

6th SEMESTER TEACHING & EXAMINATION SCHEME

National Council Component

| No. | Subject code | Subject | Hours per week | | Term Marks* | |
|-------------|--------------|---|----------------|-----|-------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| 1 | BHM351 | Advance Food Production Operations - II | 02 | 08 | 100 | 100 |
| 2 | BHM352 | Advance F&B Operations - II | 02 | 02 | 100 | 100 |
| 3 | BHM353 | Front Office Management - II | 02 | 02 | 100 | 100 |
| 4 | BHM354 | Accommodation Management - II | 02 | 02 | 100 | 100 |
| 5 | BHM305 | Food & Beverage Management | 04 | - | 100 | - |
| 6 | BHM306 | Facility Planning | 04 | - | 100 | - |
| 7 | BHM309 | Research Project | - | 03 | - | 100 |
| 8 | -- | Special topics/Guest speakers | 02 | - | - | - |
| TOTAL: | | | 18 | 17 | 600 | 500 |
| GRAND TOTAL | | | 35 | | 1100 | |

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



BHM351 - ADVANCE FOOD PRODUCTION OPERATIONS – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|-------|---|-------|------------|
| 01 | INTERNATIONAL CUISINE A. Geographic location B. Historical background C. Staple food with regional Influences D. Specialities E. Recipes F. Equipment in relation to: <ul style="list-style-type: none"> • Great Britain • France • Italy • Spain & Portugal • Scandinavia • Germany • Middle East • Oriental • Mexican • Arabic | 12 | 40% |
| | CHINESE A. Introduction to Chinese foods B. Historical background C. Regional cooking styles D. Methods of cooking E. Equipment & utensils | 04 | 15% |
| 02 | BAKERY & CONFECTIONERY I. ICINGS & TOPPINGS A. Varieties of icings B. Using of Icings C. Difference between icings & Toppings D. Recipes | 02 | 05% |
| | II. FROZEN DESSERTS A. Types and classification of Frozen desserts B. Ice-creams – Definitions C. Methods of preparation D. Additives and preservatives used in Ice-cream manufacture | 02 | 05% |
| | III. MERINGUES A. Making of Meringues | 01 | 05% |



| | | | |
|--------------|--|----|------|
| | <p>B. Factors affecting the stability C. Cooking Meringues D. Types of Meringues E. Uses of Meringues</p> <p>IV. BREAD MAKING</p> <p>A. Role of ingredients in bread Making B. Bread Faults C. Bread Improvers</p> <p>V. CHOCOLATE</p> <p>A. History B. Sources C. Manufacture & Processing of Chocolate D. Types of chocolate E. Tempering of chocolate F. Cocoa butter, white chocolate and its applications</p> | 02 | 05% |
| 03 | <p>PRODUCTION MANAGEMENT</p> <p>A. Kitchen Organisation B. Allocation of Work - Job Description, Duty Rosters C. Production Planning D. Production Scheduling E. Production Quality & Quantity Control F. Forecasting & Budgeting G. Yield Management</p> <p>PRODUCT & RESEARCH DEVELOPMENT</p> <p>A. Testing new equipment, B. Developing new recipes C. Food Trails D. Organoleptic & Sensory Evaluation</p> | 03 | 15% |
| 04 | <p>FRENCH</p> <ul style="list-style-type: none"> • Culinary French • Classical recipes (recettes classique) • Historical Background of Classical Garnishes • Offals/Game • Larder terminology and vocabulary <p>Note: Should be taught along with the relevant topics</p> | | |
| TOTAL | | 30 | 100% |



BHM351 - ADVANCE FOOD PRODUCTION OPERATIONS – II (COOKERY PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

| Menu | Hours |
|--|-------|
| CHINESE | 4 |
| <u>MENU 01</u> <ul style="list-style-type: none"> • Prawn Ball Soup • Fried Wantons • Sweet & Sour Pork • Hakka Noddles | 4 |
| <u>MENU 02</u> <ul style="list-style-type: none"> • Hot & Sour soup • Beans Sichwan • Stir Fried Chicken & Peppers • Chinese Fried Rice | 4 |
| <u>MENU 03</u> <ul style="list-style-type: none"> • Sweet Corn Soup • Shao Mai • Tung-Po Mutton • Yangchow Fried Rice | 4 |
| <u>MENU 04</u> <ul style="list-style-type: none"> • Wonton Soup • Spring Rolls • Stir Fried Beef & Celery • Chow Mein | 4 |
| <u>MENU 05</u> <ul style="list-style-type: none"> • Prawns in Garlic Sauce • Fish Szechwan • Hot & Sour Cabbage • Steamed Noddles | 4 |
| INTERNATIONAL | 4 |
| <u>SPAIN</u> | |
| <u>MENU 06</u> <ul style="list-style-type: none"> • Gazpacho • Pollo En Pepitoria • Paella • Fritata De Patata • Pastel De Mazaana | |



| | |
|--|----|
| <p style="text-align: center;"><u>ITALY</u></p> <p><u>MENU 07</u></p> <ul style="list-style-type: none"> • Minestrone • Ravioli Arabeata • Fettocine Carbonara • Pollo Alla Cacciatore • Medanzane Parmigiane | 4 |
| <p style="text-align: center;"><u>GERMANY</u></p> <p><u>MENU 08</u></p> <ul style="list-style-type: none"> • Linsensuppe • Sauerbaaten • Spatzale • German Potato Salad • | 4 |
| <p style="text-align: center;"><u>U.K.</u></p> <p><u>MENU 09</u></p> <ul style="list-style-type: none"> • Scotch Broth • Roast Beef • Yorkshire Pudding • Glazed Carrots & Turnips • Roast Potato | 4 |
| <p style="text-align: center;"><u>GREECE</u></p> <p><u>MENU 10</u></p> <ul style="list-style-type: none"> • Soupe Avogolemeno • Moussaka A La Greque • Dolmas • Tzaziki | 4 |
| <p>DEMONSTRATION OF</p> <ul style="list-style-type: none"> • Charcuterie Galantines • Pate • Terrines • Mousselines <p>New Plating Techniques</p> | 20 |
| TOTAL | 60 |



BHM351 - ADVANCE FOOD PRODUCTION OPERATIONS – II (BAKERY PRACTICAL)
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

| S.No. | Topic | Hours |
|--------------|--|--------------|
| 1 | Grissini Tiramisu | 4 |
| 2 | Pumpernickle Apfel Strudel | 4 |
| 3 | Yorkshire Curd Tart Crusty Bread | 4 |
| 4 | Baklava Harlequin Bread | 4 |
| 5 | Baugette Crepe Normandy | 4 |
| 6 | Crossiants Black Forest Cake | 4 |
| 7 | Pizza base Honey Praline Parfait | 4 |
| 8 | Danish Pastry Cold Cheese Cake | 4 |
| 9 | Soup Rolls Chocolate Truffle cake | 4 |
| 10 | Ginger Bread Blancmange | 4 |
| 11 | Lavash Chocolate Parfait | 4 |
| 12 | Cinnamon & Raisin Rolls Souffle Chaud Vanille | 4 |
| 13 | Fruit Bread Plum Pudding | 4 |
| 14 | Demonstration of <ul style="list-style-type: none"> • Meringues • Icings & Topings | 4 |
| 15 | Demonstration of <ul style="list-style-type: none"> • Wedding Cake & Ornamental cakes | 4 |
| TOTAL | | 60 |



BHM352 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|--------------|---|--------------|-------------------|
| 01 | FOOD & BEVERAGE STAFF ORGANISATION A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster | 08 | 25% |
| 02 | MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure | 06 | 25% |
| 03 | BAR OPERATIONS A. Types of Bar <ul style="list-style-type: none"> • Cocktail • Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties | 06 | 25% |
| 08 | COCKTAILS & MIXED DRINKS A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none"> - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - Side Car - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm's Cup – no. 1,2,3,4,5 - Flips - Noggs - Champagne Cocktail | 10 | 25% |



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|--------------|---|----|------|
| | <ul style="list-style-type: none"> - Between the Sheets - Daiquiri - Bloody Mary - Screw Driver - Tequilla Sunrise - Gin-Sling - Planters Punch - Singapore Sling - Pinacolada - Rusty Nail - B&B - Black Russian - Margarita - Gimlet – Dry & Sweet - Cuba Libre - Whisky Sour - Blue Lagoon - Harvey Wall Banger - Bombay Cocktail | | |
| TOTAL | | 30 | 100% |

BHM352 - ADVANCE FOOD & BEVERAGE OPERATIONS – II (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|--------------|--|-------|
| 01 | F&B Staff Organization <u>Class room Exercise (Case Study method)</u> <ul style="list-style-type: none"> • Developing Organization Structure of various Food & Beverage Outlets • Determination of Staff requirements in all categories • Making Duty Roster • Preparing Job Description & Specification | 08 |
| 02 | Supervisory Skills <ul style="list-style-type: none"> • Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events • Drafting Standard Operating Systems (SOPs) for various F & B Outlets • Supervising Food & Beverage operations • Preparing Restaurant Log | 12 |
| 03 | Bar Operations <ul style="list-style-type: none"> • Designing & Setting the bar • Preparation & Service of Cocktail & Mixed Drinks | 10 |
| TOTAL | | 30 |



BHM353 - FRONT OFFICE MANAGEMENT – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|--------------|--|--------------|-------------------|
| 01 | YIELD MANAGEMENT A. Concept and importance B. Applicability to rooms division <ul style="list-style-type: none"> • Capacity management • Discount allocation • Duration control C. Measurement yield D. Potential high and low demand tactics E. Yield management software F. Yield management team | 14 | 50% |
| 02 | TIMESHARE & VACATION OWNERSHIP <ul style="list-style-type: none"> • Definition and types of timeshare options • Difficulties faced in marketing timeshare business • Advantages & disadvantages of timeshare business • Exchange companies -Resort Condominium International, Intervals International • How to improve the timeshare / referral/condominium concept in India- Government's role/industry role | 10 | 40% |
| 03 | FRENCH Conversation with guests <ul style="list-style-type: none"> • Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc. • Departure (Cashier, Bills Section and Bell Desk) | 06 | 10% |
| TOTAL | | 30 | 100% |



BHM353 - FRONT OFFICE MANAGEMENT – II (PRACTICAL)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

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

| S.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 add a sharer |
| 23 | How to make add on reservation |
| 24 | How to amend a reservation |
| 25 | How to cancel a reservation |
| 26 | How to make group reservation |
| 27 | How to make a room change on the system |
| 28 | How to log on cashier code |
| 29 | How to close a bank at the end of each shift |
| 30 | How to put a routing instruction |
| 31 | How to process charges |
| 32 | How to process a guest check out |
| 33 | How to check out a folio |
| 34 | How to process deposit for arriving guest |



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



BHM354 - ACCOMMODATION MANAGEMENT – II (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|--------------|---|--------------|-------------------|
| 01 | SAFETY AND SECURITY A. Safety awareness and accident prevention B. Fire safety and fire fighting C. Crime prevention and dealing with emergency situation | 06 | 20% |
| 02 | INTERIOR DECORATION A. Elements of design B. Colour and its role in décor –types of colour schemes C. Windows and window treatment D. Lighting and lighting fixtures E. Floor finishes F. Carpets G. Furniture and fittings H. Accessories | 15 | 50% |
| 03 | LAYOUT OF GUEST ROOMS A. Sizes of rooms, sizes of furniture, furniture arrangement B. Principles of design C. Refurbishing and redecoration | 06 | 20% |
| 04 | NEW PROPERTY COUNTDOWN | 03 | 10% |
| TOTAL | | 30 | 100% |



BHM354 - ACCOMMODATION MANAGEMENT – II (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topics | Hours |
|--------------|--|--------------|
| 1 | Standard operating procedure <ul style="list-style-type: none"> • skill oriented task (e.g. cleaning and polishing glass, brass etc) | 4 |
| 2 | First aid <ul style="list-style-type: none"> • first aid kit • dealing with emergency situation • maintaining records | 4 |
| 3 | Fire safety fire fighting <ul style="list-style-type: none"> • safety measures • fire drill (demo) | 4 |
| 4 | Special decoration (theme related to hospitality industry) <ul style="list-style-type: none"> • indenting • costing • planning with time split • executing | 6 |
| 5 | Layout of guest room <ul style="list-style-type: none"> • to the scale • earmark pillars <p>specification of colours, furniture, fixture, fitting, soft furnishing and accessories etc used</p> | 12 |
| Total | | 30 |



BHM305 - FOOD & BEVERAGE MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|--------------|---|--------------|-------------------|
| 01 | COST DYNAMICS A. Elements of Cost B. Classification of Cost | 02 | 05% |
| 02 | SALES CONCEPTS A. Various Sales Concept B. Uses of Sales Concept | 02 | 05% |
| 03 | INVENTORY CONTROL A. Importance B. Objective C. Method D. Levels and Technique E. Perpetual Inventory F. Monthly Inventory G. Pricing of Commodities H. Comparison of Physical and Perpetual Inventory | 10 | 15% |
| 04 | BEVERAGE CONTROL A. Purchasing B. Receiving C. Storing D. Issuing E. Production Control F. Standard Recipe G. Standard Portion Size H. Bar Frauds I. Books maintained J. Beverage Control | 10 | 15% |
| 05 | SALES CONTROL A. Procedure of Cash Control B. Machine System C. ECR D. NCR E. Preset Machines F. POS G. Reports H. Thefts I. Cash Handling | 05 | 10% |
| 06 | BUDGETARY CONTROL A. Define Budget B. Define Budgetary Control | 05 | 10% |



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| | <ul style="list-style-type: none"> C. Objectives D. Frame Work E. Key Factors F. Types of Budget G. Budgetary Control | | |
| 07 | <p>VARIANCE ANALYSIS</p> <ul style="list-style-type: none"> A. Standard Cost B. Standard Costing C. Cost Variances D. Material Variances E. Labour Variances F. Overhead Variance G. Fixed Overhead Variance H. Sales Variance I. Profit Variance | 05 | 10% |
| 08 | <p>BREAKEVEN ANALYSIS</p> <ul style="list-style-type: none"> A. Breakeven Chart B. P V Ratio C. Contribution D. Marginal Cost E. Graphs | 07 | 10% |
| 09 | <p>MENU MERCHANDISING</p> <ul style="list-style-type: none"> A. Menu Control B. Menu Structure C. Planning D. Pricing of Menus E. Types of Menus F. Menu as Marketing Tool G. Layout H. Constraints of Menu Planning | 05 | 10% |
| 10. | <p>MENU ENGINEERING</p> <ul style="list-style-type: none"> A. Definition and Objectives B. Methods C. Advantages | 05 | 05% |
| 11. | <p>MIS</p> <ul style="list-style-type: none"> A. Reports B. Calculation of actual cost C. Daily Food Cost D. Monthly Food Cost E. Statistical Revenue Reports F. Cumulative and non-cumulative | 04 | 05% |
| TOTAL | | 60 | 100% |



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|--------------|---|----------------------------------|------|
| | <ul style="list-style-type: none"> B. Areas of the various kitchens with recommended dimension C. Factors that affect kitchen design D. Placement of equipment E. Flow of work F. Space allocation G. Kitchen equipment, manufacturers and selection H. Layout of commercial kitchen (types, drawing a layout of a Commercial kitchen) I. Budgeting for kitchen equipment | | |
| 06 | KITCHEN STEWARDING LAYOUT AND DESIGN <ul style="list-style-type: none"> A. Importance of kitchen stewarding B. Kitchen stewarding department layout and design C. Equipment found in kitchen stewarding department | 04 | 05% |
| 07 | STORES – LAYOUT AND DESIGN <ul style="list-style-type: none"> A. Stores layout and planning (dry, cold and bar) B. Various equipment of the stores C. Work flow in stores | 04 | 05% |
| 08 | ENERGY CONSERVATION <ul style="list-style-type: none"> 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 | 01 01 02 | 05% |
| 09 | CAR PARKING <ul style="list-style-type: none"> Calculation of car park area for different types of hotels | 01 | 02% |
| 10 | PLANNING FOR PHYSICALLY CHALLENGED | 02 | 03% |
| 11 | PROJECT MANAGEMENT <ul style="list-style-type: none"> A. Introduction to Network analysis B. Basic rules and procedure for network analysis C. C.P.M. and PERT D. Comparison of CPM and PERT E. Classroom exercises F. Network crashing determining crash cost, normal cost | 01 02 02 01 02 02 | 15% |
| TOTAL | | 60 | 100% |



BHM309 - RESEARCH PROJECT (PRACTICAL)
HOURS ALLOTTED: 45 MAXIMUM MARKS: 100

Once you have finalised the first draft or synopsis in consultation with your supervisor during SEM-V, plan to writing the final research paper during SEM-VI. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Remember all research is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your paper from wherever it has been borrowed. The research paper must be accompanied by a certificate to the effect that it is an original piece of work. If at any stage it is found that the research paper has been copied, in part or full, it is likely to be cancelled and the student failed in the subject.



**COVERAGE OF SPECIAL TOPICS
USING EXTERNAL GUEST AND EXPERT SPEAKERS
HOURS ALLOTTED: 30**

As per teaching scheme, two hours per week have been allocated for External Guests as Expert Speakers to create a good academic interface with the industry. This is an important activity to complement our existing faculty through inviting renowned industry experts to address specialised disciplines and investigate emerging business trends, techniques and innovative case-studies.

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

1. Before inviting the Speaker, make sure that they *really are* experts in the relevant subject.
2. Invite, if possible, Speakers who are not only experts in subjects but are also capable speakers.
3. If, although they are eminently suitable because of their expertise, they have poor presentation skills, offer them support.
4. Inform them in writing, and in clear unambiguous terms, of the aims and objectives of the session.
5. Discuss with them, then confirm in writing, specifically what you want them to cover: exactly how long they have to speak: and what questioning techniques will be employed – during and after the session.
6. Give them full information, in writing, about the starting time, the location, and the size and level of the participants.
7. Confirm whether they will use aids and, if so, of what type(s) and how many. Do they already have them, are they of acceptable quality: do they want any help in procuring them: do they want to use aids available with you.
8. Confirm whether they intend to use hand-outs: do they have them available: do they want any support in their production: when do they intend to use them.
9. Seek and confirm their views on the room layout – what type they would prefer or whether they have to accept the existing room layout.
10. Arrange a feed-back session with the participants – as you may want to use them again.

Maintain a record of the date, duration of the session and contact details of the Guest Speakers for future references which may be required by your institute and the NCHMCT.

