

5th SEMESTER TEACHING & EXAMINATION SCHEME (17 WEEKS)

National Council Component

| No. | Subject code | Subject | Hours per week | | Term Marks* | |
|-------------|--------------|--|----------------|-----|-------------|-----|
| | | | Th. | Pr. | Th. | Pr. |
| 1 | BHM311 | Advance Food Production Operations - I | 02 | 08 | 100 | 100 |
| 2 | BHM312 | Advance Food & Beverage Operations – I | 02 | 02 | 100 | 100 |
| 3 | BHM313 | Front Office Management - I | 02 | 02 | 100 | 100 |
| 4 | BHM314 | Accommodation Management - I | 02 | 02 | 100 | 100 |
| 5 | BHM307 | Financial Management | 04 | - | 100 | - |
| 6 | BHM308 | Strategic Management | 02 | - | 50 | - |
| 7 | BHM309 | Research Project | - | 01 | - | - |
| 8 | -- | Special topics/Guest speakers | 02 | - | - | - |
| TOTAL: | | | 16 | 15 | 550 | 400 |
| GRAND TOTAL | | | 31 | | 950 | |

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

BHM311 - ADVANCE FOOD PRODUCTION OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|-------|---|-------|------------|
| 01 | <p>LARDER</p> <p>I. LAYOUT & EQUIPMENT</p> <p>A. Introduction of Larder Work B. Definition C. Equipment found in the larder D. Layout of a typical larder with equipment and various sections</p> <p>II. TERMS & LARDER CONTROL</p> <p>A. Common terms used in the Larder and Larder control B. Essentials of Larder Control C. Importance of Larder Control D. Devising Larder Control Systems E. Leasing with other Departments F. Yield Testing</p> <p>III. DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</p> <p>A. Functions of the Larder B. Hierarchy of Larder Staff C. Sections of the Larder D. Duties & Responsibilities of larder Chef</p> | 02 | 05% |
| | | 03 | 10% |
| | | 03 | 10% |
| 02 | <p>CHARCUTIERIE</p> <p>I. SAUSAGE</p> <p>A. Introduction to charcuterie B. <u>Sausage – Types & Varieties</u> C. Casings – Types & Varieties D. Fillings – Types & Varieties E. Additives & Preservatives</p> <p>II. FORCEMEATS</p> <p>A. <u>Types of forcemeats</u> B. Preparation of forcemeats C. Uses of forcemeats</p> <p>III. BRINES, CURES & MARINADES</p> <p>A. Types of Brines B. Preparation of Brines C. Methods of Curing D. Types of Marinades E. Uses of Marinades</p> | 02 | 05% |
| | | 02 | 05% |
| | | 02 | 05% |

| | | |
|---|----|-----|
| <p>F. Difference between Brines, Cures & Marinades</p> | 02 | 05% |
| <p>IV. HAM, BACON & GAMMON</p> | | |
| <p>A. Cuts of Ham, Bacon & Gammon. B. Differences between Ham, Bacon & Gammon C. Processing of Ham & Bacon D. Green Bacon E. Uses of different cuts</p> | | |
| <p>V. GALANTINES</p> | 01 | 05% |
| <p>A. Making of galantines B. Types of Galantine C. <u>Ballotines</u></p> | | |
| <p>VI. PATES</p> | 01 | 05% |
| <p>A. Types of Pate B. Pate de foie gras C. Making of Pate D. Commerical pate and Pate Maison E. Truffle – sources, Cultivation and uses and Types of truffle.</p> | | |
| <p>VII. MOUSE & MOUSSELINE</p> | 01 | 05% |
| <p>A. Types of mousse B. Preparation of mousse C. <u>Preparation of mousseline</u> D. Difference between mousse and mousseline</p> | | |
| <p>VIII. CHAUD FROID</p> | 01 | 05% |
| <p>A. Meaning of Chaud froid B. <u>Making of chaud frod & Precautions</u> C. Types of chaud froid D. Uses of chaud froid</p> | | |
| <p>IX. ASPIC & GELEE</p> | 01 | 05% |
| <p>A. Definition of Aspic and Gelee B. Difference between the two C. Making of Aspic and Gelee D. Uses of Aspic and Gelee</p> | | |
| <p>X. QUENELLES, PARFAITS, ROULADES</p> | 01 | 05% |
| <p>Preparation of Quenelles, Parfaits and Roulades</p> | | |

| | | | |
|--------------|---|-----------|-------------|
| | XI. NON EDIBLE DISPLAYS A. Ice carvings B. Tallow sculpture C. Fruit & vegetable Displays D. Salt dough E. Pastillage F. Jelly Logo G. Thermancol work | 03 | 10% |
| 03 | APPETIZERS & GARNISHES A. <u>Classification of Appetizers</u> B. Examples of Appetizers C. Historic importance of culinary Garnishes D. Explanation of different Garnishes | 02 | 05% |
| 04 | SANDWICHES A. Parts of Sandwiches B. Types of Bread C. Types of filling – classification D. Spreads and Garnishes E. Types of Sandwiches F. Making of Sandwiches G. Storing of Sandwiches | 02 | 05% |
| 05 | USE OF WINE AND HERBS IN COOKING A. Ideal uses of wine in cooking B. Classification of herbs C. Ideal uses of herbs in cooking | 01 | 05% |
| TOTAL | | 30 | 100% |

BHM311 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)**PART A - COOKERY****HOURS ALLOTTED: 60****MAXIMUM MARKS: 50**

| Topic | Contact hours |
|--|----------------------|
| <u>MENU 01</u> <ul style="list-style-type: none">• Consommé Carmen• Poulet Sauté Chasseur• Pommes Loretta• Haricots Verts | 4 |
| <u>MENU 02</u> <ul style="list-style-type: none">• Bisque D'écrevisse• Escalope De Veau viennoise• Pommes Batailles• Epinards au Gratin | 4 |
| <u>MENU 03</u> <ul style="list-style-type: none">• Crème Du Barry• Darne De Saumon Grille• Sauce paloise• Pommes Fondant• Petits Pois A La Flamande | 4 |
| <u>MENU 04</u> <ul style="list-style-type: none">• Veloute Dame Blanche• Cote De Porc Charcuterie• Pommes De Terre A La Crème• Carottes Glace Au Gingembre | 4 |
| <u>MENU 05</u> <ul style="list-style-type: none">• Cabbage Chowder• Poulet A La Rex• Pommes Marguises• Ratatouille | 4 |
| <u>MENU 06</u> <ul style="list-style-type: none">• Barquettes Assortis• Stroganoff De Boeuf• Pommes Persilles• Riz Pilaf | 4 |
| <u>MENU 07</u> <ul style="list-style-type: none">• Duchesse Nantua• Poulet Maryland• Croquette Potatoes• Banana fritters• Corn gallets | 4 |

| | |
|---|----|
| <u>MENU 08</u> <ul style="list-style-type: none"> • Kromeskies • Filet De Sols Walweska • Pommes Lyonnaise • Funghi Marirati | 4 |
| <u>MENU 09</u> <ul style="list-style-type: none"> • Vol-Au-Vent De Volaille Et Jambon • Poulet a la kiev • Creamy Mashed Potatoes • Butter tossed green peas | 4 |
| <u>MENU 10</u> <ul style="list-style-type: none"> • Quiche Lorraine • Roast Lamb • Mint sauce • Pommes Parisienne | 4 |
| Plus 5 Buffets <ul style="list-style-type: none"> • Cold Buffet • Hot Continental • Hot Indian • Buffet Desserts • Bread Displays | 20 |
| TOTAL | 60 |

BHM311 - ADVANCE FOOD PRODUCTION OPERATIONS – I (PRACTICAL)
PART B – BAKERY & PATISSERIE
HOURS ALLOTTED: 60 MAXIMUM MARKS: 50

| S.No. | Topic | Contact hours |
|--------------|--|----------------------|
| 1 | Brioche Baba au Rhum | 4 |
| 2 | Soft Rolls Chocolate Parfait | 4 |
| 3 | French Bread Tarte Tartin | 4 |
| 4 | Garlic Rolls Crêpe Suzette | 4 |
| 5 | Harlequin Bread Chocolate Cream Puffs | 4 |
| 6 | Focaccia Crème Brûlée | 4 |
| 7 | Vienna Rolls Mousse Au Chocolat | 4 |
| 8 | Bread Sticks Souffle Milanaise | 4 |
| 9 | Brown Bread Pâte Des Pommes | 4 |
| 10 | Clover Leaf Rolls Savarin des fruits | 4 |
| 11 | Whole Wheat Bread Charlotte Royal | 4 |
| 12 | Herb & Potato Loaf Doughnuts | 4 |
| 13 | Milk Bread Gateaux des Peache | 4 |
| 14 | Ciabatta Chocolate Brownie | 4 |
| 15 | Buffet desserts Modern Plating Styles | 4 |
| TOTAL | | 60 |

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM311

| | | |
|---|---|------------|
| MAXIMUM MARKS | : | 100 |
| PASS MARKS | : | 50 |
| TOTAL TIME ALLOWED | : | 06.00 HRS |
| TIME ALLOWED FOR INDENTING & PLAN OF WORK | : | 30 MINUTES |
| SCULLERY & WINDING UP | : | 30 MINUTES |

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

| | |
|--|-----------|
| 1. One starter OR soup | 10 |
| 2. One main course (Fish/Chicken/Mutton/Beef/Pork) | 15 |
| 3. Accompaniment - I | 05 |
| 4. Accompaniment - II | 05 |
| 5. Journal | 05 |
| | 40 |

Part – B (Bakery)

| | |
|---------------------|-----------|
| 1. Bread | 15 |
| 2. One cold dessert | 10 |
| 3. One hot dessert | 10 |
| 4. Journal | 05 |
| | 40 |

Part – C (General Assessment)

| | |
|---|-----------|
| 1. Uniform & Grooming | 05 |
| 2. Indenting and plan of work | 05 |
| 3. Scullery, equipment cleaning and Hygiene | 05 |
| 4. Viva | 05 |
| | 20 |

PARAMETERS OF ASSESMENT OF EACH DISH

| | |
|--------------------------|-------------|
| A) Temperature | 20% |
| B) Texture / Consistency | 20% |
| C) Aroma / Flavour | 20% |
| D) Taste | 20% |
| E) Presentation | <u>20%</u> |
| | <u>100%</u> |

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Each student will cook 04 portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.

BHM312 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|-------|---|-------|------------|
| 01 | <p>PLANNING & OPERATING VARIOUS F&B OUTLET</p> <p>A. Physical layout of functional and ancillary areas B. Objective of a good layout C. Steps in planning D. Factors to be considered while planning E. Calculating space requirement F. Various set ups for seating G. Planning staff requirement H. Menu planning I. Constraints of menu planning J. Selecting and planning of heavy duty and light equipment K. Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc. L. Suppliers & manufacturers M. Approximate cost N. Planning Décor, furnishing fixture etc.</p> | 08 | 25% |
| 02 | <p>FUNCTION CATERING</p> <p>BANQUETS</p> <p>A. History B. Types C. Organisation of Banquet department D. Duties & responsibilities E. Sales F. Booking procedure G. Banquet menus</p> <p>BANQUET PROTOCOL</p> <ul style="list-style-type: none"> • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures <p>INFORMAL BANQUET</p> <ul style="list-style-type: none"> • Réception • Cocktail parties • Convention • Seminar • Exhibition • Fashion shows | 08 | 25% |

| | | | |
|--------------|--|----|------|
| | <ul style="list-style-type: none"> • Trade Fair • Wedding • Outdoor catering | | |
| 03 | <p>FUNCTION CATERING</p> <p>BUFFETS</p> <ul style="list-style-type: none"> A. Introduction B. Factors to plan buffets C. Area requirement D. Planning and organisation E. Sequence of food F. Menu planning G. Types of Buffet H. Display I. Sit down J. Fork, Finger, Cold Buffet K. Breakfast Buffets L. Equipment M. Supplies N. Check list | 08 | 30% |
| 04 | <p>GUERIDON SERVICE</p> <ul style="list-style-type: none"> A. History of gueridon B. Definition C. General consideration of operations D. Advantages & Dis-advantages E. Types of trolleys F. Factor to create impulse, Buying – Trolley, open kitchen G. Gueridon equipment H. Gueridon ingredients | 04 | 15% |
| 05 | <p>KITCHEN STEWARDING</p> <ul style="list-style-type: none"> A. Importance B. Opportunities in kitchen stewarding C. Record maintaining D. Machine used for cleaning and polishing E. Inventory | 02 | 05% |
| TOTAL | | 30 | 100% |

BHM312 - ADVANCE FOOD & BEVERAGE OPERATIONS – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No | Topic | Hours |
|--------------|--|--------------|
| 01 | Planning & Operating Food & Beverage Outlets <u>Class room Exercise</u> <ul style="list-style-type: none"> • Developing Hypothetical Business Model of Food & Beverage Outlets • Case study of Food & Beverage outlets - Hotels & Restaurants | 08 |
| 02 | Function Catering – Banquets <ul style="list-style-type: none"> • Planning & organizing Formal & Informal Banquets • Planning & organizing Outdoor caterings | 08 |
| 03 | Function Catering – Buffets Planning & organizing various types of Buffet | 04 |
| 04 | Gueridon Service <ul style="list-style-type: none"> • Organizing Mise-en-place for Gueridon Service • Dishes involving work on the Gueridon <ul style="list-style-type: none"> Task-01 Crepe suzette Task-02 Banana au Rhum Task-03 Peach Flambe Task-04 Rum Omelette Task-05 Steak Diane Task-06 Pepper Steak | 08 |
| 05 | Kitchen Stewarding <ul style="list-style-type: none"> • Using & operating Machines • Exercise – physical inventory | 02 |
| TOTAL | | 30 |

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM312

| | | | |
|---------------|----------|------------|----|
| MAXIMUM MARKS | 100 | PASS MARKS | 50 |
| DURATION | 03.00HRS | | |

All Technical Skills to be tested as listed in the syllabus

| | | MARKS |
|----|-------------------------|--------------|
| 1. | Uniform / Grooming | : 10 |
| 2. | Misc-en-place | : 10 |
| 3. | Gueridon Skill Service | : 30 |
| 4. | Food & Beverage Service | : 30 |
| 5. | Viva | : 10 |
| 6. | Journal | : 10 |
| | TOTAL | : 100 |

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. Each should be responsible for laying of 4 covers. The student must also ensure that sideboard contains everything necessary for service.
3. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

BHM313 - FRONT OFFICE MANAGEMENT – I (THEORY)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|--------------|---|--------------|-------------------|
| 01 | PLANNING & EVALUATING FRONT OFFICE OPERATIONS A. Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc. B. Forecasting techniques C. Forecasting Room availability D. Useful forecasting data <ul style="list-style-type: none"> • % of walking • % of overstaying • % of under stay E. Forecast formula F. Types of forecast G. Sample forecast forms H. Factors for evaluating front office operations | 12 | 40% |
| 02 | BUDGETING A. Types of budget & budget cycle B. Making front office budget C. Factors affecting budget planning D. Capital & operations budget for front office E. Refining budgets, budgetary control F. Forecasting room revenue G. Advantages & Disadvantages of budgeting | 12 | 40% |
| 03 | PROPERTY MANAGEMENT SYSTEM A. Fidelio / IDS / Shawman B. Amadeus | 06 | 20% |
| TOTAL | | 30 | 100% |

BHM313 - FRONT OFFICE MANAGEMENT – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

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

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

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

| S.No. | Topic |
|-------|--|
| 01 | HMS Training – Hot Function keys |
| 02 | How to put message |
| 03 | How to put a locator |
| 04 | How to check in a first time guest |
| 05 | How to check in an existing reservation |
| 06 | How to check in a day use |
| 07 | How to issue a new key |
| 08 | How to verify key |
| 09 | How to cancel a key |
| 10 | How to issue a duplicate key |
| 11 | How to extend a key |
| 12 | How to print and prepare registration cards for arrivals |
| 13 | How to programme keys continuously |
| 14 | How to programme one key for two rooms |
| 15 | How to re-programme a key |
| 16 | How to make a reservation |
| 17 | How to create and update guest profiles |
| 18 | How to update guest folio |
| 19 | How to print guest folio |
| 20 | How to make sharer reservation |
| 21 | How to feed remarks in guest history |
| 22 | How to add a sharer |
| 23 | How to make add on reservation |
| 24 | How to amend a reservation |
| 25 | How to cancel a reservation |
| 26 | How to make group reservation |
| 27 | How to make a room change on the system |
| 28 | How to log on cashier code |
| 29 | How to close a bank at the end of each shift |
| 30 | How to put a routing instruction |
| 31 | How to process charges |
| 32 | How to process a guest check out |
| 33 | How to check out a folio |
| 34 | How to process deposit for arriving guest |
| 35 | How to process deposit for in house guest |
| 36 | How to check room rate variance report |

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

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM313

| | | | |
|---------------|-----------|------------|----|
| MAXIMUM MARKS | 100 | PASS MARKS | 50 |
| DURATION | 03.00 HRS | | |

| | | | MARKS |
|--------------|---------------------------------------|---|--------------|
| 1. | Uniform & Grooming | : | 10 |
| 2. | Guest handling situation | : | 20 |
| 3. | Technical knowledge | : | 20 |
| 4. | Four Practical Tasks on PMS (4x10=40) | : | 40 |
| 5. | Journal | : | 10 |
| TOTAL | | | 100 |

NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. PMS tasks as per syllabus.
3. Guest Handling Situation as per syllabus.

BHM314 - ACCOMMODATION MANAGEMENT – I (THEORY)**HOURS ALLOTTED: 30****MAXIMUM MARKS: 100**

| S.No. | Topic | Hours | Weight age |
|--------------|--|--------------|-------------------|
| 01 | PLANNING AND ORGANISING THE HOUSE KEEPING DEPARTMENT A. Area inventory list B. Frequency schedules C. Performance and Productivity standards D. Time and Motion study in House Keeping operations E. Standard Operating manuals – Job procedures F. Job allocation and work schedules G. Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping H. Training in HKD, devising training programmes for HK staff I. Inventory level for non recycled items J. Budget and budgetary controls K. The budget process L. Planning capital budget M. Planning operation budget N. Operating budget – controlling expenses – income statement O. Purchasing systems – methods of buying P. Stock records – issuing and control | 15 | 50% |
| 02 | HOUSEKEEPING IN INSTITUTIONS & FACILITIES OTHER THAN HOTELS | 04 | 15% |
| 03 | CONTRACT SERVICES A. <u>Types of contract services</u> B. Guidelines for hiring contract services C. Advantages & disadvantages of contract services | 04 | 15% |
| 04 | ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS | 05 | 15% |
| 05 | FIRST AID | 02 | 05% |
| TOTAL | | 30 | 100% |

BHM314 - ACCOMMODATION MANAGEMENT – I (PRACTICAL)
HOURS ALLOTTED: 30 MAXIMUM MARKS: 100

| S.No. | Topic | Hours |
|--------------|--|--------------|
| 1 | Team cleaning <ul style="list-style-type: none"> • Planning • Organizing • Executing • Evaluating | 4 |
| 2 | Inspection checklist | 2 |
| 3 | Time and motion study <ul style="list-style-type: none"> • Steps of bed making • Steps in servicing a guest room etc | 12 |
| 4 | Devising/ designing training module <ul style="list-style-type: none"> • Refresher training(5 days) • Induction training(2 days) • Remedial training(5 days) | 12 |
| TOTAL | | 30 |

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-V) BHM314

MAXIMUM MARKS 100 PASS MARKS 50
DURATION 03.00HRS

| | | MARKS |
|----|--------------------------------------|--------------|
| 1. | Uniform & Grooming | : 10 |
| 2. | Team Cleaning | : 20 |
| 3. | Time & Motion Study Exercise | : 15 |
| 4. | Devising / Designing Training Module | : 15 |
| 5. | Inspection Checklist | : 10 |
| 6. | Viva | : 20 |
| 7. | Journal | : 10 |
| | TOTAL | : 100 |

NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus

BHM307 - FINANCIAL MANAGEMENT
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|-------|--|-------|------------|
| 01 | FINANCIAL MANAGEMENT MEANING & SCOPE A. Meaning of business finance B. Meaning of financial management C. Objectives of financial management | 02 | 05% |
| 02 | FINANCIAL STATEMENT ANALYSIS AND INTERPRETATION A. Meaning and types of financial statements B. Techniques of financial analysis C. Limitations of financial analysis D. Practical problems | 07 | 10% |
| 03 | RATIO ANALYSIS A. Meaning of ratio B. Classification of ratios C. Profitability ratios D. Turnover ratios E. Financial ratios F. Du Pent Control Chart G. Practical Problems | 12 | 20% |
| 04 | FUNDS FLOW ANALYSIS A. Meaning of funds flow statement B. Uses of funds flow statement C. Preparation of funds flow statement D. Treatment of provision for taxation and proposed dividends (as non-current liabilities) E. Practical problems | 10 | 15% |
| 05 | CASH FLOW ANALYSIS A. Meaning of cash flow statement B. Preparation of cash flow statement C. Difference between cash flow and funds flow analysis D. Practical problems | 10 | 15% |
| 06 | FINANCIAL PLANNING MEANING & SCOPE A. Meaning of Financial Planning B. Meaning of Financial Plan C. Capitalisation D. Practical problems | 05 | 10% |
| 07 | CAPITAL EXPENDITURE | 05 | 10% |

| | | | |
|--------------|---|----|------|
| | <ul style="list-style-type: none"> A. Meaning of Capital Structure B. Factors determining capital structure C. Point of indifference D. Practical problems | | |
| 08 | WORKING CAPITAL MANAGEMENT <ul style="list-style-type: none"> A. Concept of working capital B. Factors determining working capital needs C. Over trading and under trading | 02 | 05% |
| 09 | BASICS OF CAPITAL BUDGETING <ul style="list-style-type: none"> A. Importance of Capital Budgeting B. Capital Budgeting appraising methods C. Payback period D. Average rate of return E. Net Present Value F. Profitability index G. Internal rate of return H. Practical problems | 07 | 10% |
| TOTAL | | 60 | 100% |

BHM308 - STRATEGIC MANAGEMENT
HOURS ALLOTTED: 30 MAXIMUM MARKS: 50

| S.No. | Topic | Hours | Weight age |
|-------|---|-------|---------------|
| 01 | <p>ORGANISATIONAL STRATEGY</p> <p>A. MISSION</p> <ul style="list-style-type: none"> • Mission Statement Elements and its importance <p>B. OBJECTIVES</p> <ul style="list-style-type: none"> • Necessity of formal objectives • Objective Vs Goal <p>C. STRATEGY</p> <ul style="list-style-type: none"> • DEVELOPING STRATEGIES <ul style="list-style-type: none"> - Adaptive Search - Intuition search - Strategic factors - Picking Niches - Entrepreneurial Approach | 04 | 15% |
| 02 | <p>ENVIRONMENTAL AND INTERNAL RESOURCE ANALYSIS</p> <p>A. NEED FOR ENVIRONMENTAL ANALYSIS</p> <p>B. KEY ENVIRONMENTAL VARIABLE FACTORS</p> <p>C. OPPORTUNITIES AND THREATS</p> <ul style="list-style-type: none"> • Internal resource analysis <p>D. FUNCTIONAL AREAS RESOURCE DEVELOPMENT MATRIX</p> <p>E. STRENGTHS AND WEAKNESSES</p> <ul style="list-style-type: none"> • Marketing • Finance • Production • Personnel • Organisation | 05 | 15% |
| 03 | <p>STRATEGY FORMULATION</p> <p>A. STRATEGY (GENERAL) ALTERNATIVES</p> <ul style="list-style-type: none"> • Stability Strategies • Expansion Strategies • Retrench Strategies • Combination Strategies <p>B. COMBINATION STRATEGIES</p> <ul style="list-style-type: none"> • Forward integration • Backward integration • Horizontal integration • Market penetration • Market development • Product development • Concentric diversification • Conglomerate diversification • Horizontal diversification • Joint Venture | 08 | 25% |

| | | | |
|--------------|--|----|------|
| | <ul style="list-style-type: none"> • Retrenchment • Divestiture • Liquidation • Combination | | |
| 04 | <p>STRATEGIC ANALYSIS AND CHOICE (ALLOCATION OF RESOURCES)</p> <p>A. FACTORS INFLUENCING CHOICE</p> <ul style="list-style-type: none"> • Strategy formulation <p>B. INPUT STAGE</p> <ul style="list-style-type: none"> • Internal factor evaluation matrix • External factor evaluation matrix • Competitive profile matrix <p>C. MATCHING STAGE</p> <ul style="list-style-type: none"> • Threats opportunities – weaknesses – strengths matrix (TOWS) • Strategic position and action evaluation matrix (SPACE) • Boston consulting group matrix (BCGM) • Internal – External matrix • Grand Strategy matrix <p>D. DECISION STAGE</p> <ul style="list-style-type: none"> • Quantitative Strategic Planning matrix (QSPM) | 06 | 20% |
| 05 | <p>POLICIES IN FUNCTIONAL AREAS</p> <p>A. POLICY</p> <p>B. PRODUCT POLICIES</p> <p>C. PERSONNEL POLICIES</p> <p>D. FINANCIAL POLICIES</p> <p>E. MARKETING POLICIES</p> <p>F. PUBLIC RELATION POLICIES</p> | 03 | 10% |
| 06 | <p>STRATEGIC IMPLEMENTATION REVIEW AND EVALUATION</p> <p>A. MCKINSEY 7-S FRAMEWORK</p> <p>B. LEADERSHIP AND MANAGEMENT STYLE</p> <p>C. STRATEGY REVIEW AND EVALUATION</p> <ul style="list-style-type: none"> • Review underlying bases of Strategy • Measure Organisational Performance • Take corrective actions | 04 | 15% |
| TOTAL | | 30 | 100% |

RESEARCH PROJECT (BHM309)
HOURS ALLOTTED 15

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

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

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

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

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

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

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

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

6th SEMESTER TEACHING & EXAMINATION SCHEME

National Council Component

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

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

BHM351 - ADVANCE FOOD PRODUCTION OPERATIONS – II (THEORY)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

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

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

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

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

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

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

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

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM351

| | | |
|---|---|------------|
| MAXIMUM MARKS | : | 100 |
| PASS MARKS | : | 50 |
| TOTAL TIME ALLOWED | : | 06.00 HRS |
| TIME ALLOWED FOR INDENTING & PLAN OF WORK | : | 30 MINUTES |
| SCULLERY & WINDING UP | : | 30 MINUTES |

All menu items to be made from the prescribed syllabus only

Part – A (Cookery)

| | |
|---|-----------|
| 1. One starter OR soup | 10 |
| 2. One main course | 10 |
| 3. One preparation of Pasta/Rice/Noodle | 10 |
| 4. One accompaniment | 05 |
| 5. Journal | 05 |
| | 40 |

Part – B (Bakery)

| | |
|---------------------|-----------|
| 1. Bread | 15 |
| 2. One cold dessert | 10 |
| 3. One hot dessert | 10 |
| 4. Journal | 05 |
| | 40 |

Part – C (General Assessment)

| | |
|---|-----------|
| 1. Uniform & Grooming | 05 |
| 2. Indenting and plan of work | 05 |
| 3. Scullery, equipment cleaning and Hygiene | 05 |
| 4. Viva | 05 |
| | 20 |

PARAMETERS OF ASSESMENT OF EACH DISH

| | |
|--------------------------|-------------|
| A) Temperature | 20% |
| B) Texture / Consistency | 20% |
| C) Aroma / Flavour | 20% |
| D) Taste | 20% |
| E) Presentation | <u>20%</u> |
| | <u>100%</u> |

NOTE:

1. Journal is not allowed during indenting or practical. It must be handed over to the examiner before commencement of examination.
2. Invigilation will be done by both internal and external persons.
3. Each student will cook 04 portions of each dish/item.
4. Extra ingredients may be made available in case of failure but of limited types and quantity (groceries and dairy products only). Only one extra attempt may be permitted.
5. Uniform and grooming must be checked by the examiners before commencement of examination.
6. Students are not allowed to take help from books, notes, journal or any other person.

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

| S.No. | Topic | Hours | Weight age |
|--------------|---|--------------|-------------------|
| 01 | FOOD & BEVERAGE STAFF ORGANISATION A. Categories of staff B. Hierarchy C. Job description and specification D. Duty roaster | 08 | 25% |
| 02 | MANAGING FOOD & BEVERAGE OUTLET A. Supervisory skills B. Developing efficiency C. Standard Operating Procedure | 06 | 25% |
| 03 | BAR OPERATIONS A. Types of Bar <ul style="list-style-type: none">• Cocktail• Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock G. Bar Control H. Bar Staffing I. Opening and closing duties | 06 | 25% |
| 04 | COCKTAILS & MIXED DRINKS A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails <ul style="list-style-type: none">- Martini – Dry & Sweet- Manhattan – Dry & Sweet- Dubonnet- Roy-Roy- Bronx- White Lady- Pink Lady- Side Car- Bacardi- Alexandra- John Collins- Tom Collins- Gin FIZZ- Pimm's Cup – no. 1,2,3,4,5- Flips- Noggs- Champagne Cocktail | 10 | 25% |

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

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

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

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM352

| | | | |
|---------------|----------|------------|----|
| MAXIMUM MARKS | 100 | PASS MARKS | 50 |
| DURATION | 03.00HRS | | |

All Technical Skills to be tested as listed in the syllabus

| | | | MARKS |
|----|---------------------------------------|----------|--------------|
| 1. | Uniform / Grooming | : | 10 |
| 2. | Misc-en-place | : | 10 |
| 3. | Preparation of Cocktail & mixed drink | : | 30 |
| 4. | Food & Beverage Service Skill | : | 30 |
| 5. | Viva | : | 10 |
| 6. | Journal | : | 10 |
| | TOTAL | : | 100 |

NOTE:

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. Each should be responsible for laying of 4 covers. The student must also ensure that sideboard contains everything necessary for service.
3. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

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

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

BHM353 - FRONT OFFICE MANAGEMENT – II (PRACTICAL)

HOURS ALLOTTED: 30

MAXIMUM MARKS: 100

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

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

SUGGESTIVE LIST OF TASKS FOR FRONT OFFICE OPERATION SYSTEM

| S.No. | Topic |
|-------|--|
| 01 | HMS Training – Hot Function keys |
| 02 | How to put message |
| 03 | How to put a locator |
| 04 | How to check in a first time guest |
| 05 | How to check in an existing reservation |
| 06 | How to check in a day use |
| 07 | How to issue a new key |
| 08 | How to verify key |
| 09 | How to cancel a key |
| 10 | How to issue a duplicate key |
| 11 | How to extend a key |
| 12 | How to print and prepare registration cards for arrivals |
| 13 | How to programme keys continuously |
| 14 | How to programme one key for two rooms |
| 15 | How to re-programme a key |
| 16 | How to make a reservation |
| 17 | How to create and update guest profiles |
| 18 | How to update guest folio |
| 19 | How to print guest folio |
| 20 | How to make sharer reservation |
| 21 | How to feed remarks in guest history |
| 22 | How to add a sharer |
| 23 | How to make add on reservation |
| 24 | How to amend a reservation |
| 25 | How to cancel a reservation |
| 26 | How to make group reservation |
| 27 | How to make a room change on the system |
| 28 | How to log on cashier code |
| 29 | How to close a bank at the end of each shift |
| 30 | How to put a routing instruction |
| 31 | How to process charges |
| 32 | How to process a guest check out |
| 33 | How to check out a folio |
| 34 | How to process deposit for arriving guest |
| 35 | How to process deposit for in house guest |

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

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM353

| | | | |
|---------------|-----------|------------|----|
| MAXIMUM MARKS | 100 | PASS MARKS | 50 |
| DURATION | 03.00 HRS | | |

| | | | MARKS |
|--------------|---------------------------------------|---|--------------|
| 1. | Uniform & Grooming | : | 10 |
| 2. | Guest Handling Situation | : | 20 |
| 3. | Technical knowledge | : | 20 |
| 4. | Four Practical Tasks on PMS (4x10=40) | : | 40 |
| 5. | Journal | : | 10 |
| TOTAL | | | 100 |

NOTE:

1. Speech, Communication, Courtesy and Manners should be observed throughout.
2. PMS tasks as per syllabus.
3. Guest Handling Situation as per syllabus.

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

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

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

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

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM354

MAXIMUM MARKS 100 PASS MARKS 50
 DURATION 03.00HRS

MARKS

| | | | |
|----|--|----------|------------|
| 1. | Uniform & Grooming | : | 10 |
| 2. | Standard Operating Procedure Exercise | : | 10 |
| 3. | First Aid / Fire Safety & Fire Fighting Exercise | : | 15 |
| 4. | Guest Room Layout Exercise | : | 15 |
| 5. | Special Decoration | : | 20 |
| 6. | Viva | : | 20 |
| 7. | Journal | : | 10 |
| | TOTAL | : | 100 |

NOTE:

1. Time limit of the examination should be strictly adhered to.
2. Tasks should be limited to the syllabus

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

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

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

BHM306 - FACILITY PLANNING
HOURS ALLOTTED: 60 MAXIMUM MARKS: 100

| S.No. | Topic | Hours | Weight age |
|-------|---|------------------------|---------------------------|
| 01 | HOTEL DESIGN A. Design Consideration <ul style="list-style-type: none"> - Attractive Appearance - Efficient Plan - Good location - Suitable material - Good workmanship - Sound financing - Competent Management | 04 | 10% |
| 02 | FACILITIES PLANNING The systematic layout planning pattern (SLP) Planning consideration A. Flow process & Flow diagram B. Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5 star hotel Architectural consideration A. Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas) B. Approximate cost of construction estimation C. Approximate operating areas in budget type/5 star type hotel approximate other operating areas per guest room D. Approximate requirement and Estimation of water/electrical load gas, ventilation | 02 04 05 | 05% 05% 10% |
| 03 | STAR CLASSIFICATION OF HOTEL Criteria for star classification of hotel (Five, four, three, two, one & heritage) | 04 | 05% |
| 04 | KITCHEN A. Equipment requirement for commercial kitchen <ul style="list-style-type: none"> • Heating - gas/electrical • Cooling (for various catering establishment) B. Developing Specification for various Kitchen equipments C. Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities) | 02 02 02 | 05% 05% 05% |
| 05 | KITCHEN LAY OUT & DESIGN A. Principles of kitchen layout and design | 10 | 15% |

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

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

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

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

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

MARKING SCHEME FOR PRACTICAL EXAMINATION (SEM-VI) BHM309

RESEARCH PROJECT

MAXIMUM MARKS 100 PASS MARKS 50

| | | | MARKS |
|----|---|--------|------------|
| 1. | Introduction of the topic chosen giving basic theoretical inputs reference to any previous study conducted. | - | 10 |
| 2. | Research Methodology and Design: Objectives, Hypothesis, place where study was conducted Methods of data collected: (a) Questionnaire (b) Interview (c) Case Study | - | 20 |
| 3. | Actual data collation | | 10 |
| 4. | Data analysis | | 20 |
| 5. | Conclusions with recommendations | | 20 |
| 6. | VIVA | | 20 |
| | | TOTAL: | <u>100</u> |

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

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

GUIDELINES FOR USING EXTERNAL EXPERT SPEAKERS

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

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