OPJS UNIVERSITY, CHURU (RAJASTHAN)

SYLLABUS

for

B.Sc. (Hotel Management)
(B.Sc.-H.M.)

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School of Hotel Management & Catering
OPJS UNIVERSITY, CHURU (RAJASTHAN)

2014-15

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B.Sc. (HOTEL MANAGEMENT & CATERING TECHNOLOGY)

### I-Year

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Paper Code</th>
<th>Name of Papers</th>
<th>M.M.(T./S./P.)</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>BSHM-101(a)</td>
<td>Communicative English OR</td>
<td>70+30</td>
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<tr>
<td>2.</td>
<td>BSHM-101(b)</td>
<td>Communicative French</td>
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<td>3.</td>
<td>BSHM-102</td>
<td>Front Office Management</td>
<td>70+30</td>
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<td>4.</td>
<td>BSHM-103</td>
<td>House Keeping Management</td>
<td>70+30</td>
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<td>5.</td>
<td>BSHM-104</td>
<td>Hotel Administration</td>
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<td>6.</td>
<td>BSHM-105</td>
<td>Tourism Management</td>
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<td>7.</td>
<td>BSHM-106-P</td>
<td>Front Office Management</td>
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<td></td>
<td>BSHM-107-P</td>
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<tr>
<td>1.</td>
<td>BSHM-201</td>
<td>Food Production</td>
<td>70+30</td>
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<td>2.</td>
<td>BSHM-202</td>
<td>Food &amp; Beverage Service</td>
<td>70+30</td>
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<td>3.</td>
<td>BSHM-203</td>
<td>Food Safety and Microbiology</td>
<td>70+30</td>
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<td>4.</td>
<td>BSHM-204</td>
<td>Computer Applications</td>
<td>70+30</td>
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<td>5.</td>
<td>BSHM-205</td>
<td>General Knowledge</td>
<td>70+30</td>
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<td>6.</td>
<td>BSHM-206-P</td>
<td>Food Production</td>
<td>70+30</td>
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<td>7.</td>
<td>BSHM-207-P</td>
<td>Food &amp; Beverage Service</td>
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### III-Year

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<tr>
<td>1.</td>
<td>BSHM-301</td>
<td>Food &amp; Beverage Management</td>
<td>70+30</td>
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<td>2.</td>
<td>BSHM-302</td>
<td>Hotel Accounts</td>
<td>70+30</td>
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<td>3.</td>
<td>BSHM-303</td>
<td>Hospitality Marketing</td>
<td>70+30</td>
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<td>4.</td>
<td>BSHM-304</td>
<td>Human Resource Management</td>
<td>70+30</td>
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<td>5.</td>
<td>BSHM-305</td>
<td>Environmental Studies</td>
<td>70+30</td>
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<td>6.</td>
<td>BSHM-306</td>
<td>Entrepreneurship Management</td>
<td>70+30</td>
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<tr>
<td>7.</td>
<td>BSHM-307-P</td>
<td>Industrial Training Report &amp; Viva Voce</td>
<td>70+30</td>
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Details of Syllabus

FIRST YEAR

BSHM-101(a)- COMMUNICATIVE ENGLISH

Unit –I-Basic English Grammar

Noun, Verb, Parts of Speech, Articles, Tenses, Prepositions, Direct and Indirect Speech

Unit –II-Letter Writing

Leave Letters, Job application, Explanations, Replies to Notices, Purchasing and Quotation Letter

Unit –III-Verbal Communication

Telephone Conversation, Person to Person-with Colleagues, Customer, Subordinate, Superiors, Social Skills -Courtesy, apology, Complaints, Suggestion, Recommendations

Unit –IV-Common Writing

Precis Writing, Report Writing, Conclusion Writing, Postal/Bank Writing, Filling of Bank Demand Draft, Bus, Train, and Airline Reservation Form

Unit –V-Oral Communication

Interpersonal Communication, Listening, Business Communication, Personality Development, Body Languages

Suggested Readings:-
4. Nehpal Singh Tanwar, Learn English, Alwar Printers, ALWAR(Raj.)

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For Hotel Industry

Unit – I: Pronunciation -The Alphabet -The Accents; Numbers (0 to 100) – Cardinal – Ordinal; Time (only 24 hr clock) -Days of the week Months of the year – Date -Weights & Measures -‘Formules de politesse’ -Conjugation of verbs in the present tense relevant to the hotel industry (only ‘je’ and ‘vous’ forms)

Unit – II: Food & Beverage Service -Restaurant Brigade -Hot Plate Language The French Classical Menu (17courses) with classic -examples of each course, terminology and meanings in brief, Wines -Wines of France -Wine terminology -Reading a wine label - Laying a cover.

Unit – III: At the reception desk of a hotel – Front Office -Restaurant – Dialogue Writing


Unit – V: Hotel and kitchen personnel in French terms -The names of the utensils used in kitchen & restaurant.

Suggested Readings:
1. Le Francais de L'hotelerie et de La Restaurant’ -CLE -international.
2. French for Hotel Management & Tourism Industry – by S. Bhattacharya
3. Food & Beverage Service -by Dennis Lillicrap John Cousins & Robert Smith148

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BSHM-102- FRONT OFFICE MANAGEMENT

Unit – I: Introduction to Hotel Industry, Growth of Hotel Industry in abroad and India, Organization chart of large, medium and small hotels. Classification of Hotels according to the length of stay, clientele, number of rooms, locations.
Unit – II : Organization of Front Office Department, various Departments in Front Office and its importance, staff organization of Front Office Department, Job description of various staff in Front Office Department, Different types of Tariff and Plan.

Unit – III : Reception-Reservation, Check In, Check out – Pre-registration, Check-in of reserved guest, Walk-in guest, Registration Procedure, Knowledge of various registers and forms used in Reception, Check out procedure Reservations – Types of reservations, Modes of reservations, Diaries and Charts used in reservation, Group reservation, Over Booking.

Unit – IV : Bell Desk – Staff Organisation and Job Description of Bell Desk Staff, Handling of Guest Luggage while check in & check out, Left Luggage Procedure, Mail Handling, Paging. Telephones, Board (PBX, PABX, EPABX), Qualities of Telephone Operator, Wake-up call procedure.

Unit -V : Cashier – Job Description of Front Office Cashier, Records & Ledgers maintained by the Cashier, Visitors Tabular ledger, Guest’s weekly bill, Allowance Voucher, Visitors Paid out Voucher, Taxes, Foreign Currency Encashment, Credit Cards, Charge slips, Telephone Voucher, Petty Cash Voucher Cashier report, Types of Guest Folio, Methods settling the Guest Bill – Night auditing – Functions of night auditing, preparing night audit reports – Front Office Terminologies.

Suggested Readings:
3. The Hotel Receptionist – Grace Paige and Jane Paige ELBS Publications

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BSHM-103- HOUSE KEEPING MANAGEMENT
Unit I: House Keeping in Hotels – Importance, Functions, Liaison with other departments, staff hierarchy, duties and responsibilities of house keeping staff, Introduction to various sections of House Keeping like House Keeping Desk, Laundry, Linen, Horticulture, Types of Cleaning Procedures.

Unit II: Guest Supplies and Amenities, Bed Making, Evening Service, Types of Key and Key Control. Cleaning Equipments and Agents – Classification and types.


Unit V: Laundry-Types of Laundry-In house laundry, Out site Laundry, Contract Laundry. Flow process of Industrial Laundry, Laundry Equipments and layout of Industrial laundry – Dry cleaning & Guest laundry. Linen – Classification & sizes of various linen (Bed, Bath & Table Linen), layout of linen room / Uniform room, storage condition, inspection & issuing linen, stock taking, par stock, inventory records.

Suggested Readings:
5. House Keeping Supervision Volume 1 & 2-Jane Fellow.
**BSHM-104- HOTEL ADMINISTRATION**

**Unit – I**: Principles and Functions of Catering Management – Tools of Management – Organization Chart of Luxury and Medium hotels.


**Unit – III**: Modes of Business -Planning – Organizing – All Managers Meeting – Daily Morning Meeting – Guest Satisfaction Index and Review – Briefing.

**Unit – IV**: Financial Management – Cost Control – Cost Concepts -Budget and types of Budgets with reference to hospitality industry.

**Unit – V**: Laws Governing Food service Establishments – Employee Facilities and Benefits.

**Suggested Readings:**
2. Professional Hotel Management – Jagmohan Negi – Kanishka Publisher, New Delhi
3. Management Theory for the Hotel Professional – Krupa Shanker M – United Publisher, Mangalore

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**BSHM-105- TOURISM MANAGEMENT**

**Unit – I**: Definition of Tourism, Tourist, Foreign Tourist, Domestic Tourism – Components of Tourism (Attraction, Accessibility and Amenities) – Motivations for Tourism.

**Unit – II**: Growth of Tourism – Tourism Development (Sea, Road, Rail, Air)-An Account of Famous Travellers – Role of Industrial Revolution – Concept of Holiday and Paid Holiday – Modern Era of Tourism after World War – II.

**Unit – III**: Functions and Types of Travel Agency – Tour Operators – Accommodation and Attractions.


**Suggested Readings:**
2. International Tourism Management, A.K.Bhatia, Sterling Publisher Pvt. Ltd.

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**BSHM-106- FRONT OFFICE MANAGEMENT (PRACTICAL)**

Subject Code: Reception - Wishing / Greeting the Guest
- Registration and Room Allotment
- Situation Handling
- Registers Maintained Reservation
- Reservation form – Confirmation
- Reconfirmation
- Reservation Enquiries
- Diaries and Charts used in Reservation
- Whitney Rack – Handling.
- Knowledge of Reservation Terminology. Information
- Mail Handling
- Receiving / Passing Message to Guest
- Local Information
- Tour Arrangement details.

Telephone Operator
- Handling of Telephone Exchange Boards
- Receiving / Connecting Calls to Guests/ Staff.
- Wake-up Calls Bell Desk
- Luggage handling procedure
- Errand Card
- Scanty Baggage152

**Suggested Readings:**
BSHM-107- HOUSE KEEPING MANAGEMENT (PRACTICAL)

Cleaning Procedures – Rooms, Bathroom, Toilet, Washbasin, Bath tub, Sink, Table, Floor, Water Closet, Staircase, Corridor, Carpet. Sequence of Cleaning -Cob Web Taking
-Dusting, Sweeping, Scrubbing
-Mopping
-Carpet Cleaning
-Carpet Shampooing Polishing
-Brassware
-Tiles
-Furniture Registers Maintained in Housekeeping
-Lost and Found
-Cleaning (Weekly, Daily, Spring)
-For Cleaning Equipments
-For Cleaning Agents Stain Removal
-Linen Items
-Uniform Items
-Floors
-Bathrooms
-Toilet

Suggested Readings:

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SECOND YEAR

BSHM-201- FOOD PRODUCTION


Unit – IV: Traditional foods of the different states – Kashmir, Punjab, Rajasthan, Gujarat, Goa, Maharashtra, Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Bengal. Speciality Indian Cuisine – Moghalai, Hyderabadi, Dum Pukht, Chettinad.

Unit – V: International Cooking: Different nations and their popular dishes – Study on the following cuisines with importance given to choice of ingredients, Menu, Specific method of cooking and Accompaniments-Italian, Spanish, Mexican, Chinese, German & French.

Suggested Readings:

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BSHM-202- FOOD & BEVERAGE SERVICE


Unit – III : Classification of Beverages – Non Alcoholic, (Refreshing, Stimulating, Nourishing) Alcoholic (Fermented, Distilled, Others) Introduction to Wine, Wine Production, Wines from France, Germany, Italy, Spain.

Unit – IV : Beer – Types and Manufacturing Process – Spirits – Types and Manufacturing of Basic Spirits, Other Spirits, Cocktails – Definition, Methods of Mixing, Equipments required. Recipes of atleast 3 Cocktails of each base spirit.

Unit – V : Control Checking systems, Control and the Bill – Cellar Control, Tobacco – Cigars & Cigarettes, KOT – Types of KOT’s.

Suggested Readings:

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BSHM-203- FOOD SAFETY AND MICROBIOLOGY

Unit – I : Importance of Safety -accidents from structural inadequacies – Accidents from improper placement of equipment in spaces – Accidents due to nature & behaviour of people at work – Accidents from improper selection, installation, maintenance & storage of equipment -Safety procedure Training Safety Engineering – Enforcement of Safety – Safety Education.155


Suggested Readings:

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BSHM-204- COMPUTER APPLICATIONS

Application Software (Cobol, Basic, Fortran, C) Language Classification (Higher Level, Lower Level, Assembly) – Compiles and interpreter (Basic I/S Cobol, DBase Vs Clipper)


Unit – IV : Introduction to MS Power Point – Creating, Formatting, Editing, Viewing Slideshow, Creating a Presentation using MS Power Point.


Suggested Readings:


BSHM-205- GENERAL KNOWLEDGE

This is compulsory paper common for all UG Courses.

BSHM-206- FOOD PRODUCTION (PRACTICAL)

1. Identification of Ingredients, Kitchen Equipments, Groceries, Vegetables.
2. Cuts of Vegetables, Fish, Poultry, meat.
3. Preparation of Stocks, Mother Sauces and their derivatives.
4. Preparation of four continental menus – Compiled in such a way that different methods of cooking, sauces and soups are included.
5. Preparation of four Indian menus – Compiled in such away that dishes from various states are included.
6. Preparation of two International menus – Compiled in such a way that dishes from various countries are included.

**Suggested Readings:**

1. Krishna Arora, Theory of Cookery, Frank Brothers Publisher Limited 4675A, Ansari Road, 21, Darya Ganj, New Delhi-110 002, Edition 2002
2. Philip E. Thangam, Modern Cookery for Teaching and Trade (Volume – I & II ), Orient Blackswan Publisher Pvt.ltd.

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**BSHM-207- FOOD & BEVERAGE SERVICE (PRACTICAL)**

1. Familiarization and handling of Equipments.

2. Arrangement of Side Board.

3. Laying of table for various meals and menus.

4. Service at the table (Silver Service & Clearance Course by Course)

5. Service of Non-Alcoholic Beverages.

6. Service of Wine – Various types

**Suggested Readings:**

2. Food and Beverage Service, Dennis Lillicrap & John Cousins, 2002, Published by
**THIRD YEAR**

**BSHM-301- FOOD & BEVERAGE MANAGEMENT**

**Unit – I**: Food cost Control: Definition of Cost, Objectives of Food Cost Control – Controlling Techniques, Reason for High Food cost, Calculating Actual, Daily, Weekly, Monthly Food cost.


**Unit – IV**: Storing & Issuing – Procedure – Stock Taking, Stock Level, Par Stock, Bin Card - Food and Beverage Control – Objectives and Methods of Control.

**Unit – V**: Measurement of Performance – Seat turnovers, Sales Per Waiter, Sales per Cover, Average Sales, Beverage Cost.159

**Suggested Readings:**

**BSHM-302- HOTEL ACCOUNTS**


Unit – III: Subsidiary Books, Trial Balance, Rectification of Error, Depreciation – Meaning and Methods (Straight line and Written down value method)

Unit – IV: Final Accounts (Trading / Profit & Loss Account and Balance Sheet) with adjustments (Closing Stock, Depreciation, Outstanding Expenses and Incomes, Prepaid Expenses and Income, Provision for Bad Debts and Doubtful debts).


Suggested Readings:

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BSHM-303- HOSPITALITY MARKETING


Suggested Readings:

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BSHM-304- HUMAN RESOURCE MANAGEMENT


Unit – V : Employee Relation : -Employees Association, Staff Representatives, Union Representative, Strike Handling – Trade unions and Personnel Policies.

Suggested Readings:

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**BSHM-305- ENVIRONMENTAL STUDIES**

This is compulsory paper common for all UG Courses in OPJS University, Churu (Rajasthan)

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**BSHM-306- ENTREPRENEURSHIP MANAGEMENT**

**Unit – I** : Introduction to Entrepreneurship Entrepreneurship-Definition, Characteristics and qualities of entrepreneur, Types of entrepreneurs

**Unit – II** : Different Organizations in Entrepreneurship Entrepreneurial development training, Support of Institutions like NIESBUD-Delhi, SIET -Hyderabad, ITCOT, SIPCOT, SISI ----Tamil Nadu.

**Unit – III** : Introduction to Project Idea processing and selection, Identification and classification, Project life cycle, Project formulation.

**Unit – IV** : Entrepreneurship Related to the Hotel Industry Plant layout in view of the Hotel Industry, Steps for starting small hotel, Problems in starting a hotel, Ways to rectify them


**Suggested Readings:**
3. Jose Paul, N. Ajith Kumar, Entrepreneurship Development-Himalaya


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BSHM-307- INDUSTRIAL TRAINING REPORT & VIVA VOCE

(90 DAYS)

Industrial Training:

Being a professional course, Industrial Training is also included as a part of the curriculum. A minimum of ninety days industrial training in a Reputed Hotel has to be undergone by every student before the completion of third year. The training has to be given under the supervision and guidance of the Hotel Training Manager. Each student will have to maintain a daily logbook and enter the observations and get it countersigned by the Hotel Training Manager. At the end of the Training, the student will have to submit a comprehensive Training Report undergone by him/her at the hotel and appear for Viva-voce examination.

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