ledger balance
49	How to handle bills on hold
50	How to handle paymaster folios
51	Handling part settlements for long staying guest
52	How to check out during system shut down
53	How to process late charges to credit card
54	How to process late charges on third party
55	How to do a credit check report
56	How to checkout standing batch totals
57	How to prepare for sudden system shutdown
58	Handle of banquet event deposits
59	Handle payment for room only to Travel Agents

## BHM-604 ACCOMMODATION MANAGEMENT-II

CO1	Plan their work schedule and staff job allocation
CO2	Forecast and prepare departmental budget.
CO3	Track the purchasing and buying methods used in hotels.
CO4	Analyze the different type of contract services & Implement the energy and water conservation procedures.

SL.NO.	TOPIC	WEIGHT
01.	<b>SAFETY AND SECURITY</b>  A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation	20%
02.	<b>INTERIOR DECORATION</b>  A. Elements of design B. Colour and its role in décor –types of colour schemes	50%

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	C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories	
<b>03.</b>	<b>LAYOUT OF GUEST ROOMS</b>  A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration	<b>20%</b>
<b>04.</b>	<b>NEW PROPERTY COUNTDOWN</b>	<b>10%</b>

## BHM694 – ACCOMMODATION MANAGEMENT – II (PRACTICAL)

SL.NO.	TOPIC	HOURS
<b>01.</b>	<b>Standard operating procedure</b>  <ul style="list-style-type: none"> <li>• skill oriented task (e.g. cleaning and polishing glass, brass etc.)</li> </ul>	
<b>02.</b>	<b>First aid</b> <ul style="list-style-type: none"> <li>• first aid kit</li> <li>• dealing with emergency situation</li> <li>• maintaining records</li> </ul>	
<b>03.</b>	<b>Fire safety fire fighting</b> <ul style="list-style-type: none"> <li>• safety measures</li> <li>• fire drill (demo)</li> </ul>	
<b>04.</b>	<b>Special decoration (theme related to hospitality industry)</b> <ul style="list-style-type: none"> <li>• indenting</li> <li>• costing</li> <li>• planning with time split</li> <li>• executing</li> </ul>	
<b>05.</b>	<b>Layout of guest room</b> <ul style="list-style-type: none"> <li>• to the scale</li> <li>• earmark pillars</li> <li>• specification of colors, furniture, fixture, fitting, soft furnishing and accessories etc used</li> </ul>	

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## HUMAN RESOURCE MANAGEMENT: BHM–605A(E)

CO1	<b>Students are able to understand structural intricacies of the human resource function and its departmentalization process.</b>
CO2	<b>Students are able to observe how people behave under different conditions and understand why people behave as they do</b>
CO3	<b>Students are able to apply the knowledge of principles of management to suggest ways to motivate employees and design organizational incentives.</b>
CO4	<b>Students are able to analyze related information and evaluate options for the most logical and optimal solution such that they would be able to predict and control human behavior and improve organizational results.</b>

OBJECTIVE: To familiarise the students with the human resource management in the Hotel industry. To give the students a thorough knowledge of the legal aspects governing the hotel and food service industry.

1. Introduction to personnel department and role of personnel manager.
2. Definition and role of HRD.
3. Manpower planning: Definition, Systems - Manning ratio, personal record, personal dossier, employment requisition, engagement form, strength returns, payroll analysis. Staff/ labour turnover analysis, age and service analysis, manpower audit. Other forms like E.S.I., medical leave, gratuity, provident fund etc.

Organising manpower through: - market technology, organisational objectives, size and diversity, span of control, product services.

4. Job Design – Job Analysis, job Description, job enlargement/ rotation, job enrichment
5. Job Specification: - Definition, and formats.
6. Job evaluation: - Meaning, types and uses.
7. Recruitment: - sources of recruitment.
8. Selection: - Application, interviews: - types, tests - types, group selection procedures, references.
9. Induction and training: - Meaning and advantages, purpose of training, types and methods of training, aids used while training.
10. Performance Appraisal: - Definition and importance, types of performance appraisal formats.
11. Promotion: - Promotion policy, essentials of sound promotion policies, Merit vs. seniority.
12. Industrial Relations - Trade unionism - definition, role of trade union in the Indian scenario, collective bargaining, concept of collective bargaining, concept of collective bargaining and barriers, grievance handling (procedures), employee participation in management in relation to good industrial relation, labour welfare measures, disciplinary procedures.

## HOTEL SALES AND MARKETING: BHM – 605B(E)

CO1	To Gathering knowledge about the marketing P's, market segment & analysis.
CO2	To Gathering knowledge about the human factors in marketing & sales promotion
CO3	To Gathering knowledge about the sales method, sales promotion & technique
CO4	To Gathering knowledge about the market planning, budgeting, pricing & market control.

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Objectives: That the student has a good idea of marketing and various marketing and sales techniques.

Marketing Management: Definition and Role of Marketing, Product-Price-Place and Promotion, Product Analysis, Identification of markets and market segment, market analysis and research target setting.

Human Factors in Marketing. Seller and buyer behaviour.

Sales Methods: Salesmanship, Sales Promotion, Publicity and Advertising, Evaluation of Customer satisfaction,  
marketing planning, budgeting, timing and pricing in marketing and marketing control.

Innovation and accurate marketing.

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## MANAGING ENTREPRENEURSHIP (E)

### BHM-605C

Objectives- That the student comprehends, the nature and function of Food and Beverage purchasing, production and service, costs and controls, pricing, and budgeting.

CO1	To Gathering knowledge <b>about the entrepreneur &amp; Entrepreneurship</b>
CO2	To Gathering knowledge <b>about the small scale establishment</b>
CO3	To Gathering knowledge <b>about the operating of the small scale enterprise</b>
CO4	To Gathering knowledge <b>about the performance appraisal &amp; growth strategy</b>

UNIT	TOPIC	WEIGHTAGE
1	ENTREPRENEUR AND ENTREPRENEURSHIP <ul style="list-style-type: none"><li>• Entrepreneurship: Small Scale</li><li>• Enterprises (SSE)</li><li>• Entrepreneurial Competencies</li><li>• Institutional Interface</li></ul>	20 %
2	ESTABLISHING SMALL SCALE ENTERPRISES <ul style="list-style-type: none"><li>• Opportunities Scanning – Choice of Enterprise</li><li>• Market Assessment for SSE</li><li>• Choice of Technology and Selection of Site</li></ul>	20 %
3	OPERATING THE SMALL SCALE ENTERPRISE <ul style="list-style-type: none"><li>• Financial Management Issues in SSE</li><li>• Operations Management Issues in SSE</li><li>• Marketing Management Issues in SSE</li><li>• Organizational Relations in SSE</li></ul>	10 %
5	PERFORMANCE APPRAISAL AND GROWTH STRATEGIES <ul style="list-style-type: none"><li>• Management Performance Assessment and Control</li><li>• Strategies for Stabilization and Growth</li><li>• Managing Family Enterprises</li></ul>	20 %

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## BHM-606

### STRATEGIC MANAGEMENT

<b>CO1</b>	To develop the organizational strategy & resource analysis
<b>CO2</b>	To understand the strategy formulation
<b>CO3</b>	To understand the policies in functional area
<b>CO4</b>	To understand the strategic implementation review and evaluation

S.No.	Topic	Hours	Weightage
01	<b>ORGANISATIONAL STRATEGY</b>  A. MISSION <ul style="list-style-type: none"><li>Mission Statement Elements and its importance</li></ul> B. OBJECTIVES <ul style="list-style-type: none"><li>Necessity of formal objectives</li><li>Objective Vs Goal</li></ul> C. STRATEGY <ul style="list-style-type: none"><li>DEVELOPING STRATEGIES<ul style="list-style-type: none"><li>- Adaptive Search</li><li>- Intuition search</li><li>- Strategic factors</li><li>- Picking Niches</li><li>- Entrepreneurial Approach</li></ul></li></ul>	04	15%
02	<b>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</b>  A. NEED FOR ENVIRONMENTAL ANALYSIS B. KEY ENVIRONMENTAL VARIABLE FACTORS C. OPPORTUNITIES AND THREATS <ul style="list-style-type: none"><li>Internal resource analysis</li></ul> D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX E. STRENGTHS AND WEAKNESSES <ul style="list-style-type: none"><li>Marketing</li><li>Finance</li><li>Production</li><li>Personnel</li><li>Organization</li></ul>	05	15%



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03	<b>STRATEGY FORMULATION</b>  <b>A. STRATEGY (GENERAL) ALTERNATIVES</b> <ul style="list-style-type: none"> <li>• Stability Strategies</li> <li>• Expansion Strategies</li> <li>• Retrench Strategies</li> <li>• Combination Strategies</li> </ul> <b>B. COMBINATION STRATEGIES</b> <ul style="list-style-type: none"> <li>• Forward integration</li> <li>• Backward integration</li> <li>• Horizontal integration</li> <li>• Market penetration</li> <li>• Market development</li> <li>• Product development</li> <li>• Concentric diversification</li> <li>• Conglomerate diversification</li> <li>• Horizontal diversification</li> <li>• Joint Venture</li> </ul>	08	25%
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	<ul style="list-style-type: none"> <li>• Retrenchment</li> <li>• Divestiture</li> <li>• Liquidation</li> <li>• Combination</li> </ul>		
04	<b>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</b>  <b>A. FACTORS INFLUENCING CHOICE</b> <ul style="list-style-type: none"> <li>• Strategy formulation</li> </ul> <b>B. INPUT STAGE</b> <ul style="list-style-type: none"> <li>• Internal factor evaluation matrix</li> <li>• External factor evaluation matrix</li> <li>• Competitive profile matrix</li> </ul> <b>C. MATCHING STAGE</b> <ul style="list-style-type: none"> <li>• Threats opportunities – weaknesses – strengths matrix (TOWS)</li> <li>• Strategic position and action evaluation matrix (SPACE)</li> <li>• Boston consulting group matrix (BCGM)</li> <li>• Internal – External matrix</li> <li>• Grand Strategy matrix</li> </ul> <b>D. DECISION STAGE</b> <ul style="list-style-type: none"> <li>• Quantitative Strategic Planning matrix (QSPM)</li> </ul>	06	20%

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05	<b>POLICIES IN FUNCTIONAL AREAS</b>  A. POLICY B. PRODUCT POLICIES C. PERSONNEL POLICIES D. FINANCIAL POLICIES E. MARKETING POLICIES F. PUBLIC RELATION POLICIES	03	10%
06	<b>STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION</b>  A. MCKINSEY 7-S FRAMEWORK B. LEADERSHIP AND MANAGEMENT STYLE C. STRATEGY REVIEW AND EVALUATION <ul style="list-style-type: none"><li>Review underlying bases of Strategy</li><li>Measure Organizational Performance</li><li>Take corrective actions</li></ul>	04	15%
<b>TOTAL</b>		30	100%

## **BHM-696**

### **ENGLISH COMMUNICATION LAB**

<b>CO1</b>	<b>Develop general knowledge on fundamentals of official Documentation in English</b>
<b>CO2</b>	<b>Develop an understanding of framing and error free communication in English</b>
<b>CO3</b>	<b>Develop a knowledge of different kinds of documentations in a business and know the usages and the ability of framing them independently</b>
<b>CO4</b>	<b>To develop in the students the power to communicate formally for the purposes of business</b>

### **Practical Exercises**

- Meetings: agenda,
- Minutes Writing
- Case Study
- Group Discussion
- Interview Skill
- Extempore
- Circular Writing
- Essay writing
- Phonetics.

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## **RESEARCH PROJECT (BHM697)**

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilized to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

In the SEM VI, students will work closely with their supervisor and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The supervisor will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc. The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimize time wastage and a clear time scale should be put in place. The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

One hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done during SEM VI before a panel of internal and external examiners through a report and viva voce