



A 1

HOTEL MANAGEMENT SYLLABUS
(Academic Year 2023 - 2027)

FOR THE DEGREE

OF

BACHELOR OF HOTEL MANAGEMENT [BHM]

SCHOOL OF HOSPITALITY & TOURISM MANAGEMENT
DEPARTMENT OF HOTEL MANAGEMENT



MANIPAL UNIVERSITY
JAIPUR

Dean
Faculty of Management & Commerce
Manipal University Jaipur



Int. Delt
(HOD SHTM)

BHM: Program Details

PROGRAM EDUCATION OBJECTIVES:

- [PEO1] Demonstrate technical competency and leadership to become hotel management professionals or entrepreneurs, leading to a successful career in related fields
- [PEO2] Demonstrate commitment towards sustainable development for the betterment of society
- [PEO3] Pursue lifelong learning opportunities to improve and expand their technical, professional, and personal skills


PROGRAM OBJECTIVES:

- [PO1] Hotel and Hospitality Knowledge: Understand the knowledge of hotel, hospitality and tourism, and a core area specialization to the solution of complex hotel management problems.
 - [PO2] Problem analysis: Identify, formulate, research literature, and analyse complex hospitality problems reaching substantiated conclusions using principles of management
 - [PO3] Design/development of solutions: Design solutions for complex hospitality related problems and design system components or processes, using appropriate management and technological tools, that meet the specified needs with consideration for the public health and safety, and the cultural, societal, and environmental considerations.
 - [PO4] Conduct investigations of complex problems: Use research-based knowledge and research methods including analysis and interpretation of data, and synthesis of the information to provide valid conclusions.
 - [PO5] Modern tool usage: Create, select, and apply appropriate techniques, resources, and modern management and IT tools including prediction and modelling to complex hospitality activities with an understanding of the limitations.
 - [PO6] Hospitality and Society: Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal, and cultural issues and the consequent responsibilities relevant to the professional practice.
 - [PO7] Environment and Sustainability: Understand the impact of the hotel, hospitality and tourism in societal and environmental contexts, and demonstrate the knowledge of need for sustainable development.
 - [PO8] Ethics: Apply ethical principles and commit to professional ethics and responsibilities and norms of the hospitality practice.
 - [PO9] Individual and Teamwork: Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.
 - [PO10] Communication: 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] Project Management and Finance: 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] Lifelong learning: Recognize the need and have the preparation and ability to engage in independent and lifelong learning.
- ### **PROGRAM SPECIFIC OBJECTIVES:**
- [PSO1] Recall and demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality.
 - [PSO2] Apply the knowledge gained to manage and evaluate functional systems in hospitality and lodging operations as well as events including MICE.
 - [PSO3] Prepare hospitality undergraduate candidates for entry level management positions and entrepreneurship in the hospitality industry.
 - [PSO4] Demonstrate an ability to lead and manage the professional hospitality operations engaged production and delivery of hospitality product and service.


Dean
Faculty of Management & Commerce
Manipal University Jaipur

BHM 2022-26




(1105) SHTM



**MANIPAL UNIVERSITY
JAIPUR**

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Food Production Foundation – I | HA1101 | 4 Credits | 4 0 0 4

Session: Sep – Feb | Faculty: Mr. Abhay Kashyap | Class: 1st Year (1 Sem)

Introduction:

This course is designed to impart basic foundational knowledge and skills of food production operations.

Course Objectives: On completion of the course, students will be able to:

- [HA1101.1]** Explain basic foundational concepts of food production operations
- [HA1101.2]** Make use of the knowledge to manage food production operations
- [HA1101.3]** Develop employability for food production operations
- [HA1101.4]** Develop entrepreneurship capabilities for food production operations

Syllabus

Introduction to Cookery: Culinary History-Development of the culinary art from the middle ages to modern cookery, Introduction to International Cuisine, Levels of skills and experiences- Attitudes and behavior in the Kitchen-Personal hygiene- Uniforms & Protective Clothing -Safety procedure in handling equipment, Classical Brigade-Modern staffing in various category Hotels- Roles of executive chef, Duties, and responsibilities of various chefs-Co-operation with other departments. Aims and Objectives of Cooking Food- Importance classifications, Principles - Equipment's required. Methods of Cooking- Classification of Cooking Methods (Boiling-Roasting-Poaching Braising-Grilling-Baking-Roasting-Broiling-Stewing-Sautéing-Blanching- Steaming-Microwave & Modern Cooking Methods). Food Commodities Vegetables, Cereals, Pulses, Spices & Herbs, Fats and Oils. Classification of vegetables –Cuts of Vegetables-Classification of fruits, Stocks, Thickening Agents, Soups, Sauce Types & Uses, Sauces – Classification and Importance of Soups & Sauces Salads- Classification, Importance, Salads – definition, parts, types and salad dressings.

References

- Arora, K. (2008). Theory of Cookery. Frank Bros.
- Bali, P. S. (2014). Food Production Operations (Second ed.). Oxford University Press.
- Bali, P. S. (2017). Theory of Cookery (First ed.). Oxford University Press.

*ALDH
(HOD, CUM)*



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Food & beverage Service Foundation-I | HA 1102 | 2 Credits | 4 0 0 4

Session: July – Dec 2022 | Faculty: Dr Mukesh Shekhar | Class: 1st Year (I SEM)

Introduction:

Study of Food & Beverage Services Help to prepare students to meet the challenges associated with the Food and Beverage Industry. Students will gain a basic understanding of the Food and Beverage industry by analyzing the industry

Course Objectives:

On completion of the course the participants shall be able to:

- [HA1102.1] Express the concept of Food & Beverage Services
- [HA1102.2] Relate the concept with industry requirement.
- [HA1102.3] Demonstrate an ability to perform the professional skill.
- [HA1102.4] Develop food & beverage entrepreneurship.

Syllabus

Food and Beverage Services: - The growth of the catering industry and its evolution. Hotel scenario in India. Career opportunities in food service industry. Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments. Food Service Equipment's: Types of equipment. Crockery, Glassware, Hollowware, Cutlery, Flatware - Special Operating Equipment and their use - Maintenance and upkeep of equipment. Knowledge of suppliers /materials /price ranges - Equipment used by hotels in India (special reference to what is done in specialty restaurants) Side Stations and its uses Food Service -I: American, English, French, Gueridon, Russian, Indian Service. Formal dining etiquette - Sequence Of Indian Service From Different Regions - Mise-En-Scene And Mise-En Place -Rules For Laying Of A Cover, Napkin Folding (At least Ten Types), Food Service-II Components ,Timings Of Service For Each Of The Following - Breakfasts – Indian, South Indian, Continental, American And English –Brunch-Elevenses-Lunch-Afternoon Tea - High Tea –Dinner-Supper Origin of Menu - Types of Menus - French Classical Menu - French Menu Terminology - Traditional Dishes From Various Countries Menu knowledge: Introduction, Types –A la Carte & Table D'hôte, Menu Planning, considerations and constraints

Textbooks

1. Singaravelavan, R. *Food & Beverage Servicer* (08 ed.). oxford university press, 2011
2. Andrews, S. (2013). *Food and Beverage Services: A Training Manual*. Tata Mcgraw Hill

Reference Book

1. Lillicrap & Cousins, *Food & Beverage Service, ELBS, 2011 edition*



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management
Bachelor of Hotel Management

Course Handout

Accommodation Operations Foundation - I | HA 1103 | 2 Credits | 2002

Session: Jul-Nov 2022 Faculty: Dr. Deepak Pokhriyal | Class: I Year (I Sem)

Introduction:

The subject aims to establish the importance of House Keeping and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

Course Objectives: At the end of the course, students will be able to:

- [HA1103.1] Express the concept of housekeeping
- [HA1103.2] Relate the concepts taught with industry requirements
- [HA1103.3] Demonstrate the professional skills learnt
- [HA1103.4] Develop housekeeping entrepreneurship skills

Syllabus

Introduction to Housekeeping: Importance & Functions of Housekeeping, Guest satisfaction and repeat business, House Keeping Areas – Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room etc. Organization of Housekeeping Department: Hierarchy in large, medium & small hotels, Attributes of staff, Job Descriptions and Job Specifications. Layout of Housekeeping Department: Sections of the housekeeping department, their functions and layout. Guest Rooms: Categories and types, Amenities & facilities for Standard & VIP guest rooms. Coordination with other Departments: With Front Office, Engineering, Food and beverage, Security, Purchase, HRD, Accounts. Routine systems and records of Housekeeping Department: Staff placement register, Room occupancy report, Guest room inspection form, check list, Floor register, Work order, Log shut. Key Control: Categories and types, Key Control Procedures, Lock and key change procedure. Cleaning Equipment: Classification, use, care & maintenance, Selection & purchase criteria. Cleaning Agents: Classification, use, care and storage, Distribution & control, Selection criteria.

References

1. Andrews, S. (2017). *Hotel Housekeeping Management and Operations*. McGraw Hill Education; 1st edition.
2. Branson, J. (1982). *Hotel, Hostel and Hospital Housekeeping*. Hodder Arnold H&S.
3. Raghubalan, G. (2015). *Hotel Housekeeping: Operations and Management*. Oxford University Press India.

Deepak Pokhriyal



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Front Office Operations Foundation - I | HA1104 | 2 Credits | 2002

Session: Aug – Dec 2022 | Faculty: Dr Shweta Upamanyu | Class: I Year (I Sem)

Introduction:

The curriculum is based in order to familiarize the students with the concepts of hospitality and tourism industry and develop their awareness and knowledge in the front office department.

Course Objectives: At the end of the course, students will be able to:

- 1104.1 Express the concept of hospitality & hotel industry.
- 1104.2 Relate the concepts taught with industry requirements.
- 1104.3 Demonstrate the professional skills learnt.
- 1104.4 Develop entrepreneurship skills.

Syllabus

Introduction to Hospitality and Hotel Industry - The hospitality industry, Founders, Historical developments, Overview of Hotel Industry, Career development. Hotel Organization & Front Office Department - Organization structure, Organization of the Front Office Department, Departments in rooms division, Sections & Functions of Front Office, Roles, responsibilities, and attributes of Front Office Personnel. Classification of Hotels - Classification of hotels based on various categories, Classification bodies from various countries, Criteria for different star categories in India and procedure for application. Types of Hotel Guests - Hotel Guests Segments, Business travellers-types, needs, facilities provided, sources, rates, Leisure travellers – types, needs, facilities provided, sources, rates, Group travellers, Special Interest Tourists, Personal travel, Buying influences. The Guest Cycle - Importance of guest cycle, Various stages, Section wise staff in contact with the guests during each stage, Coordination of Front Office department with other departments

References

- Aggarwal, R. (2002). Hotel Front Office Systems and Procedures. Jaipur Sublime Publication.
- Andrews, S. (2009). Hotel Front Office (2nd ed.). Tata McGraw Hill.
- Bardi, J. A. (2007). Hotel Front Office Management (4th ed.). Canada Wiley India Pvt.Ltd.
- Dix, C., & Baird, C. (1998). Front Office Operations (4th ed.). Pearson Education, Inc.



Shweta

Shweta



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

English Communication for Hospitality and Tourism | LN1110 | 3 Credits | 3 0 0 3

Session: Jul 2022 – Nov 2022 | Faculty: Dr. Arun Kumar Poonia | Class: 1st Year (I Semester)

Introduction:

The course offers in-depth knowledge of effective communication for hospitality and tourism. The course aims to develop critical and creative thinking abilities for communicative competence. It aims to organize and express ideas clearly in speech and in writing.

Course Objectives: At the end of the course students will be able to:

- [1110.1]. Recognize the importance of effective communication in day-to-day life, as well as in the professional world.
- [1110.2]. Develop creative thinking abilities for communicative competence.
- [1110.3]. Articulate ideas clearly in speech and in writing.
- [1110.4]. Assess effective communication skills in a variety of professional settings.
- [1110.5]. Analyze the importance of presentation skills, technological tools for team work and employability.

Syllabus:

Communication –Types & Process, Introduction to business communication & Importance, Elements of Communication process, Flow of communication within an organization - Formal, Informal, Grapevine, upward, downward, horizontal, vertical and diagonal. Verbal and nonverbal communication. Basics of Communication - Mediums of Communication, Barriers to Communication, Listening skills. Written Communication Skills - Types of written messages (Direct and routine messages, Persuasive messages, Negative messages), Various Formats of Messages (types of Letters, Memos), Hotels' Operational Communication - Making a Hotel Reservation, Welcoming a Guest at the Front Desk, Checking in, In the Elevator, Responding to Enquiries after Checking in, Room Service, Facilities and Services at the Hotel, Places around the Hotel, Getting a duplicate key, Solving guests' problems, At the restaurant, Taking a message, Checking out. Career Management and Technology - Resume writing, Technology in business communication (advantages, disadvantages, classification of various technologies available, online etiquettes), Creating and delivering good presentations (Importance of good presentations, understanding your audience, Planning, preparing and delivery of presentation).

References:

1. Viswamohan, A. (2014). *English for the Hotel Industry* (First ed.). Dorling Kindersley (India)
2. Sinha, K. (2018). *Business Communication*. Reprint 4th Revised.



MANIPAL UNIVERSITY JAIPUR

School of Hotel Management

Bachelor of Hotel Management

Course Handout

FOOD PRODUCTION LAB HA 1131 | 2 Credits | 0 0 4 2

Session: Jul – Nov | Faculty: Aravind Kumar Rai [MU - Jaipur] | Class: 1st Year (I Sem)

Introduction:

This curriculum is based on to familiarize the students with the basic preparation of Modern cookery items as per hotel industry standard.

Course Objectives: At the end of the course, students will be able to:

- [1335.1]. Demonstrate the basic concepts of food Production, cookery and Professionalism in Hospitality and basic etiquette of culinary art.
- [1335.2]. Remember and familiarise with Organizational structure and Kitchen equipment in hotel industries with practical knowledge of cooking.
- [1335.3]. Analyse the quality and quantity with the set standard.

Syllabus

Equipment's – Identification-Description-Uses & Handling, Hygiene - Kitchen Etiquette-Practices & Knife Handling- Safety and Security in Kitchen. Cuts of Vegetables - Julienne, Jardinière, Macedoine, Brunoise, Paysanne, dices, Cubes, shred, mirepoix, Basic Cooking Methods and Pre-Preparation, Blanching of Tomatoes -Preparation of concasse, Boiling-Potatoes, Beans, Cauliflower, etc., Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. Braising - Onions, Leeks, Cabbage, Starch cooking (Rice, Pasta, and Potatoes), Stocks, Demonstration and preparation: White stock, Brown stock, Fish stock, Vegetable Stock, Sauces - Demonstration & preparation of basic mother sauces: Mayonnaise, Hollandaise, Béchamel, Veloute, Tomato and Espagnole - with 2-3 derivatives of each, Preparation of basic soups: Cold, Thin, Thick and International. Salad preparation: Waldorf salad, Russian salad, Salad de Betterave and Salad Dressings, Potato preparation: Pommes De Terre Duchess, Potatoes Lyonnaise, Potato Wedges and French Fries.

Textbooks

1. Arora, K. (2008). *Theory of Cookery*. Frank Bros.
2. Bali, P. S. (2014). *Food Production Operations* (Second ed.). Oxford University Press.
3. Bali, P. S. (2017). *Theory of Cookery* (First ed.). Oxford University Press.





MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Front Office Operations Lab - I | HA1134 | 1 Credit | 0 0 2 1

Session: Aug – Dec 2022 | Faculty: Dr Shweta Upamanyu | Class: I Year (I Sem)

Introduction:

The curriculum is based on to familiarize and perform students the basic day to day operations of Front Office Department performed by the sub-sections of the Department.

Course Objectives: At the end of the course, students will be able to:

- [1134.1] Develop the concept of the front office operations related to daily operations of guest activities and the whole process of hotel business.
- [1134.2] Demonstrate the skills of various duties as per hotel standards.
- [1134.3] Analyse the quality with set standards.

Syllabus

Standards of Personal Grooming, Etiquettes & Manners - Front Office Grooming Requirements; Essential Personal Qualities; Effective Communication Skills; Study of Countries, Capitals, Currencies and Flags; Awareness on local Flight and Railway timings. Telephone Skills - Understanding telephone system (PBX); Telephone courtesy and right manners; Standard phraseology; Telephone handling procedures – incoming and outgoing; Telephone handling – room bookings, Understanding Call Accounting Systems (CAS). Reservation Operations - Use of reservation module in PMS – Steps in reservations; Reservation inquiry; Converting inquiry into bookings; Accept/ deny requests for reservations; Create reservation records; Using of guest history and guest preferences in reservations; Processing special requests; Reservation confirmation; Reservation amendments and cancellations; Reservation reports; Handling group reservations; Prepare room availability and room revenue forecasts. Uniformed Services - Performing concierge duties, Maintaining Bell Desk log book, Filling errand cards, Loading and transporting luggage and other articles on trolleys, Providing door service, paging service, escorting and taking baggage up to room, Elevator courtesy, Baggage down and handling check outs – FIT and groups, Showing rooms to potential guests, Assisting front desk in ascertaining room status when required, Performing room changes procedure, Performing errands, arranging and hail taxis/ cars for guests, Processing and deliver mail, messages, parcels, faxes etc., Providing directions for local visits, Updating the function reader board.

References

- Aggarwal, R. (2002). Hotel Front Office Systems and Procedures. Jaipur Sublime Publication.
- Andrews, S. (2009). Hotel Front Office (2nd ed.). Tata McGraw Hill.
- Bardi, J. A. (2007). Hotel Front Office Management (4th ed.). Canada Wiley India Pvt.Ltd.
- Dix, C., & Baird, C. (1998). Front Office Operations (4th ed.). Pearson Education, Inc.



MANIPAL UNIVERSITY JAIPUR

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Alcoholic Beverages | HA2102 | 4 Credits | 4 0 0 4

Session: July – Nov | Faculty: Mr. Abhay Kashyap | Class: 2nd Year (3rd Sem)

Introduction:

The course is designed to impart knowledge and skills of alcoholic beverages for food & beverage service operations.

Course Objectives: On completion of the course, students will be able to:

- [HA2102.1] Explain the basic concepts of alcoholic beverages
- [HA2102.2] Classify various types of alcoholic beverages
- [HA2102.3] Develop employability for food & beverage service operations
- [HA2102.4] Develop entrep. capabilities for food & beverage service operations

Syllabus

Alcoholic Beverage: Introduction and definition, Production of Alcohol, Fermentation process, Distillation process and Classification; Beer: Introduction, Ingredients Used, Production, Types and brands; Spirits: Introduction & Definition, Production of Spirit, Pot-still and Patent still method, Whisky, Rum, Gin, Brandy, Vodka, and Tequila; Aperitifs & Liqueurs: Introduction, definition, types of Aperitifs, Vermouth, Bitters and Liqueurs; Wines: Definition & History, Classification and Production of Table/Still/Natural, Sparkling, Fortified and Aromatized; Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names) France, Germany, Italy and other popular wine brands.

References

- Michael M. Coltman, Beverage Management: Product knowledge and cost control, (5e), Van Nostrand Reinhold, 2016.
- Harold J. Grossman, Harriet Lembeck, Grossman's guide to wine, beer, and spirits (7e), John Wiley & Sons, 2015.
- John Peter Lalogan, Albert W.A. Schmid, the beverage manager's guide to wine, beer, and spirits(4e), Pearson Education, 2018.

At QH.
(Mod. Stry)



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Accommodation Management-I | HA 2103 | 2 Credits | 2 0 0 2

Session: Jul- Nov | Faculty: Dr. Deepak Pokhriyal | Class: II Year (III Sem)

Introduction:

At the end of the semester the students would have a thorough knowledge about the functioning of the linen Room, Uniform room and Laundry.

Course Objectives: At the end of the course, students will be able to:

- [HA 2103.1] Express the concept of Laundry Operations
- [HA 2103.2] Relate the concepts taught with industry requirements
- [HA 2103.3] Demonstrate the professional skills learnt
- [HA 2103.4] Develop entrepreneurship skills

Syllabus

Housekeeping Supervision: Importance of supervision, Checklist for inspection, Dirty Dozen. Contract Cleaning: Definition, Types, Concept, Jobs given on contract by Housekeeping, Advantages & Disadvantages, Pricing a contract. Linen Room: Layout of Linen Room, Classification & Selection of Linen, Activities of the linen room, Classification of Bed, Bath, & Restaurant Linen, Sizes of Linen, Calculation of Linen requirement, Linen Control – Linen Inventory, Par stock, Linen Coverage, Discard management. Uniforms: Advantages of providing uniforms to staff, Issuing & Exchange of uniforms: type of uniforms, Selection & Designing of uniforms, Layout of the Uniform Room; Sewing Room: Activities & areas to be provided, Equipment provided. Laundry Management: Layout, Laundry Equipment, In-house laundry v/s Contract Laundry: Merits & Demerits, Express service. Laundry flow process, Stages in the Wash Cycle – Guest and In house laundry, Stains and Stain removal, Dry-cleaning – Agents and procedures, Emerging Trends in laundry: Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, Applications of Technology Out Sourcing, New Techniques, Information Systems, Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance.

References

1. Andrews, S. (2017). *Hotel Housekeeping Management and Operations*. McGraw Hill Education; 1st edition.
2. Branson, J. (1982). *Hotel, Hostel and Hospital Housekeeping*. Hodder Arnold H&S.
3. Raghubalan, G. (2015). *Hotel Housekeeping: Operations and Management*. Oxford University Press India.



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Front Office Management | HA2104 | 2 Credits | 2 0 0 2

Session: Aug – Dec | Faculty: Dr Shweta Upamanyu | Class: II Year (III Sem)

Introduction:

To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Front Office operations and management so that they can be put to use in an efficient & effective way and impart to the students latest and relevant knowledge from the field of front office theory and practice. The curriculum focuses on the advanced level of guest cycle and the operations which helps in preparing the students to work on the field.

Course Objectives: At the end of the course, students will be able to:

- [HA2104.1]. Express the concept of front office operations.
- [HA2104.2]. Relate the concepts taught with industry requirements.
- [HA2104.3]. Demonstrate the professional skills learnt.
- [HA2104.4]. Develop entrepreneurship skills.

Syllabus

Computer Application in Front Office Operations: Software used in Room Divisions, generating reports, Use in Reservations, Registration, Cashiering, Night Audit & Telephones. Front Office Accounting: Accounting Fundamentals, Foreign currency awareness & handling procedures, Hotel credit management & credit control, Credit control-meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders/credit card users, Control measures at the time of; reservation, check-in, during stay, check-out, after departure, Prevention of Skippers-on arrival/during stay/on departure day, Night audit functions & process, Operating model-non-automated, semi-automated, Verifying & Summarizing postings, Transcripts-completion. Guest Complaint Handling/Problem solving - Process, thumb rules, Common complaints & their types, Role of emotions in situation handling.

References

- Aggarwal, R. (2002). Hotel Front Office Systems and Procedures. Jaipur Sublime Publication.
- Andrews, S. (2009). Hotel Front Office (2nd ed.). Tata McGraw Hill.
- Bardi, J. A. (2007). Hotel Front Office Management (4th ed.). Canada Wiley India Pvt.Ltd.
- Dix, C., & Baird, C. (1998). Front Office Operations (4th ed.). Pearson Education, Inc.



MANIPAL UNIVERSITY JAIPUR

School of Hotel Management

Bachelor of Hotel Management

Course Handout

ETHNIC INDIAN CUISINE LAB HA 2131 | 2 Credits | 0 0 4 2

Session: Jul – Nov | Faculty: Aravind Kumar Rai [MU - Jaipur] | Class: 2nd Year (III Sem)

Introduction:

This curriculum is based on to familiarize the students with the basic preparation of Ethnic Indian cuisine items as per hotel industry standard.

Course Objectives: At the end of the course, students will be able to:

- [1335.1]. Develop the concept of the Indian regional cuisine and their bull cooking preparation methods, role of ingredients, tools requirements, different cooking technique and presentation styles.
- [1335.2]. Demonstrate the skill of Indian regional cuisine and their festive menus.
- [1335.3]. Analyse the quality and quantity with the set standard.

Syllabus

Indian Regional Cuisine: Goan, Punjabi, Maharashtrian, Gujrat, Hyderabad, Awadhi. Which consist of festive Menu like 1-Starter, 1 Main course 1-vegetarian - 1 2) non-vegetarian – 1 3) Accompaniment – 2 4) Staple – Rice/Bread Dessert - 1

Indian Breakfast Menu

A. Text Books

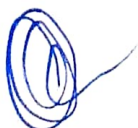
Books:

Rocky Mohan, Roll, Art of Indian Cookery.

Prasad- Cooking with Master, J.Inder Singh Kalra, Allied

B. References:

1. Philip E Thangam, Modern Cookery (Vol –I & Vol -II) For Teaching & Trade , Orient Longman.
2. Sonya Atal Sapru, Harper Collins, Zaika
- Pratibha Karan, Harper Collins, Punjabi Cuisine





**MANIPAL UNIVERSITY
JAIPUR**

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Food & Beverage Service Lab – III | HA2132 | 1 Credits | 0 0 2 1

Session: Aug – Dec | Faculty: Mr. Abhay Kashyap | Class: 2nd Year (3rd Sem)

Introduction:

This course is designed to impart learners with practical operational knowledge and skills of food & beverage service operations.

Course Objectives: On completion of the course, students will be able to:

- [HA2132.1]** Explain advanced practical concepts of food & beverage service operations
- [HA2132.2]** Apply professional skills of food & beverage service in hospitality operations
- [HA2132.3]** Develop food & beverage operations employability
- [HA2132.4]** Develop food & beverage operations entrepreneurship

Syllabus

Set up a table with Prepared Menu with wines; Bar set up and Service of Alcoholic Beverages-Wines, Spirits: Opening & closing of wines corks (Champagne, Red & White wines), Service of Beer, Spirits & Liqueurs.

References

- Michael M. Coltman, Beverage Management: Product knowledge and cost control, (5e), Van Nostrand Reinhold, 2016.
- Harold J. Grossman, Harriet Lembeck, Grossman's guide to wine, beer, and spirits (7e), John Wiley & Sons, 2015.
- John Peter Lalogan, Albert W.A. Schmid, the beverage manager's guide to wine, beer, and spirits(4e), Pearson Education, 2018.

Handwritten signature
(H. A. Kashyap)



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management
Bachelor of Hotel Management

Course Handout

Accommodation management Lab-I | HA 2133 | 2 Credits | 0 0 2 1

Session: Jul-Nov 2022 | Faculty: Deepak Pokhriyal | Class: 2nd Year (III Sem)

Introduction:

The objective of the course is to assist students and give them practical hands on experience on getting room ready and cleaning of various surfaces.

Course Objectives: At the end of the course, students will be able to:

- [HA 2133.1] Identify the resources used in Laundry.
- [HA 2133.2] Develop the concept of Laundry operations
- [HA 2133.3] Demonstrate an ability to perform the professional skills
- [HA 2133.4] Analyse the quality with set standards.
- [HA 2133.5] Develop entrepreneurial skills

Syllabus

Linen Inventory – Stock Taking, Stain Removal, Laundering Procedure – Starching / Blueing / Ironing, Use of Laundry Equipment (Washing Machine, Iron, Steam), Visit to a Laundry.

References Books:

1. Andrews, S. (2013). *Hotel Housekeeping: A Training Manual*. Tata McGraw Hill Education Private Limited
2. Raghubalan, G. (2015). *Hotel Housekeeping: Operations and Management*. Oxford University Press India



**MANIPAL UNIVERSITY
JAIPUR**

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Computers Applications in Hospitality & Tourism | HA2134 | 1 Credits | 0 0 2 1

Session: July – Nov | Faculty: Mr. Abhay Kashyap | Class: 2nd Year (3rd Sem)

Introduction:

This course is designed to impart learners with knowledge & skills of Computers Applications in Hospitality & Tourism operations.

Course Objectives: On completion of the course, students will be able to:

[HA2134.1] Explain concepts of computers applications

[HA2134.2] Apply professional skills of computer applications in hospitality & tourism operations

[HA2134.3] Develop employability in hospitality operations

[HA2134.4] Develop entrepreneurship in hospitality operations

Syllabus

Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarization with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer. Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS PowerPoint. Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications

References

- Seal, P. P. (2013). Computers in Hotels. New Delhi: Oxford University Press.
- Leon & Lion, Introduction to Computers, (1st ed.), Vikas Publishing House, New Delhi.
- J.J. Parsons, Computer Concepts, (7th ed.), Thomson Learning, Bombay, 2004
- Comer, Computer networks and Internet, (6th ed.) Pearson Education, 2014

*Atul -
(Mod, 5/11/2014)*



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management
Bachelor of Hotel Management

Course Handout

Field Project | HA2171 | 3 Credits | 0 0 6 3

Session: Jul – Dec | Faculty: Dr. Amit Datta | Class: 2nd Year (III Sem)

Introduction:

The vocational training enables students to relate the knowledge and skills acquired in the classroom with operations prevalent in the industry.

Course Objectives: At the end of the course, students will be able to:

- [2171.1]. Develop an understanding of the operation performed in the industry
- [2171.2]. Demonstrate the skills learnt during training
- [2171.3]. Express the experience gained during the training
- [2171.4]. Develop entrepreneurship skills

Syllabus:

Field Project related to the hospitality organizations need to be carried in project based or in physical mode. The grade awarded to the student will be on the basis of the total marks obtained by him/ her out of 100 marks. The final evaluation and viva voce of the Field Project will be conducted after the completion of the project and submission of the report, by a panel of examiners including the mentor assigned.

References

Dr. Amit Datta



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

**BHM
Course Handout**

Entrepreneurship | HA4101 | 4 Credits | 4 0 0 4

Session: Aug – Dec | Faculty: Dr. Gaurav Bhattacharya | Class: 4th Year (VII Sem)

Introduction:

The primary goal of this course is to provide an understanding of entrepreneurship and the global business plan. This course will broaden a basic understanding obtained in the functional areas as they apply to new venture creation and growth, the business plan, and obtaining funding.

Course Objectives: At the end of the course, students will be able to:

- [4101.1] Develop an understanding of the role and activities of entrepreneurs
- [4101.2] Conceptualize a business idea and develop a business plan
- [4101.3] Integrate functional area material as it applies to starting a new venture and its growth
- [4101.4] Design a growth strategy and expansion plan for a new venture

Syllabus

Entrepreneurship Foundation: Introduction, Concept of Entrepreneur, Entrepreneurship, Enterprise, Characteristics of entrepreneurship, Differences between: Entrepreneur & Entrepreneurship, Entrepreneur & Enterprise, Entrepreneur & Manager, *About great hospitality entrepreneurs of the world*, Characteristics, Functions, and Types of Entrepreneur, Reasons of Entrepreneurial Failures.

Doing Business in India: Form of Organization- Sole-proprietorship, Partnership, Limited Liability Partnership, Company, One-person Company, Small companies, Legal compliances- Taxes, laws, and Government policies, *Intellectual Property and Rights*.

Growth of Business Idea: *New Business Idea, Source of business idea, Distribution channel/ Current trends, Preliminary research, Idea evaluation- Industry Assessment, Demand/Market Analysis, Competitor analysis, SWOT, Break-even Analysis, Business Incubation and Business Cluster.*

Establishing Business: Business takeover, Financial resources, Materials, human & technical resource, Business model development and planning, Promoting the venture.

Assignment: Business Plan (Proposal for Investors: Market Analysis/Feasibility analysis/Competitor analysis), Government (Form of enterprise/legal licenses & permits) and local authorities (knowledge of labour laws, set-up- men, material, money, machine and)

References

- Dr. J. Senapati, Entrepreneurship Development, (2nd ed.), MSBTE, 2017.
Berger, The culture of Entrepreneurship, (1st ed.), Ics Pr, 1991
Gupta CB & Srinivasan, Entrepreneurship Development in India, (1st ed.), S.Chand & sons, 2015



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Hospitality Organizational Behaviour | HA4102 | 3 Credits | 3 0 0 3

Session: July – Nov 2022 | Faculty: Ms. Parul Choudhary | Class: 3rd Year (VII Sem)

Introduction:

Study of Organizational Behavior helps in understanding the employees in a better way to maximize the profits. It helps to know how employees act, feel and think in an organization. It is essential to work in coordination in an organization to achieve the best results. To understand the impact that individual, group and structure have on behavior within organizations for the purpose of applying such knowledge towards improving organizations effectiveness.

Course Objectives: On completion of the course the participants shall be able to:

- [4102.1]: Develop an understanding of the concepts of organizational behaviour.
- [4102.2]: Analyze the OB situation in industry context.
- [4102.3]: Apply the concepts of OB for hospitality organization's effectiveness.
- [4102.4]: Develop entrepreneurship skills.

Syllabus

Organisational Behaviour: Concept, Definition, Characteristics, Significance, Key Elements of OB, Challenges and Opportunities for OB. Organization Structure and Design: Concept, Characteristics of a good organisation, Forms of Organisation Structure Departmentalization: Concept and bases of departmentalization. Personality: Definition, Personality Traits, Determinants of Personality, Personality Theories. Perception: Meaning and Concept, Characteristics of Perception, Factors affecting perception, Perceptual Errors. Motivation: Concept and Theories of Motivation: - Content theories: Maslow's needs hierarchy, Herzberg's two-factor theory, Learning: Concept, Components, Theories of learning: Classical conditioning, Operant conditioning, Cognitive learning. Leadership: Concept, Characteristics of leadership, Leadership styles, Theories of Leadership: - Theory of Leadership, Trait Theory of Leadership; Behavioral Theories: - Likert Four Systems of Leadership, Blake and Mouton's Managerial Grid, Ohio State University Studies, University of Michigan Studies, Tannenbaum and Schmidt's Situational Leadership Continuum, Situational or Contingency Theories -Hersey Blanchard Model, Fiedler's Contingency Theory of Leadership. Group Behaviour: Meaning of group and group behaviour, Types of group, Five Stage model of group formation. Teamwork: Team Design; Team Composition; Team Processes; Teams Over Time. Culture: What Is Culture?; The Three Levels of Culture; Organizational Culture; National Culture. Stress - Work Stressors, Prevention and Management of stress, Balancing work and Life.

Reference Books: -

1. John R.Schermerhorn. Jr,Hunt,Richard. N.Osborn, MaryUhl-Bien, Organizational Behavior, (11th ed.), Wiley, 2010.
2. P.Robbins, Organizational Behavior, (15th ed.), Pearson Education, 2013.
3. L.M.Prasad, Organizational Behavior,(5th ed.), Sultan Chand, 2014.

At Datta
(HOD, SHTM)



School of Hospitality and Tourism Management

**BHM
Course Handout**

Hospitality Law | HA4103 | 3 Credits | 3 0 0 3

Session: Aug – Dec | Faculty: Dr. Gaurav Bhattacharya | Class: 4th Year (VII Sem)

Introduction:

This curriculum is based on to familiarize the students with the laws pertaining to the hotel industry

Course Objectives: At the end of the course, students will be able to:

Develop an understanding of the different types of laws governing the hospitality industry in India.

Demonstrate knowledge of different types of licenses required for establishing and operating a food & lodging establishment.

Apply the knowledge gained in their professional and entrepreneurial careers.

Syllabus

Indian Contract Act: Define of Contract, Proposal, Agreement, Consideration, etc., Essentials of Valid Contract, Types of Contracts, Performance of Contracts, Discharge of Contracts, and Remedies for Breach of Contract, Indemnity and Guarantee.

Consumers Protection Act: Definitions- Consumer, Complaint, Defect in Goods, Deficiency in Service, Unfair Trade Practice, Restricted Trade Practice, Procedure for redressal of grievances before District Forum, State Commission, and National Commission;

Food Adulteration Act: Definition, Principles of Food Laws regarding prevention of food adulteration, Authorities under the Act, Procedure of taking a sample purchase right;

Environmental Protection Act: The Water (Prevention & Control of Pollution) Act, The Air (Prevention & Control of Pollution) Act.;

Licenses and Permits: Licenses and permits for Hotels and Catering Establishment, Procedure for procurement, Renewal Suspension and Termination of Licenses:

Industrial Legislation

Industrial Disputes Act- Definition of Industry, Manufacturing process, Industrial Dispute,

Payment of Wages Act- Definition of Wages, Authorized deductions from Wages,

Workmen's Compensation Act- Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.

Reference Books:

Dr. J.M Negi, Law for Hotel & Tourism Industry ,(5th ed.), Frank Brothers & Company, 2007

Dr.J.M Negi ,Food & Beverage Law: Food Safety & Hygiene, (1st ed.), Aman Publication , 2004

Jack.P.Jefferies, Understanding Hospitality Law, (4th ed.), Educational Institute of the American Hotel Motel Assoc, 2000

Program Outcomes and Program Specific Outcomes

The expected outcome of the BHM program is in keeping in view the basic objective stated above. The outcome of this model program structure is foreseen that on completion of this program the students will be able to:

[PO1] Hospitality and Tourism Knowledge: Understand the knowledge of hospitality and tourism operations.

[PO2] Problem analysis: Identify, formulate, research literature, and analyse complex hospitality & tourism problems reaching substantiated conclusions using principles of management

School of Hospitality and Tourism Management

BBA (Hospitality & Tourism Operations)

Course Handout

Accounting Skills for Hospitality & Tourism | HA4104 | 3 Credits | 3 0 0 3

Session: Aug 22 – Dec 22 | Faculty: Dr. Bhaskar Arora | Class: 3rd Year (V Sem)

Introduction: The course is designed to aware the students about accounting and financial management of hotel industry. This course helps them to understand about the day-to-day accounting and process of preparation of books of accounts of hotel industry.

Course Objectives: At the end of the course, students will be able to

- [4104.1] Explain basic concept of accounting, accounting standards and accounting policies.
- [4104.2] Apply knowledge for preparation of various bills, vouchers, credit, and debit notes and departmental accounts.
- [4104.3] Develop an understanding of Valuation of Inventory and Depreciation of assets and liabilities.
- [4104.4] Implementing the system of double entry system for preparation of primary books of hotels.
- [4104.5] Producing Trial Balance and Final Accounts of the Hotel industry.
- [4104.6] Executing the system of service costing in hotel management and techniques of financial statement analysis for developing a skill set for accounting of hotel industry.

SYLLABUS

Introduction: Meaning, Objectives and Uses of Accounting, Advantages and Limitations of Accounting, Concepts and Conventions of Accounting, Basic Accounting Terminology, Double Entry System of Accounting, Accounting Equation, Accrual and Cash Basis of Accounting, Accounting Standards, Accounting Policies, (GAAP and US GAAP), Accounting Terminologies, Users of Accounting, Departmental Accounts in Hotel, Uniform System of Hotel Accounting, Proof of Transactions, Nature, and Usage: Cash Bill, Credit Bill, Receipt, Voucher, Debit Note, Credit Note, Pay-in Slip, Cheque Inventory Accounting: LIFO, FIFO, Average and Weighted Average Method of Inventory Valuation and Preparation of Stores Ledger Depreciation Accounting: Causes for Depreciation, Need for Depreciation, Methods of Depreciation: Straight line method, Written down Value Method and Annuity Method, Year to Year digit method, Preparation of Accounting Books and Financial Statements: Journal, Books of Accounting, Ledger, Preparation of Trial Balance, Income Statement and Balance Sheet, Presentation of Financial Statements, Financial Statements of Companies, Annual Reports of Companies, Limitations of Financial Statements, Single and double entry book system, Accounting for Hotel Operations: Receiving of Advance Deposit, Guest Billing, Methods of Settlement of Guest Billings, Vouchers Raising, Authorization & Posting, Visitor's Tabular Ledger, City Ledger, Cash Summary, Front Office Trial Balance, Basic Operating Ratios, Night Auditing, Financial Statement Analysis-I: Financial Ratio Analysis: Objectives of Financial Statement Analysis, Techniques and Tools of Financial Statement Analysis – Ratio Analysis – Profitability Ratios, Activity Ratios, Liquidity Ratios, Solvency Ratios, Measure of Degree of Indebtedness, Measure of ability to Service Debts, Profile of Profitability of Firms : Du Pont Analysis Internal Check, Internal Control, Internal Audit and Mechanized Accounting

Reference Books:

- Prasanna Kumar J.P, Linda Nalini Daniel & Mruthyunjaya V, Pagad, *Financial Accounting for Hotels* (4th Edition), Tata McGraw-Hill Companies, 2017
- R.Anthony, David Hawkins and Kenneth Merchant *Accounting Text and Cases*, (13th ed.), Tata McGraw-Hill Companies, 2011
- R.Narayanaswamy, *Financial Accounting – A Managerial Perspective*, (6th Edition), PHI Learning, 2014



School of Hospitality and Tourism Management

BBA (Hospitality & Tourism Operations)

Course Handout

Marketing Research and Analytics| HA 4105 | 3 Credits | 3 0 0 3

Session: Jul-Nov | Faculty: Dr. Deepak Pokhriyal | Class: 3rd Year (V Sem)

Introduction: Students will take one topic from their specialization subject and will do research. Students will master the skill writing different research proposals, conducting a research project, giving presentations of reports and will be evaluated.

Course Objectives: At the end of the course, students will be able to

- [4105.1] Express an understanding of the research methods and process.
- [4105.2] Prepare research design for a given topic.
- [4105.3] Develop professional skills for deciding sample size and sampling techniques
- [4105.4] Develop professional skills to identify and analyse the data

SYLLABUS

Research Methodology: Meaning, definition, Problem Formulation, Objectives; Research Process; Types of Research (Quantitative & Qualitative only), Research Designs; Hypothesis, Sampling: Meaning, Types of Sampling. Determination of Sample Size.

Data: Meaning, Types, Methods of Data Collection – Observational, Questionnaire, Interviews & Schedule. Data Processing: Classification, Tabulation, Coding of Data, Diagrams, Meaning of Level of Significance.

Analysis of Data: Central Tendency, T-Test, ANOVA, Non-Parametric Tests: Chi Square test only. Basics of SPSS Software, Report writing.

REFERENCES

- Kothari C.R. (2006). *Research Methodology Methods and Techniques*, New Age International Publication, New Delhi.
- Donald R. Cooper, Pamela S. Schindler. *Business Research Methods*, Tata McGraw Hill Publication, New Delhi.
- K.R. Sharma; *Operational Research & Quantitative Techniques*, Kalyani Publications.

Deepak Pokhriyal



School of Hospitality and Tourism Management
Department of Hotel Management
Course Hand-out

Culinary Management- II | HA4141 | 4 Credits | [0 2 4 4]

Session: July-Nov | Faculty: Dr. Gaurav Bhattacharya | Class: VII Semester

Introduction:

This course is offered by School of Hotel Management as a department elective for the Bachelor in Hotel Management programme, providing through this course a framework of specialization in kitchen operations and knowledge to effectively manage and administer food production operations. Students are expected to have background knowledge as gleaned from previous semesters for better understanding of the content.

Course Objectives: At the end of the course, students will be able to ¹

Recognize and reproduce different styles of cuisine and food presentation.

Demonstrate formal and informal event-based menu planning, preparation, presentation, and photography.

Recognize and describe the various Hazards to Food safety and Food Laws & Regulations.

Recognize and describe the various entrepreneurial opportunities in the Food and beverage production and service businesses.

Syllabus:

- A. Introduction to Hazards to Food safety: Physical, Chemical and Biological hazards; Personal hygiene.
 - B. Microorganism in Food: Bacteria, Viruses, Parasites, Moulds and Fungi; Characteristics of microorganism; FATTOM; Beneficial role of microorganism in gastronomy.
 - C. Food Borne Diseases: Sources; Diseases caused by food borne pathogens like Indigestion, Alga toxin, Metal poisoning; Method of preventing bacterial multiplication.
 - D. Food Additives and Adulteration: Introduction and Types; Risk and Prevention.
 - E. Food Cross Contamination: Introduction; control of cross contamination; Proper storage of food in refrigerator; Cleaning and Sanitization.
 - F. Food Laws & Regulations: PFA, FPO, AGMARK, ISI, ISO (9000, 14000, 22000), FSSAI and HACCP.
 - G. Product Research & Development: Testing of new recipes and equipment, Developing new recipes, Food trials.
- Practical:** Formal and informal event-based menu planning, preparation, presentation and photography.

Reference Books:

- 1. J.W.Chesser, World of Culinary Management : Leadership and Development of Human Resources, (fifth ed.), Pearson , 2012
- 2. P.S.Bali., International Cuisine and Food Production Management , (First ed.)Oxford University Press, 2014
- 3. CIA, The Professional Chef Hardcover,(ninth ed.), wiley,2011

Pedogogy/ Instruction Methodology:

- i. Lecturing (L)
- ii. Collaborating,
- iii. Self-study and Classroom discussion
- iv. Presentation on assigned topics by study groups



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Room Division Management-I | HA 4143 | 4 Credits | 0 2 4 4

Session: Jul-Nov | Faculty: Dr Deepak Pokhriyal | Class: II Year (III Sem)

INTRODUCTION:

The subject aims to establish to expertise on Room Division Management-I and its role in the hospitality Industry. It also prepares the student to acquire advanced knowledge and skills necessary for different tasks and aspects of Housekeeping.

COURSE OUTCOMES: At the end of the course, students will be able to

- [HA4143.1] Express the concept of housekeeping.
- [HA4143.2] Relate the concepts taught with industry requirements.
- [HA4143.3] Demonstrate the professional skills learnt.
- [HA4143.4] Develop housekeeping entrepreneurship skills.

SYLLABUS

Planning, Organizing, and Staffing the New Organization: The New Executive Housekeeper, The Executive Housekeeper's Position within the Organization, The Model Hotel, Reporting for Work, Early Priority Activities, House Breakout Plan, Staffing Considerations, Completion of the Department; The Full Circle of Management: Problem Solving, Managerial Styles, Development of Others, Personal Development, Housekeeping Managers of the Future, Material Planning: Administration of equipment and supplies: Material Budgets, Inventory Control, Material Classification, Preopening Operations, Material planning: Floors, walls and windows, supplies and equipment, Bedding, linens, and uniforms. Waste Management: Garbage Segregation, Disposal, Composting, Energy Generation. Eco friendly Practices: Housekeeping role in a green property, Guest Supplies, Cleaning agent, System of certifying Ecotel. Flower Arrangement: Flower Arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Selection & Care of Indoor plants. Practical: Theme decoration, Flower Arrangement, Situation handling. Yield Management - Occupancy Ratio, Break-even Pricing, Productivity Activity, Statistics, Report Writing, Yield Management. Contracting Rates-Setting a price for a Group, Net Rates, Negotiating with Travel Agent/ Tour Operator, Corporate Rate Contracts.

Signature



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management
Bachelor of Hotel Management

Course Handout

Hospitality Industry Exposure Training | HA3171 | 10 Credits | 0 0 20 10

Session: Jul – Nov | Faculty: Dr. Amit Datta | Class: 3rd Year (V Sem)

Introduction:

The Hotel Internship enables students to relate the knowledge and skills acquired in the classroom with operations prevalent in the industry.

Course Objectives: At the end of the course, students will be able to:

- [3171.1]. Develop an understanding of the operation performed in the industry
- [3171.2]. Demonstrate the skills learnt during training
- [3171.3]. Express the experience gained during the training
- [3171.4]. Develop entrepreneurship skills

Syllabus:

Hospitality Industry Exposure Training should be carried out for a minimum duration of 16 weeks in hospitality organizations. The grade awarded to the student will be on the basis of the total marks obtained by him/ her. There will be a mid-semester evaluation of the internship on the basis of the qualitative feedback of the organization to the project mentor after 8-10 weeks.

References



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Hospitality Industry Exposure Training Report | HA3172 | 10 Credits | 0 0 20 10

Session: Jul – Nov | Faculty: Dr. Amit Datta | Class: 3rd Year (V Sem)

Introduction:

The vocational training enables students to relate the knowledge and skills acquired in the classroom with operations prevalent in the industry.

Course Objectives: At the end of the course, students will be able to:

- [3172.1]. Demonstrate the skills learnt during training
- [3172.2]. Express the experience gained during the training
- [3172.3]. Develop professional skills

Syllabus:

The final evaluation and viva voce will be conducted after the completion of the internship and submission of the project report, by a panel of examiners including the mentor assigned.

References

Datta



MANIPAL UNIVERSITY JAIPUR

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Food Production Foundation – II | HA1201 | 4 Credits | 4 0 0 4

Session: Jan – May 2023 | Faculty: Mr. Abhay Kashyap | Class: 1st Year (2nd Sem)

Introduction:

This course is designed to impart foundational knowledge and skills of food production operations.

Course Objectives: On completion of the course, students will be able to:

[HA1201.1] Explain intermediate foundational concepts of food production operations

[HA1201.2] Make use of the knowledge to manage food production operations

[HA1201.3] Develop employability for food production operations

[HA1201.4] Develop entrepreneurship capabilities for food production operations

Syllabus

Meat- Introduction to meat cookery, Cuts of beef/veal/ lamb/ pork/game, Poultry, Fish - Introduction to fish/ shellfish cookery, Classification of fish & shellfish, Cuts of fish, Selection of fish and shellfish, Cooking of fish, Egg- Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in Cookery Dairy & Dairy Products- Milk, Cheese, Butter, Cream Farinaceous Products- Pasta, Potato and other starch. Accompaniments & Garnishes, Appetizer & Starters- Sandwiches, Canapés, Rechaufé – Objectives, Methods, Products, Advantages & Disadvantages.

References

- K. Arora, Theory of Cookery, (6e), Frank Bros, 2008
- P.S.Bali, Food Production Operations, (2e), Oxford University Press, 2014
- P.S.Bali, Theory of Cookery, (1e.), Oxford University Press, 2017



School of Hotel Management
Bachelor of Hotel Management

Course Hand-out

Food & Beverages Services Foundation-II | HA 1202 | 4 Credits | 4 0 0 4

Session: Jan –May | Faculty: Dr Mukesh Shekhar | Class: 1st Year (II SEM)

Introduction: This course continues to build on the philosophy and psychology of Food & Beverage service as well as technical skills of service. This course also introduces a systematic approach of food & beverage operations with emphasis on management and operational controls. Students will get knowledge about the basic knowledge of hotel outlets & types of services. Students will understand and appreciate the areas of service that are important and critical from a management point of view.

Course Objectives: On completion of the course the participants shall be able to:

- [1202.1] Express the concept of Food & Beverage Services
- [1202.2] Identify various food service entities and their operational differences.
- [1202.3] Demonstrate professional skills in various restaurants and other operations.
- [1202.4] Develop employability & entrepreneurship in food service areas such as hotels, restaurants, and institutions.

Syllabus

Non- Alcoholic Beverages: Classification of Beverages – Refreshing, Nourishing, Stimulating - Tea - Various Types of Tea, Processing, Manufacturing, Service Standards, Storage, Brands. Preparation of Tea & Coffee - Types, Processing & Production, Service Standards, Storage, Brands and methods of making Tea & Coffee. Nourishing Beverages - Examples with types, brands. Refreshing beverages - Examples with types, brands & composition. Types of waters with examples of each. In Room Dining/ Butler Service: Types of Room Service Operations - Equipment Used -Room Service Order Taking - Service Standards -Butler Service - New Trends, Restaurant Control Systems – Manual & Electronic: Importance of KOT - Different type of KOT's - Duplicate and Triplicate check Systems - Electronic Point of Sales. Ancillary Areas: Pantry - Still Room - Linen Room - Hot Plate. Tobacco: Introduction, Types – Cigars & Cigarettes, Cigar strengths and sizes, Brands – Storage and service

Reference Books

- Singaravelavan, R. (2011). *Food & Beverage Servicer (08 ed.)*. Oxford University Press
- Andrews, S. (2013). *Food and Beverage Services: A Training Manual*. Tata Mcgraw Hil
- Lillicrap & Cousins, *Food & Beverage Service, ELBS, 2011 edition*



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Accommodation Operation Foundation-II | HA1203 | 2 Credits | 2 0 0 2

Session: Jan – May | Faculty: Deepak Pokhriyal | Class: Ist Year (II Sem)

Introduction:

The subject aims to establish the importance of House Keeping Operations and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

Course Objectives: At the end of the course, students will be able to

- [1203.1]. Recognize and recall the fundamentals of Housekeeping.
- [1203.2]. Classify, describe housekeeping techniques.
- [1203.3]. Recognize and demonstrate the use of housekeeping equipment.
- [1203.4]. Develop and demonstrate hospitality managerial skills and entrepreneurial thinking.

SYLLABUS

Nature and composition of various surfaces used in hotels and their care and Maintenance-Metal, Stone, Glass, Wood, Leather, Ceramic, Plastic, Synthetic. Room Layouts, Guest Supplies and amenities: Various room layouts, Single, Double, Twin, suit Sub areas, supplies and amenities placed there. Routine Cleaning of Housekeeping Department: General principles of cleaning, Work routine for floor supervisors and chamber maids, Rules of the floor. Daily cleaning of Occupied, Guest room cleaning, Departure, Vacant, under maintenance (PPM rooms) VIP rooms, Block room cleaning, Evening service and Second service procedures, Weekly/Periodic cleaning, Spring cleaning procedures. Cleaning Routine of Public Areas: Areas to be maintained, daily, weekly and spring-cleaning procedures for various Public Areas. Beds & Mattresses used in Hotels: Parts of bed, Types and uses, Care and maintenance, Control Desk: Importance and functions of Control Desk, Records maintained at desk, Responsibilities, Handling telephone, Handling software, Briefing, Debriefing, Pest Control: Types of Pests, Preventive and Control Measures.

REFERENCE BOOKS

- Hotel, housekeeping operations and management G. Raghubalan and Smritibalan
- Sudhir Andrews, Housekeeping Training Manual
- Brenscon & Lanox, Hotel, Hostel & Hospital Housekeeping

Signature



School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Food Production Lab – II HA 1231 | 2 Credits | 0 0 4 2

Session: Jan-May | Faculty: Aravind Kumar Rai [MU - Jaipur] | Class: 1st Year (II Sem)

Introduction:

This curriculum is based on to familiarize the students with the basic preparation of Modern cookery items as per hotel industry standard.

Course Outcomes: On completion of the course the participants shall be able to:

- HA1231.1 Demonstrate the professional skill of Continental cuisine.
- HA1231.2 Analyse the quality and quantity with the set standard.
- HA1231.3 Develop employability & entrepreneurial skills.
- HA1231.4 Analyse the quality and quantity with the set standard.

Syllabus

Food Production Lab – II [0 0 4 2]

Identification of various cuts-Beef, Lamb, Pork, Sea food processing, Simple Egg preparations- Scotch egg- Assorted omelettes- Oeuf Florentine, Oeuf Benedict- Oeuf Farci- Oeuf Portugese. Breakfast Menu Preparation, Preparation of menu, Salads- Waldrof Salad, Fruit Salad, Russian Salad, Salade Nicoise, 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. Simple Potato Preparations- Basic Potato Dishes, Vegetable Preparations- Basic Vegetables

References:

1. K. Arora, Theory of Cookery, Frank Bros, 2008
2. P. S. Bali, Food Production Operations, (2e) Oxford University Press, 2014
3. P. S. Bali, Theory of Cookery, (1e) Oxford University Press, 2017

Program Outcomes and Program Specific Outcomes

The expected outcome of the BHM program is in keeping in view the basic objective stated above. The outcome of this model program structure is foreseen that on completion of this program the students will be able to:

- [PO1] Hotel and Hospitality Knowledge: Understand the knowledge of hotel, hospitality and tourism, and a core area specialization to the solution of complex hotel management problems.
- [PO2] Problem analysis: Identify, formulate, research literature, and analyse complex hospitality problems reaching substantiated conclusions using principles of management
- [PO3] Design/development of solutions: Design solutions for complex hospitality related problems and design system components or processes, using appropriate management and technological tools, that meet the specified needs with consideration for the public health and safety, and the cultural, societal, and environmental considerations.
- [PO4] Conduct investigations of complex problems: Use research-based knowledge and research methods including analysis and interpretation of data, and synthesis of the information to provide valid conclusions.



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Accommodation Operations Foundation-II | HA1233 | 1 Credits | 0 0 1 1

Session: Jan – May 2023 | Faculty: Deepak Polkhriyal | Class: 1st Year (II Sem)

Introduction:

The subject aims to establish the importance of House Keeping Operations and its role in the hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

Course Objectives: At the end of the course, students will be able to

- [HA1233.1] Recognize and recall the fundamentals of Housekeeping.
- [HA1233.2] Classify, describe housekeeping techniques.
- [HA1233.3] Recognize and demonstrate the use of Housekeeping equipment.
- [HA1233.4] Develop and demonstrate hospitality managerial skills and entrepreneurial thinking.

SYLLABUS

Polishing of Brass Articles; Cleaning of Glass surfaces; Vacuum Cleaning; Equipping Maids Carte / Trolley; Bed making; Daily Cleaning of Guest rooms – Departure, occupied and vacant, Turndown services; Cleaning of different floor finishes

REFERENCE BOOKS

- Hotel, housekeeping operations and management G. Raghubalan and Smritibalan
- Sudhir Andrews, Housekeeping Training Manual
- Brenscon & Lanox, Hotel, Hostel & Hospital Housekeeping

Signature
16/6/23



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Front Office Operations Lab – II | HA1234 | 1 Credit | 0 0 2 1

Session: Jan 23 – May 23 | Faculty: Dr Shweta Upamanyu | Class: I Year (II Sem)

Introduction:

The core emphasis of this course is on to familiarize the students with the day to day operations of Front Desk. Students will learn Guest cycle activities.

Course Outcomes: On completion of the course the participants shall be able to perform:

- 1234.1: Identify the resources used in Front Office Operations.
- 1234.2: Develop the concept of Front Office Operations.
- 1234.3: Demonstrate an ability to perform the professional skills.
- 1234.4: Analyse the quality with set standards.

Syllabus

Front Desk Operations - How to organize the front desk and prepare for check-ins, Guest Arrival List and Pre-registration, Blocking and unblocking rooms by using cases, Process guest check-in. Establishing transient status. Verifying room type, rate and payment methods, securing authorization for credit cards, Room allotment and issuing and controlling keys, Use of effective sales techniques, Process check-in for groups and crews, Handling different types of guests. Handling Guest Relations - Soft skills required for Guest Relations, Create and maintain guest history records, Order VIP amenities, Prepare and place welcome notes in guest rooms, make hospitality calls to guests, Handling guest queries/ complains, Help guests with future reservations, Help guests make airline/railway reservations, Maintaining liaison with airports, travel agencies, local transport agencies, city shopping, Cashiering and Night Auditing - Post various guest charges and payments, Receiving and maintaining various vouchers, Handling of cash bank, Handling various methods of payment, Follow – up on payments, Currency exchange, Maintaining guest accounts, Handling split folios, adjust disputed charges, Handle late check outs, Process late charges, retention charges, day rate etc., Processing check –outs, Check for mails, messages, safe deposit box, or in-room safe keys, Post all outstanding charges and verify account information, Inquire about additional recent charges, Present the guest folio for guest signature, Verify the method of payment, Process the account payment (i.e. zeroing out the account), Update the room status, guest history and preferences, Performing night audits & use of night reports for forecasts & budgets of the hotel.

Reference Books

- Standard Operating Procedures of Hotels
- Andrews, S. (2009). *Hotel Front Office: A Training Manual* (2nd ed.). Tata McGraw Hill Education.
- Tiwari, J. R. (2009). *Hotel Front Office Operations and Management*. New Delhi: Oxford University Press



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

| **Global Cuisine & Patisserie** 3 Credits | 3 0 03

Session: JAN-MAY | Faculty: Dr. Aravind Kumar Rai [MU - Jaipur] | Class: 2nd Year (IV Sem)

Introduction:

This curriculum is based on to familiarize the students with the basic of Global cuisine encompasses a vast array of culinary traditions from different regions, countries, and cultures. It celebrates the unique ingredients, spices, and cooking techniques that have been passed down through generations, preserving the authenticity of each culinary heritage. From the vibrant street food of Asia to the sophisticated haute cuisine of Europe, global cuisine offers a treasure trove of culinary experiences that cater to all palates. It's based on International and global Cuisine as per hotel industry standard.

Course Outcomes: On completion of the course the participants shall be able to:

- HA2201.1 Recognize different international styles of cuisine and identify influences of cultures on regions Special features with respect to ingredients, methods, presentation styles.
- HA2201.2 Describe the process and workflow of the Global Kitchen.
- HA2201.3 Explain the various products that are integral part of Global cuisine.
- HA2201.4 Use the knowledge in making informed decisions in their professional and entrepreneurial career.

Syllabus

International Cuisine: Introduction to influences of cultures on regions, special features with respect to ingredients, methods, culinary styles – Asian (Thai, Chinese), European (French, Italian, Spanish), American (Mexican), Mediterranean. Introduction to Garde Manger: Functions of larder department, duties & responsibilities of larder chef, pantry operation, specific tools & equipment in the larder, Common terms used in larder department etc. Introduction to Bakery & confectionery: Definition, Principles of baking, Bakery Equipment (small & large), Formulas & measurements, Physical & chemical changes during baking; Bakery Commodities & Breads: Flour, Shortening agents, Raising agents, Coloring Pigments, Flavoring Agents. Flour Pastries: Definition & Classification- Short Crust, Choux, Puff, Leavened & Laminated, Cookies: Definition / introduction, Types of cookies, methods of mixing & baking: Icing, Frosting & Fillings, Definition & Uses, Classification, Ingredients used, Meringue, Cakes & Sponge.

Reference Books:

- P.S.Bali., *Theory of Bakery & Patisseries*, (First ed.)Oxford University Press, 2018
- P.S.Bali., *International Cuisine and Food Production Management*, (First ed.)Oxford University Press, 2
- R.Sobbo, *The Saucier's Apprentice*,(Second ed.), Knop F, 1976



MANIPAL UNIVERSITY JAIPUR

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Food & Beverage Management | HA2202 | 3 Credits | 3 0 0 3

Session: Jan – May 2023 | Faculty: Mr. Abhay Kashyap | Class: 2nd Year (4th Sem)

Introduction:

The course is designed to impart knowledge and skills for food & beverage management.

Course Objectives: On completion of the course, students will be able to:

[HA2202.1] Explain the basic concepts of food & beverage management

[HA2202.2] Classify various concepts of food & beverage management

[HA2202.3] Develop employability in food & beverage management

[HA2202.4] Develop entrepreneurship in food & beverage management

Syllabus

F&B Cost Dynamics: Cost, Elements of Cost-Material, Labor, Overhead; F&B Sales Concepts: Definition, Monetary, Non-monetary; Inventory Control: Inventory, Objectives, Methods- Stock level, EOQ, ABC analysis, Stock turnover ratio, Perpetual, Physical, Monthly, Requisition pricing; Storing and Issuing; Food & Beverage Control: Planning, Purchasing, Receiving, Storing, Issuing, production control, standard recipe and yield, sales control-ECR, POS; Budgetary Control: Budget, Control objectives, Types of budget- Operating, Capital, Master, Departmental, Fixed and Flexible, ZBB, Factors affecting budgetary control; Variance analysis: Importance, calculations, standard costing; Breakeven Analysis: Concept and calculation; Menu Merchandising: Concept, Consideration and constraints, Pricing; Menu Engineering: Concept, Menu Analysis and Strategies.

References

- Michael M. Coltman, Beverage Management: Product knowledge and cost control, (5e), Van Nostrand Reinhold, 2016.
- Harold J. Grossman, Harriet Lembeck, Grossman's guide to wine, beer, and spirits (7e), John Wiley & Sons, 2015.



MANIPAL UNIVERSITY
JAIPUR

**School of Hospitality and Tourism Management
Bachelor of Hotel Management**

Course Handout

Accommodation Management-II | HA 2203 | 2 Credits | 2002

Session: Jan-May | Faculty: Dr. Deepak Pokhriyal | Class: II Year (IV Sem)

Introduction:

This curriculum is based on to familiarize the students with the advance concepts of housekeeping from planning of new housekeeping department to initializing the whole operations of housekeeping department.

Course Objectives: At the end of the course, students will be able to:

- [HA2203.1] Express the concept of housekeeping
- [HA2203.2] Relate the concepts taught with industry requirements
- [HA2203.3] Demonstrate the professional skills learnt
- [HA2203.4] Develop housekeeping entrepreneurship skills

Syllabus

First aid: Aims & Objectives, Qualities and Responsibilities of a First-Aider, Knowledge of Basic Life Support, Assessment of Life-Threatening Situations, Prioritise Treatment of Casualties, Basic and Essential Treatment of Injuries, Safe Evacuation of Casualties, **Safety & security:** Fire safety and firefighting, Crime prevention and dealing with emergency, Safety awareness and accident prevention, Types of Fires, Fire Extinguishers, Prevention of Fire, Fire Warning System, Fire Doors, Fire Drill. **Horticulture:** Overview of Horticulture, Greenhouse structures, Plant Classification, function and structure, Floriculture, Organic Gardening. **Housekeeping in institutes other than hotels:** Hospital, Hostel, Malls, Residential establishment, Offices, Universities, Other commercial areas.

References

1. Sudhir Andrews, *Hotel Housekeeping Training Manual*, (1st ed.), Tata Mc Graw-Hill publishing company ltd., 2006
2. Joan C Branson, *Hotel Hostel & Hospital Housekeeping*, (5th ed.), Arnold, 1988

Deepak Pokhriyal



MANIPAL UNIVERSITY
JAIPUR

School of Hotel Management

**Bachelor in Hotel Management
Course Handout**

Travel Agency and Tour operations |HT1203| 3 Credits | 3 0 0 3

Session: Jan-May2023 | Faculty: Dr. Gaurav Bhattacharya | Class: 2nd Year (IV Sem)

Introduction:

This curriculum is based on to enhance and strengthen the students understanding of the hospitality industry and plan for their own individual professional development.

Course Objectives: At the end of the course, students will be able to:

Recall and explain the interrelationship of hospitality and tourism

Use the learnings from this course to plan their preparations towards developing appropriate professional and entrepreneurial skills.

Utilize the basic knowledge from this course in progressive knowledge and skill building through lifelong learning.

Syllabus - HT1203: Travel Agency & Tour Operations [3 0 0 3]

History and present status of travel trade sector in international and Indian context,

Factors responsible for growth of Travel Trade sector,

Role and contribution of travel agencies and tour operators in the development of tourism industry.

Inter-relationship: travel agent and tour operator, travel agent and principal and tour operator and principal suppliers, Present business trends and future prospects, The Indian Travel Agents and Tour operator.

Functions of Travel Agents -Travel Information, Documentation, Preparation of Itineraries, Planning and Costing Tours, ticketing, Product Promotion and other miscellaneous work. Types of Travel Agencies IATA, Non-IATA and GSA.

Functions of Tour Operators- Assembling, Processing and disseminating information. Liasoning with Principals, Tour Package formulation; Pre-tour-arrangements & distribution, tour operation and Post tour management. Packaging a Tour: Holiday Tour; Historical and Cultural Monuments; Beach Holidays; Yoga and Meditation, Pilgrimage, Skiing, River Rafting and Mountaineering etc.

Domestic Tourism: To package the tour to local people; importance of domestic tourism: Base of Pyramid.

Organization of standard Travel Agency: Case Study of SITA/TCI/SOTC, National and International Associations like IATA, IATO, ICAO, TAAI

Reference Books:

A.K. Bhatia (2003). International Tourism, Sterling Publishers, New Delhi.

Shashi Praba Sharma (2004). Tourism Education, Kanishka Publishers, New Delhi.

Pushpinder S. Gill (1999). Dynamics of Tourism, Anmol Publications Pvt. Ltd., New Delhi.



MANIPAL UNIVERSITY JAIPUR
SCHOOL OF HOSPITALITY & TOURISM MANAGEMENT
Course Hand-out

FRENCH FOR BEGINNERS – I | LN 2007 | 4 Credits | 3 | 0 | 4

Session: Jan 23 – May 23 | Faculty: Mr. Deepak Sharma/ Class: BHM (IV Sem)

A. Introduction: This course is offered by Department of Hotel Management as a core course to the students of BHM Sem IV. The course offers basic knowledge of French. It covers the reading, writing, listening and speaking skills in French language. There is no specific prerequisite on the part of students as the course begins with the elementary level of French.

B. Course Objectives: At the end of the course, students will be able to

- [LN 2007.1] Acquire basic knowledge of French language in daily life.
- [LN 2007.2] Develop the listening skills and understand the gist of various communication modes.
- [LN 2007.3] Familiarise the students with different types of written text for skill enhancement.
- [LN 2007.4] Analyse the word and phrase structures and the process of word formation in French language
- [LN 2007.5] Acquire knowledge of French culture and civilisation for employability.

C. Program Outcomes and Program Specific Outcomes

- [PO.1]. **Critical Thinking:** Take informed actions after identifying the assumptions that frame our thinking and actions checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.
- [PO.2]. **Effective Communication:** Speak, read, write and listen clearly in person and through electronic media in English and in one Indian language, and make meaning of the world by connecting people, ideas, books, media and technology.
- [PO.3]. **Social Interaction:** Elicit views of others, mediate disagreements and help reach conclusions in group settings.
- [PO.4]. **Effective Citizenship:** Demonstrate empathetic social concern and equity centred national development, and the ability to act with an informed awareness of issues and participate in civic life through volunteering.
- [PO.5]. **Ethics:** Recognize different value systems including your own, understand the moral dimensions of your decisions, and accept responsibility for them.
- [PO.6]. **Environment and Sustainability:** Understand the issues of environmental contexts and sustainable development.
- [PO.7]. **Self-directed and Life-long Learning:** Acquire the ability to engage in independent and life-long learning in the broadest context socio-technological changes.

Dr. Deepak Sharma



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

GLOBLE CUISINE LAB HA 2231 | 2 Credits | 0 0 4 2

Session: JAN-MAY | Faculty: Dr. Aravind Kumar Rai [MU - Jaipur] | Class: 2nd Year (IV Sem)

Introduction:

This curriculum is based on to familiarize the students with the basic preparation of International and global cuisine items as per hotel industry standard.

Course Outcomes: On completion of the course the participants shall be able to:

HA2231.1 Develop the concept of international cuisine and its cooking technique, preparation methods, the role of ingredients, tools requirements, different cooking techniques, and presentation style.

HA2231.2 Demonstrate the skill of International or global regional cuisine and their festive menus.

HA2231.3 Analyze the quality and quantity with the set standard.

Syllabus

Understanding cooking and preparation of basic menu comprising of Starter, Main course, Staple and Dessert from each global culinary style: Asian (Thai, Chinese), European (French, Italian, Spanish), American (Mexican) and Mediterranean

Textbooks

1.P.S.Bali., Theory of Bakery & Patisseries , (First ed.)Oxford University Press, 2018

2.P.S.Bali., International Cuisine and Food Production Management , (First ed.)Oxford University Press, 2014

References:

1. Philip E Thangam, Modern Cookery (Vol -I & Vol -II) For Teaching & Trade, Orient Longman.

2. Sonya Atal Sapru, Harper Collins, Zaika

3.CIA, The Professional Chef Hardcover,(ninth ed.), wiley,2011

Pratibha Karan, Harper Collins, Punjabi Cuisine



MANIPAL UNIVERSITY JAIPUR

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Advanced Food & Beverage Service Lab | HA2232 | 1 Credits | 0 0 2 1

Session: Jan – May 2023 | Faculty: Mr. Abhay Kashyap | Class: 3rd Year (4th Sem)

Introduction:

This course is designed to impart learners with advance practical knowledge and skills of food & beverage service operations.

Course Objectives: On completion of the course, students will be able to:

[HA2232.1] Explain advanced practical concepts of food & beverage service operations

[HA2232.2] Apply practical skills in food & beverage operations

[HA2232.3] Develop food & beverage operations employability

[HA2232.4] Develop food & beverage operations entrepreneurship

Syllabus

Formal and Informal Set-ups, Restaurant and Bar Set-ups of different types & services; Service of Afternoon & High teas; Service of Juice, Smoothies, Shakes; Mocktail preparation and service; Buffet Lay –up, theme Buffets set up; Role plays & situation handling in bar and restaurant.

References

- Michael M. Coltman, Beverage Management: Product knowledge and cost control, (5e), Van Nostrand Reinhold, 2016.
- Harold J. Grossman, Harriet Lembeck, Grossman's guide to wine, beer, and spirits (7e), John Wiley & Sons, 2015.



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Bakery and Confectionery Lab | HA 2233 | 2 Credits | 0 0 4 2

Session: Jan – May | Faculty: Amit Datta | Class: 2nd Year (IV Sem)

Introduction:

This curriculum is based on to enhance the students with the bakery & confectionery items as per hotel industry standard.

Course Objectives: At the end of the course, students will be able to:

- [HA2233.1]. Identify the resources used in bakery & confectionery
- [HA2233.2]. Develop the concept of bakery & confectionery operations
- [HA2233.3]. Demonstrate an ability to perform the professional skills
- [HA2233.4]. Analyse the quality with set standards.
- [HA2233.5]. Develop entrepreneurial skills

Syllabus:

Bread: Soft Rolls, Hard Rolls, Sandwich Breads, Bread Sticks. Breakfast Pastries: Muffin, Doughnuts, Berliners, Brioche. Cookies: Melting Moments, Chocolate chip Cookies. Cakes: Swiss Roll, Fruit Cake, Marble Fruit Cake. Choux Pastry: Éclairs, Profit rolls, Croquembouche. Short Crust: Tart, Pie, Flan, Quiche. Laminated Pastry: Veg Puff, Vol au Vant, Palmiers, Cream Horns. International Desserts and Plate Presentations.

References:

- Wayne Glasslen, *Professional Baking*
- Bo Friberg, John Wiley, *Professional Pastry Chef*
- P.S.Bali., Theory of Bakery & Patisseries, (First ed.) Oxford University Press, 2018
- P.S.Bali., International Cuisine and Food Production Management, (First ed.) Oxford University Press, 2014
- CIA, The Professional Chef Hardcover, (ninth ed.), wiley, 2011

Amit Datta
(MOD, SH TM)



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Digital & Offline Marketing in Hospitality| HA 3201 | 4 Credits | 4 0 0 4

Session: Jan - May | Faculty: Dr. Shubha Dubey | Class: II Year (IV Sem)

Introduction:

The course is designed to help students understand the concepts and principles of Offline and Digital Marketing in Hospitality industry. At the end of the course students will be able to understand which marketing approach to take in which situation and to align marketing approaches with organizational strategy.

Course Objectives: On completion of the course, students will be able to:

[HA 3201.1]: Express the concepts of offline and digital marketing in hospitality & tourism Industry.

[HA 3201.2]: Apply offline and digital techniques, skills, and tools to design marketing strategy.

[HA 3201.3]: Develop offline & digital marketing professional skills to meet hospitality and tourism related problems.

[HA 3201.4]: Develop entrepreneurial and employability skills in marketing domain of hospitality and tourism industry.

Syllabus

Introduction: Concept, nature, scope and importance of marketing; Marketing concept and its evolution; Marketing mix; Strategic marketing planning – an overview. Market Analysis and Selection: Marketing environment – macro and micro components and their impact on marketing decisions; Market segmentation and positioning; Buyer behaviour; consumer versus organizational buyers; Consumer decision making process. Product Decisions: Concept of a product; Classification of products; Major product decisions; Product line and product mix; Branding; Packaging and labelling; Product life cycle – strategic implications; New product development and consumer adoption process. Pricing Decisions: Factors affecting price determination; Pricing policies and strategies; Discounts and rebates. Distribution Channels and Physical Distribution Decisions: Nature, functions, and types of distribution channels; Distribution channel intermediaries; Channel management decisions; Retailing and wholesaling. Promotion Decisions: Communication Process; Promotion mix – advertising, personal selling, sales promotion, publicity and public relations; Determining advertising budget; Media Planning & strategy; Media selection; Advertising effectiveness; Sales promotion – tools and techniques. Marketing Research: Meaning and scope of marketing research; Marketing research process. Tools & Techniques for marketing research. Issues and Developments in Marketing: Social, ethical and legal aspects of marketing; Marketing of services; International marketing; Green marketing; Cyber marketing; Relationship marketing and contemporary issues in marketing. Digital Marketing: Design thinking for a digital world, search engine optimization, social media, online advertising, digital marketing.

References

- P. Kotler, Bowen & M. Prentice, *Marketing for Hospitality & Tourism*, (7th ed.), Pearson ,2014
- S.M.Jha, *Hotel Marketing*, (1st ed.), Himalaya publishing House ,2010
- Dodson, I. (2016). *The Art of Digital Marketing: The Definitive Guide to Creating Strategic, Targeted, and Measurable Online Campaigns*. John Wiley & Sons.

Shubha



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor in Hotel Management

Semester VI

Course Handout

Hospitality Human Resource Management | HA 3202 | 3 Credits | 3 0 0 3

Session: Jan-May 2023 | Faculty: Dr. Gaurav Bhattacharya | Class: BHM (VI Sem)

Introduction:

This course is offered as a department core for the Bachelor in Hotel Management as well as BBA (H&T) programmes, to provide a framework of understanding in planning and managing the human resources of a hospitality facility. This course offers knowledge and understanding of elements of hiring, training, development, costs and benefits involved in successful human resource management in the service industry. Students are expected to refer to lessons taught in their previous semesters for better understanding of the content.

Course Objectives: At the end of the course, students will be able to:

Demonstrate an understanding of key terms, theories/concepts and practices within the field of HRM

Demonstrate competence in development and problem-solving in the area of HR Management

Provide innovative solutions to problems in the fields of HRM

Be able to identify and appreciate the significance of the ethical issues in HR

Syllabus

Introduction of Human Resource: Human Resource- Concept, meaning and definition, Importance of HR in hospitality sector, Concept of employee life cycle, Approaches to managing HRs in hospitality sectors, Emerging role of HR manager in hospitality sector; Human Resources Planning: Human Resource planning- meaning, process, factors and need for HRs planning, Job analysis- meaning, types, proposes and uses, Job description of major positions in a hospitality sector; Acquisitions of Human Resources: Recruitment -meaning, process, methods of Recruitment in hospitality sector, Selection procedure-essentials and steps in selection process, Interview- meaning and types; Maintenance of Human Resource: Employee Training- need for training, importance, methods of training in hospitality sector, Development of employee-concept, purposes and process, Components of employees development, Techniques of employees' development; Appraising and Rewarding Human Resources: Performance appraisal- need & importance and techniques, Rewards and benefits for employees-compensation (wage and salary), Incentives.

Reference Books:

1. Dr P C Shejwalkar & Mr S R Malegaonkar, Personnel Management & Industrial Relations, Anmol Publication, 2001
2. Mamoria, Personnel Management, (21st ed.), Himalayan Publication, 2001
3. E. B. Flippo, Personnel Management, (1st ed.), McGraw Hill, 1976



MANIPAL UNIVERSITY
JAIPUR

03

School of Hospitality and Tourism Management

**BHM
Course Handout**

Hospitality Facility Planning | HA 3203 | 3 Credits | 3 0 0 3

Session: Jan-May 2023 | Faculty: Dr.Gaurav Bhattacharya | Class: BHM (VI Sem)

Introduction:

This course is offered as a department core for the Bachelor in Hotel Management as well as BBA (H&T) programmes, to provide a framework of understanding in planning and managing the infrastructure of a hospitality facility. This course offers knowledge and understanding of elements of architecture, design, functionality, costs and benefits involved in creating a facility catering to the needs of travelers and tourists. Students are expected to refer to lessons taught in their previous semesters for better understanding of the content.

Course Objectives: At the end of the course, students will be able to:

- Explain the elements of architecture, design and construction utilized in creating a hospitality facility.
- Describe the need and utility of selecting a particular floor plan and construction of a specified department.
- Implement awareness of environmental hazards in their approach to facility planning and management.
- Use the knowledge in making informed decisions in their professional and entrepreneurial career

Syllabus

Hotel Design: Attractive appearance, Efficient plan, Good location, Suitable material, Good workmanship, Sound financing competent management; Classification of Hotel: Criteria for Star classification of Hotel (five, four, three and heritage); Kitchen: Equipment requirement for commercial kitchen, Developing Specification for various Kitchen equipment, Principles of Kitchen layout and design, Importance of Kitchen Stewarding, Kitchen stewarding department layout & design, Equipment found in kitchen stewarding department; Stores Layout & Design: Stores layout & planning (dry, cold, bar), Various equipment of the stores; Car Parking: Calculation of car park area for different types of hotel; Project Management: Introduction to Network Analysis, Basic rules and procedure for network analysis, C.P.M. and P.E.R.T., Comparison of CPM & PERT; Disaster Management: Environmental Hazards & Disasters, Landscape Approach, Ecosystem Approach, Perception approach, Types of Environmental hazards & Disasters, Natural hazards and Disasters, Man induced hazards & Disasters, Disaster Management.

References

- Richard Muther, Systematic Layout Planning, (4th ed.), Cahnners Books, 2014
- Lendal H Kotschevar & Margrat E Terrell, Food Service Planning- Layout Equipment, (4th ed.) Pearson, 1999
- David M Stipanuk, Hospitality Facilities Management & Design, (3rd ed.), American Hotel & Lodging Association, 2006



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management
Bachelor of Hotel Management

Course Handout

Safety, Security and Travel Documentation | HA 3204 | 3 Credits | 3 0 0 3
Session: Jan-May | Faculty: Dr. Deepak Pokhriyal | Class: 3rd Year (VI Sem)

Introduction:

The subject aims to establish the importance of safety and security and its role in the travel and tourism Industry. It also prepares the student to acquire basic knowledge of various travel documents used while travelling.

Course Objectives: At the end of the course, students will be able to:

- [HA3204.1] Express the concept of safety and security.
- [HA3204.2] Relate the concepts taught with travel industry requirements.
- [HA3204.3] Demonstrate the professional skills learnt for various travel documents.
- [HA3204.4] Develop entrepreneurship skills for travel agency set up.

Syllabus

Safety Security and Hotels: Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management. Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry. Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations security. Security issues at airports, railway stations, single woman travellers in India, Tourist Police & Its Role, Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration Understanding VISA and Permits Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India.

References

1. Y.M & Abraham Pizam, Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises) , (1st ed.) Elsevier Butterworth-Heinemann, 2006.
2. C. Michael Hall, Dallen. J. Timothy Duval, Safety and Security in Tourism: Relationship , Management and Marketing, (1st ed.), Routledge, 2004.
3. P. Tarlow, Tourism Security: Strategies for effectively Managing Travel Risk and Safety, (1st ed.), Butterworth- Heinemann, 2014.

Dr. Deepak Pokhriyal



**MANIPAL UNIVERSITY
JAIPUR**

(University under Section 2(f) of the UGC Act)

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Personality Development | HA3231 | 1 Credits | 0023

Session: Jan – May 2023 | Faculty: Mr. Abhay Kashyap | Class: 3rd Year (VI Sem)

Introduction:

This course is designed to impart soft skills in student as per the hospitality/ tourism, and other service industry standards.

Course Objectives: On completion of the course, students will be able to:

[HA3231.1] Recall concepts of personality development.

[HA3231.2] Develop professional personalities for hospitality industry.

[HA3231.3] Personality development for hospitality employability.

[HA3231.4] Personality development for hospitality entrepreneurship.

Syllabus

Presentations: Preparing for a presentation, tools for effective presentation, making optimum use of the time allocated for presentation, Being able to feel confident before, during and after any presentation, Learning to present with clarity and precision; **Personality development:** Inner Personality Development: Role of motivation & body language: Filling the GAP- Grooming, Attitude, Personality; **Creative Thinking:** Express creativity in everyday situations, Know the creative thinking process, and Develop a positive attitude; **Interviewing Skills:** Systematically prepare for an interview from organization's perspective and taking care of candidate's needs as well, Plan an opening and a closing for a selection interview, Construct primary and secondary questions to ask the company representative.

References

- B.Mitra, Personality Development and Soft Skills, (2nd ed.), Oxford University Press, 2016.
- Michale.E. Lamb, Social and Personality Development: An Advanced Textbook,(1st ed.), Psychology Press, 2013.
- Training, Personal Confidence & Motivation, (1st ed.), ISBN, 2013



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Hand-out

Culinary Management – I | HA 3241 | 4 Credits | 0 2 4 4

Session: Jan –May | Faculty: Dr Aravind Kumar Rai [MU - Jaipur] Class: 3rd Year (VI SEM)

Introduction. Culinary management is a dynamic field that combines the art of cooking with the principles of business management. It encompasses various aspects of the culinary industry, including food preparation, menu planning, kitchen operations, and hospitality management. Culinary managers play a crucial role in overseeing and coordinating the activities of professional kitchens, restaurants, hotels, catering services, and other food establishments.

In culinary management, individuals are trained to develop a comprehensive understanding of food production, culinary techniques, nutrition, and flavor profiles. They learn how to create innovative and appealing menus, manage food costs, maintain quality standards, and ensure customer satisfaction. Culinary managers also acquire essential skills in leadership, team management, and communication to effectively lead a culinary team and collaborate with other departments in the hospitality industry.

Course Objectives: On completion of the course the participants shall be able to:

- HA2231.1** Develop the concept of international cuisine and its cooking technique, preparation methods, the role of ingredients, tools requirements, different cooking techniques, and presentation style.
- HA2231.2** Demonstrate the skill of International or global regional cuisine and their festive menus.
- HA2231.3** Analyze the quality and quantity with the set standard.

Syllabus

Volume Feeding: Classification – Industrial, Institutional, Mobile Catering Unit. Menu Planning: Principles for mass feeding, Menu planning for educational institute, industrial worker, hospitals, railway catering, airline catering, outdoor parties. Planning for volume feeding: Indenting, Portion size, Preparation for quantity food, Space allocation, Equipment selection, Staffing, Constraints of volume feeding. Food Control: Purchasing, Supplier selection, Receiving, Storing, Issuing, Controlling. Culinary trends and concepts: Organic Cuisine, Molecular Gastronomy, Diet food, Iconic culinary techniques from global cuisines; Artisan Breads, Chocolate, Sugar Craft, Desserts - Hot, cold and frozen; Fusion cuisine: scope and challenges; Charcuterie and cured food: Pates, galantine, terrine, sausages classical salads, and



School of Hospitality & Tourism Management

Bachelor of Hotel Management

Course Handout

Room Division Management-I | HA3243 | 4 Credits | 0 2 4 4

Session: Jan 23 – May 23 | Faculty: Dr Shweta Upamanyu | Class: III Year (VI Sem)

Introduction:

This course is focusing on advance learning about accommodation operations in hotel industry. The syllabus will help the students in learning the concept and requirement of POSDCORB in rooms division. The course also covers the topics of interiors of guest room designing like flooring, fabrics, colors. The course also focuses on room revenue generation and maximization process. The in-depth knowledge of rooms division is target of this course.

Course Outcomes: On completion of the course the participants shall be able to:

3243.1: Express the concept of POSDCORB in rooms division of hotels.

3243.2: Relate the concepts taught with industry requirements.

3243.3: Demonstrate the professional skills in rooms division management.

3243.4: Develop employability & entrepreneurial skills in hotel industry.

Syllabus

Planning & Organization of the Housekeeping Department: Area Inventory List, Frequency Schedules, Performance & Productivity Standards, Time & Motion Study, Standard Operating Procedures, Job allocation & Work schedules, calculating staff strength & planning duty reports, Team work and leadership in Housekeeping, Selection of cleaning equipment & agents (Inventory System) Inventory level for non-recycled items. Budget & Budgetary Control: The Budget Process, Planning Capital Budget, Planning Operating Budget, Operating Budget- controlling expenses-income statement, Purchasing System-methods of buying, Stock records- issuing & control. Interior Decoration: Elements of Design, Color & its role in décor, Window & Window treatments, Lighting & Lighting fixtures, Floor finishes & carpets, Furniture & fitting and accessories, Layout of guest room (refurbishing & redecoration), Sizes of rooms, sizes of furniture & furniture arrangement, Principles of design, Color harmony & color schemes. Fabrics & Fibers: Classification, Characteristics of Fibers, Fabric Construction (weaving, knitting, bonding etc.) Types of Fabrics, Usages, Printing & Finishes of Fabrics. Practical: Preparing planning documents, Interior decoration, Towel art. Front Office Revenue Management: Elements of Revenue Management-Group Room Plans, Transient Room Plans, Food & Beverage Activity, Special Events. Using Revenue Management-Potential High & Low Demand Tactics, Implementing Revenue Strategies, Availability Strategies, Revenue Management Team.

Reference Books:

- Sudhir Andrews, *Hotel Housekeeping Training Manual*, (1st ed.), Tata Mc Graw-Hill publishing company Ltd, 2017
- Joan C Branson, *Hotel Hostel & Hospital Housekeeping*, (5th ed.), Arnold, 1988
- Bardi, J. A. (2007). *Hotel Front Office Management* (4th ed.). Canada Wiley India Pvt.Ltd.
- Dix, C., & Baird, C. (1998). *Front Office Operations* (4th ed.). Pearson Education, Inc.



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Professional Internship in Hospitality Management | HA4271 | 10 Credits | 0 0 20 10

Session: Jan – May | Faculty: Dr. Amit Datta | Class: 4th Year (VIII Sem)

Introduction:

The Hotel Internship enables students to relate the knowledge and skills acquired in the classroom with operations prevalent in the industry.

Course Objectives: At the end of the course, students will be able to:

- [4272.1]. Develop an understanding of the operation performed in the industry
- [4272.2]. Demonstrate the skills learnt during training
- [4272.3]. Express the experience gained during the training
- [4272.4]. Develop entrepreneurship skills
- [4272.5]. Develop professional competencies

Syllabus:

Professional Training should be carried out for a minimum duration of 16 weeks in hospitality or tourism organizations. The grade awarded to the student will be on the basis of the total marks obtained by him/ her. The evaluation of the internship will be on the basis of the qualitative feedback of the organization to the project mentor after 8-10 weeks.

References

Dr. Datta
(MOD, SUTM)



MANIPAL UNIVERSITY
JAIPUR

School of Hospitality and Tourism Management

Bachelor of Hotel Management

Course Handout

Hospitality Project | HA4272 | 10 Credits | 0 0 20 10

Session: Jan – May | Faculty: Dr. Amit Datta | Class: 4th Year (VIII Sem)

Introduction:

The training enables students to relate the knowledge and skills acquired in the classroom with operations prevalent in the industry.

Course Objectives: At the end of the course, students will be able to:

- [4272.1]. Demonstrate the skills learnt during training
- [4272.2]. Express the experience gained during the training
- [4272.3]. Develop professional skills

Syllabus:

The final evaluation and viva voce will be conducted after the completion of the internship and submission of the project report, by a panel of examiners including the mentor assigned.

References

*Asst
(HOD, SHRM)*



**MANIPAL UNIVERSITY
JAIPUR**

(University under Section 2(f) of the UGC Act)

**Faculty of Management & Commerce
School of Hospitality & Tourism Management
Hotel Management
BOS number:14 Date:17/05/2023**

Program name: BHM

**Actions - taken based on the results of the evaluation of relevant POs and PSOs
POs Attainment Levels and Actions for Improvement- (2019-2023)**

PO	Target level	Attainment Level	Observations
PO1	Hotel and Hospitality Knowledge		
	1.8	2.24	Overall target achieved
PO	Target level	Attainment Level	Observations
PO2	Problem analysis		
	1.8	2.33	Overall target achieved
PO	Target level	Attainment Level	Observations
PO3	Design/development of solutions		
	1.8	2.23	Overall target achieved
PO	Target level	Attainment Level	Observations
PO4	Conduct investigations of complex problems		
	1.8	2.31	Overall target achieved
PO	Target level	Attainment Level	Observations
PO5	Modern tool usage		
	1.8	2.24	Overall target achieved
PO	Target level	Attainment Level	Observations

Signature





PO6	Hospitality and Society		
	1.8	2.3	Overall target achieved
PO	Target level	Attainment Level	Observations
PO7	Environment and Sustainability		
	1.8	2.21	Overall target achieved
PO	Target level	Attainment Level	Observations
PO8	Ethics		
	1.8	2.35	Overall target achieved
PO	Target level	Attainment Level	Observations
PO9	Individual and Teamwork		
	1.8	2.2	Overall target achieved
PO	Target level	Attainment Level	Observations
PO10	Communication		
	1.8	2.35	Overall target achieved
PO	Target level	Attainment Level	Observations
PO11	Project Management and Finance		
	1.8	1.99	Overall target achieved
PO	Target level	Attainment Level	Observations
PO12	Lifelong learning		
	1.8	2.2	Overall target achieved

PSOs Attainment Levels and Actions for Improvement- (2019-23)

PSOs	Target Level	Attainment Level	Observations
PSO 1 : Recall and demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality.			
PSO 1	1.8	2.29	Overall target achieved
PSO 2 : Apply the knowledge gained to manage and evaluate functional systems in hospitality and lodging operations as well as events including MICE.			
PSO 2	1.8	2.21	Overall target achieved
PSO 3 : Prepare hospitality undergraduate candidates for entry level management positions and entrepreneurship in the hospitality industry.			
PSO 3	1.8	2.29	Overall target achieved
PSO 4: Demonstrate an ability to lead and manage the professional hospitality operations engaged production and delivery of hospitality product and service.			
PSO 4	1.8	2.28	Overall target achieved

Signature (All BOS Members)



BHM Batch 2019-2023

Sr. No.	Course Code	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
1	HA1101	3	3	2	3	2	2	2	1	3	2	1	3	3	3	3	2
2	HA1102	2	2	1	1	1	3	2	2	1	2	1	1	1	1	1	1
3	HA1103	2	2	2	2	3	1	3	3	3	3	2	3	3	2	3	2
4	HA1104	2	2	2	3	1	3	3	3	3	3	2	3	3	2	3	2
5	HA1105	1	3	1	2	3	1	2	1	3	2	1	2	1	3	1	2
6	HA1131	1	3	2	3	3	3	0	2	3	3	1	1	2	2	3	3
7	HA1132	2	2	2	1	2	1	2	2	1	2	3	2	3	3	1	2
8	HA1133	2	2	2	2	2	3	1	1	1	1	1	1	1	1	1	2
9	HA1134	2	2	2	3	2	1	2	2	1	2	3	1	1	1	1	2
10	HA1201	1	2	1	3	1	2	1	2	1	3	2	2	3	2	3	2
11	HA1202	3	1	2	1	2	3	2	1	3	1	3	2	2	1	1	1
12	HA1203	2	2	2	3	2	1	3	1	2	1	2	2	2	2	3	3
13	HA1204	3	2	2	1	1	2	2	3	2	3	3	1	3	1	3	1
14	HA1205	2	2	3	3	1	2	2	2	1	1	0	0	2	1	1	2
15	HA1231	3	3	3	2	3	1	2	1	1	3	1	3	3	2	3	3
16	HA1232	1	1	1	2	1	3	1	2	1	1	0	0	1	1	0	1
17	HA1233	3	3	3	3	3	3	0	3	3	3	3	3	3	3	3	3
18	HA1234	1	3	3	1	2	2	2	2	3	3	1	1	2	2	3	2
19	HA2101	2	2	2	3	1	2	3	3	3	3	2	3	1	2	2	2
20	HA2102	2	2	2	2	1	2	2	2	2	2	1	3	2	2	3	2
21	HA2103	2	2	3	1	2	2	2	2	2	2	1	1	1	1	1	1
22	HA2104	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
23	HA2131	3	3	3	2	3	3	3	3	3	3	2	3	3	3	3	2
24	HA2132	3	2	3	2	2	1	3	2	1	2	3	1	1	1	2	1
25	HA2133	3	2	2	3	3	3	2	3	2	3	2	3	2	2	3	2
26	HA2134	3	2	2	3	3	3	2	3	3	2	2	3	3	2	3	2
27	HA2171	3	3	3	3	3	2	3	3	1	3	3	2	2	2	1	2
28	HA2201	2	2	2	1	2	1	3	3	3	3	2	2	2	2	3	2
29	HA2202	1	3	2	1	1	2	0	2	3	3	1	1	2	2	3	2
30	HA2203	1	3	1	2	1	2	1	3	1	2	1	2	3	1	2	3
31	HA2204	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
32	LN2007	1	2	1	1	2	1	3	1	2	1	1	2	1	3	1	3
33	HA2231	3	2	2	3	3	3	3	3	3	3	2	2	3	2	3	2
34	HA2232	1	3	2	2	2	2	1	3	1	2	1	2	3	3	2	1
35	HA2233	2	2	1	1	1	1	2	2	1	2	1	1	1	1	1	3
36	HA3171	1	1	2	1	1	3	1	1	1	1	1	2	3	1	1	1
37	HA3172	2	2	3	2	2	1	2	2	2	2	2	3	1	3	3	2
38	HA3201	2	2	2	2	3	2	2	2	2	2	1	3	2	2	3	2
39	HA3202	2	2	1	2	1	2	2	2	1	2	1	1	1	1	1	3
40	HA3203	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
41	HA3204	1	2	2	3	1	2	1	2	1	3	2	3	3	3	1	2
42	HA3231	1	0	1	1	1	3	1	1	1	1	1	2	1	1	1	3
43	HA3241	3	3	2	3	3	2	3	3	2	0	2	2	2	2	1	2
44	HA3243	3	2	2	3	3	3	3	3	3	3	3	3	3	2	3	2
45	HA4101	2.71	2.83	2.78	3	2.8	3	2.5	2.67	3	2.95	3	2.67	2.75	2.67	2.5	3
46	HA4102	2.6	2.5	2.5	2.5	2.5	2.33	2	2.33	2.25	2.4	2.33	2.5	2.5	2.5	2.5	2.5
47	HA4103	2.5	2.63	2.57	3	3	3	3	2	2	3	2	3	2.6	3	2.75	3
48	HA4104	2.75	2	2	2.25	2.5	2	2.33	2	2.25	2.25	2	2	2.5	2	2.33	2.5
49	HA4105	2.25	2.5	2.5	2.75	2.25	3	2	2.67	2.75	2.75	3	2	2.25	2.25	2.67	2.5
50	HA4141	2.5	2	2	2	2.25	2.5	2.67	3	2.5	2	3	2	2	3	2	2.5

Signature

51	HA4143	1.8	1.5	2.2	2.5	3	2.33	2	2.33	2	2.33	2	1.75	2.2	3	2.5	1.5
52	HA4271	1.75	1.63	1.57	1.7	1.7	1.83	1.83	1.88	1.67	1.63	1.67	1.7	2	1.63	1.75	1.75
53	HA4272	2.8	2.73	2.75	2.75	2.75	2.8	2.86	2.86	2.67	2.7	2.7	2.75	2.75	2.75	2.75	2.75
	Average	2.14	2.23	2.11	2.22	2.11	2.2	2.08	2.24	2.08	2.26	1.84	2.08	2.2	2.07	2.2	2.17



Signature

Direct PO and PSO Attainment																
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
AVERAGE	2.14	2.23	2.11	2.22	2.11	2.2	2.08	2.24	2.08	2.26	1.84	2.08	2.2	2.07	2.2	2.17

Indirect PO and PSO Attainment																
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
Graduate Survey	2.59	2.71	2.64	2.71	2.71	2.73	2.77	2.68	2.82	2.73	2.59	2.73	2.79	2.73	2.73	2.84
Alumni Survey	2.74	2.82	2.74	2.74	2.74	2.69	2.74	2.78	2.56	2.65	2.65	2.74	2.69	2.69	2.65	2.65
Employer Survey	2.68	2.79	2.68	2.57	2.79	2.68	2.79	2.89	2.79	2.68	2.57	2.68	2.46	2.79	2.57	2.57
AVERAGE	2.67	2.77	2.69	2.67	2.75	2.7	2.76	2.78	2.72	2.69	2.6	2.72	2.65	2.74	2.65	2.69

Final POs/PSOs Attainment																
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
Direct	1.71	1.78	1.69	1.78	1.69	1.76	1.66	1.79	1.66	1.81	1.47	1.66	1.76	1.66	1.76	1.74
Indirect	0.53	0.55	0.54	0.53	0.55	0.54	0.55	0.56	0.54	0.54	0.52	0.54	0.53	0.55	0.53	0.54
Final Attainment	2.24	2.33	2.23	2.31	2.24	2.3	2.21	2.35	2.2	2.35	1.99	2.2	2.29	2.21	2.29	2.28



Batch Wise PO and PSO Target	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
2019-2023	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8

Target	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
2019-2023 (attainment)	2.24	2.33	2.23	2.31	2.24	2.3	2.21	2.35	2.2	2.35	1.99	2.2	2.29	2.21	2.29	2.28
Gap	-0.44	-0.53	-0.43	-0.51	-0.44	-0.5	-0.41	-0.55	-0.4	-0.55	-0.19	-0.4	-0.49	-0.41	-0.49	-0.48

Percentage Target	60	65	70	75	80	85	90	95	100
Target on Scale 3	1.8	1.95	2.1	2.25	2.4	2.55	2.7	2.85	3

Note	Gap<0	Attained
	Gap>0	Not Attained

Signature

